



Office of Equal Opportunity
Small Business Development Division
Governmental Center Annex
115 S. Andrews Avenue, Room A-640 • Fort Lauderdale, Florida 33301 • 954-357-6400 • FAX 954-357-6010

MEMORANDUM

DATE: March 23, 2009

TO: Andrea Busada, Paratransit Manager
Transportation Department

FROM: Marcia Young, Director
Small Business Development Division

SUBJECT: CDBE Goals for RLI No. 20090107-0-MT-1; TOPS Paratransit Reservation and Scheduling Services Call Center

This project calls for the procurement of TOPS Paratransit Reservation and Scheduling Services Call Center.

Broward County's Transportation Department (BCT) is seeking a qualified vendor to implement the County's first central reservation center for its TOPS Paratransit service program and to provide related call taking, reservation and trip/route scheduling services. The County contracts with multiple service providers to provide the on-street transportation of clients (including dispatching duties). The contract term for the service detailed in this RLI is projected to begin October 1, 2009 (subject to adjustment) and end on September 30, 2014, which is a total term of five years. The selected firm will provide all services described above at their own facility (whether leased or owned), and will utilize their own employees for the provision of all services described above. They will not be subcontracting or employing independent contractors. The Transportation Department has indicated that BCT has never undertaken such a project. However, staff consulted with experts in the field, including the manager of the Orlando-LYNX paratransit service which utilizes a contracted service provider for their call center, the supervisor of the Broward County Call center located at the Emergency Operations Center in Plantation, and the Director of the Broward County Office of Public Communications, and these individuals all stated that no subcontracting opportunities exist based upon the scope of work and the extensive amount of monitoring and reporting required. Because the duties are so interconnected with the monitoring and reporting, the operation should be controlled by a single vendor utilizing their own staff at their own facility. Also, proper control and supervision would not be possible if the prime contractor were to utilize subcontractors.

Per the Community Disadvantaged Business Enterprise Act of 2007, Sec. 1-81.3(c) (4a.), CDBE contract goals may only be established on contracts that have subcontracting

possibilities. The using agency has indicated that there are no subcontracting opportunities on this project; therefore, no CDBE goals are applicable.

This assessment is made based upon the Division's examination of the scope of work as submitted to the Small Business Development Division by the using agency. Please contact the Division's office at (954) 357-6400 with any concerns.

**cc: Patricia G. West, Interim Director, Office of Equal Opportunity
Christopher L. Atkinson, Assistant to the Director, Office of Equal Opportunity
Freddy Justino Castillo, Manager, Small Business Development Division
Ricardo Martinez, Small Business Development Division**

Calhoun, Christine

From: Castillo, Freddy
Sent: Thursday, July 30, 2009 1:02 PM
To: Busada, Andrea
Cc: Martinez, Ricardo; O'connell, Ellie; Calhoun, Christine
Subject: RE: Request for Revised Goal Memo - Paratransit Call Center

Please note that this particular project has no goal and the County attorney's Office directed SBDD to keep those set memorandums the same for the CDBE program. We are addressing the projects that have assigned goals and revising those goals to adhere to the new CBE program. Again, projects without goals stay the same. We need to ensure that the project is the same, if there has been any changes to the project, then a new goal memorandum will be required.

Thank you,

Freddy Justino Castillo

From: Busada, Andrea
Sent: Thursday, July 30, 2009 12:14 AM
To: Martinez, Ricardo
Cc: Castillo, Freddy; O'connell, Ellie; Calhoun, Christine
Subject: Request for Revised Goal Memo - Paratransit Call Center
Importance: High

Dear Ricardo,

Back in March you very kindly prepared a CDBE Goal Memo for RLI 20090107-0-MT-1 for a new Paratransit call center. That document is attached as "Previous CDBE goal memo and SB-21 for Paratransit Call Center RLI.pdf."

The RLI was never approved and posted, and the Board directed staff to issue it as a bid document instead. Purchasing and I are preparing the bid document.

Nothing about the project has changed – same title, same scope of service, same project description, same funding source (100% County General Fund, 0045-035-8200-3400). I've attached a copy of the draft bid document in case you need to see it. I've also attached a new SB-21 for CBE goal assignment.

Would it be possible for you to send me a new goal memo under the new CBE program? We need to release the bid document on Wednesday, August 5th so it's going to be a really tight squeeze time-wise (we have an item on the August 4th agenda that states that the bid will be released on the 5th). This is entirely my fault because I completely forgot about the new program (CDBE v. CBE) and forgot to make this request of you in a timely fashion.

Please feel free to call me to discuss. My cell phone number is 954-254-2996.

As always, I am greatly appreciative of any help you can be to me.
Andrea Busada, Manager
Broward County Paratransit Services