



AGENDA REPORT

PROPOSED ACTION:

Resolution: Approve and Authorize the Executive Director to Enter into a Professional Services Agreement with ARCOS LLC, DBA in California as Automated Roster Callout System Company LLC (ARCOS) to Implement an Automated Shift Callout System (ASCS) for the Oakland International Airport for Five Years in an Amount Not to Exceed \$300,000

Submitted By: Bryant L. Francis C.M., Director of Aviation; Danny Wan, Executive Director

Parties Involved: ARCOS LLC dba in California as Automated Roster Callout System Company LLC (ARCOS), Columbus, OH

Amount:
\$300,000 (FY2022 – FY2027)
Operating Expense

EXECUTIVE SUMMARY:

When operationally necessary positions are not filled due to sick calls, medical leave, vacation, or other reasons, Supervisors must perform a callout process to fill those positions with other staff on overtime. This process is currently done manually and can be time consuming and difficult to track over time. The Port needs to modernize this process to increase the efficiency, consistency, and visibility for supervisors and staff, as well as reporting capabilities. The recommended firm to provide this system was selected through a formal competitive process. The agreement may also be automatically assigned to another entity in connection with a merger, consolidation, or sale of all or substantially all of ARCOS’s assets, provided that such assignment does not create a conflict of interest for the Port.

BACKGROUND & ANALYSIS

Oakland International Airport has three operational departments – Airside Operations, Terminal Services, and Aviation Facilities – that are staffed on a 24-hour basis over three shifts. Due to sick calls, medical leave, vacation leave, and other such absences, overtime may be requested to fill the operational needs to maintain adequate staffing levels.

Currently, supervisory staff in each department attempt to fill overtime utilizing a pen and paper method to perform and track overtime callouts. Currently, supervisory staff wait approximately five minutes before moving onto the next person on the list if a message is left. Over a three-shift period, this can consume up to one and a half hours per day depending upon the staffing needs.

The Aviation Division is recommending the implementation of an automated shift callout system to increase the efficient use of staff time, improve consistency, and provide greater visibility into overtime callout processes and procedures. In addition, this will

modernize the Port work environment, consistent with other employers similar to the Port. To achieve these benefits, Port staff developed a Request for Proposals (RFP No. 19-20/04) to provide and maintain an Automated Shift Callout System in 2019.

The Port’s outreach efforts advising potential proposers that the RFP was available included:

- Posted on the Port of Oakland website
- Emailed to local chambers of commerce
- Direct email to known qualified firms
- Advertisement in the Oakland Tribune newspaper
- Notices in industry trade association publications: American Association of Airport Executives (AAAE) and Airports Council International - North America (ACI-NA)

The Port received two proposals by the submission deadline. Both proposals met the minimum qualifications specified in the RFP. The evaluation committee (Committee) included one member from each of the following Aviation departments: Airport IT, Aviation Facilities, Airport Terminal Services, and Airside Operations, and Social Responsibility staff. The Committee reviewed and scored the two proposals based on the criteria set forth in the RFP, and as listed below:

Criteria	Weighting
<p>Adherence to Port Policy and Other Requirements and Debarment Statement Proposals from respondents who have not or would not adhere to the Port Policy and Other Requirements or who have been debarred and have not provided sufficient reasons/justification for the Port to review the circumstances surrounding the debarment would not be forwarded to the evaluation committee for review.</p>	Pass/Fail
<p>Company Information, Client References, Litigation and Other Information, and Required Forms Respondent’s capacity to provide professional service as evidenced by past performance, company information, reference checks, litigation and other information, and required forms.</p>	25%
<p>Knowledge and Experience Respondent’s knowledge and experience in providing Digital Display Content Management System as evidenced from their response to the Submission Requirements.</p>	20%
<p>Plan and Approach Respondent’s plan and approach to ASCS.</p>	25%
<p>Proposed Costs Respondent’s implementation cost, hosting cost for five years, and their proposed 3rd level support for five years.</p>	15%

Non-Discrimination and Small Local Business Utilization – Respondents were required to submit information pertaining to the Port’s Non-Discrimination and Small Local Business Utilization Policy (NDSLBU). Those meeting criteria designated by the Port’s NDSLBU are eligible to receive preference points.	15%
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After scoring the two proposals, the Committee determined that both firms would be invited to participate in an interview to clarify and support information provided in their written proposals. The ranking for the firms is as follows:

Rank	Proposer	Location	NDSLBU Certification Status	Non-Discrimination and Small Local Business Utilization	Total Points (100 Max)
1	ARCOS LLC	Columbus, OH	None	0.00	72
2	Vocantas	Ottawa, ON	None	0.00	55

Although both firms met minimum qualifications and could deliver the specified overtime callout system as outlined in the RFP, ARCOS’s proposal was ranked highest, making it the recommended firm based on:

- Experience in the industry
- Overall solution functionality
- Plan and approach
- Ease of use
- Self-contained solution, to include automated callout and scheduling

ARCOS’s product is a cloud-based system allowing the supervisor to utilize an electronic system to call employees for overtime based upon the needs established by the department and consistent with any applicable collective bargaining agreements. The system will log all calls and follow set procedures allowing employees to either accept or decline overtime hours.

Shortly after this bid process, the COVID-19 pandemic hit and stay at home orders were issued. Faced with shrinking flights and increased economic uncertainty, staff placed this project on hold. Since then, the pandemic has begun to ease, work at home restrictions have been lifted and flight operations have increased. With the increase in demand of airport services it became necessary to reinstate this project to ensure that OAK has sufficient staff to meet the daily needs of the Airport.

ARCOS was contacted to determine if they would honor the original proposal they

submitted in 2019. They have subsequently agreed to proceed with that proposal and staff would like to continue the process to award this contract to ARCOS.

OTHER FINDINGS AND PROVISIONS

ENVIRONMENTAL REVIEW

The proposed action was analyzed under the California Environmental Quality Act (CEQA) and was found to be:

- Categorically exempt under the following CEQA Guidelines Section:

Choose an item.

- Exempt from CEQA because it is not a "Project" under CEQA Guidelines Section 15061(b)(3).

- Other/Notes:

BUDGET

- Administrative (No Impact to Operating, Non-Operating, or Capital Budgets); OR

- Operating Non-Operating Capital

Analysis: Operating budget includes the necessary amount to fund this project. Funds for the Project will come from account code 523231 from departments AS411, AF311, AF341 and AS331

STAFFING

- No Anticipated Staffing Impact.
- Anticipated Change to Budgeted Headcount.

Reason:

- Other Anticipated Staffing Impact (e.g., Temp Help).

Reason:

MARITIME AND AVIATION PROJECT LABOR AGREEMENT (MAPLA):

Applies? No (Not Aviation or Maritime CIP Project) – proposed action is not covered work on Port’s Capital Improvement Program in Aviation or Maritime areas above the threshold cost.

- Additional Notes:

LIVING WAGE (City Charter § 728):

Applies?

No (Not Covered Entity) – proposed action involves entity not covered by Living Wage requirements because it is not a covered service provider or tenant, does not employ at least 21 employees, or receive from or pay to Port at least \$50,000.

- Additional Notes:

SUSTAINABLE OPPORTUNITIES:

Applies? **No.**

GENERAL PLAN (City Charter § 727):

Conformity Determination:

<p><u>Reason:</u> The project presents opportunities to add efficiencies to the existing operations by reducing the time spent in overtime calls. It does not have a direct impact to sustainable activities.</p>	<p>No Project – conformity determination not required because proposed action does not change use of or make alterations to an existing facility, or create a new facility.</p>
<p>STRATEGIC PLAN. The proposed action would help the Port achieve the following goal(s) and objective(s) in the Port’s Strategic Business Plan:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Grow Net Revenues <input checked="" type="checkbox"/> Improve Customer Service <input checked="" type="checkbox"/> Strengthen Safety and Security <input type="checkbox"/> Care for Our Environment <input type="checkbox"/> Modernize and Maintain Infrastructure <input type="checkbox"/> Pursue Employee Excellence <input type="checkbox"/> Serve Our Community 	