



City of Arts & Innovation

City Council Memorandum

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TO: HONORABLE MAYOR AND CITY COUNCIL DATE: JUNE 23, 2026

FROM: PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT WARDS: ALL

SUBJECT: PROFESSIONAL CONSULTANT SERVICES AGREEMENT FROM REQUEST FOR PROPOSAL NO. 2527 WITH FLEXLYNQS LLC, OF NEWARK, CALIFORNIA, FOR COMPREHENSIVE OPERATIONAL ANALYSIS OF THE CITY'S SPECIAL TRANSPORTATION SERVICES FOR THE TERM OF ONE YEAR, WITH THE OPTION TO EXTEND FOR AN ADDITIONAL ONE-YEAR TERM, FOR A TOTAL AGREEMENT AMOUNT OF \$198,426

ISSUE:

Approve a Professional Consultant Services Agreement from RFP No. 2527 with Flexlynqs LLC, of Newark, California, for comprehensive operational analysis of the City's Special Transportation Services for the term of one year, with the option to extend for an additional one-year term, for a total Agreement amount of \$198,426.

RECOMMENDATIONS:

That the City Council:

1. Approve a Professional Consultant Services Agreement from RFP No. 2527 with Flexlynqs LLC, of Newark, California for comprehensive operational analysis of the City's Special Transportation Services for the term of one year, with the option to extend for an additional one-year term, for a total Agreement amount of \$198,426; and
2. Authorize the City Manager, or designee, to execute the Agreement with Flexlynqs, LLC including making minor and non-substantive changes, including execution of a one-year extension.

BACKGROUND:

The Special Transportation Division of the Parks, Recreation and Community Services Department (PRCSD) operates the Riverside Connect service within the city limits of Riverside. It was established in 1975, through a mutual agreement between the City of Riverside and the Riverside Transit Agency (RTA) to provide complementary paratransit services to seniors over the age of 60 and individuals with disabilities.

Riverside Connect provides service seven days a week, 362 days a year, and has a fleet of 34 vehicles which includes 32 buses and two vans. Riverside Connect allows seniors and individuals living with a disability to live an independent life by providing equitable access to transportation. In FY24/25 Riverside Connect provided on average 350 rides per day and traveled over 437,000 miles transporting senior and disabled residents throughout the City of Riverside.

Riverside Connect is a cornerstone of an inclusive and compassionate community. By addressing transportation services, Riverside Connect contributes to the overall well-being, independence, and active participation of diverse community members. The continued support and enhancement of Riverside Connect aligns with the City’s commitment to creating a community that is accessible and supportive to all. Riverside Connect’s operational costs are entirely funded by federal, state, and local transportation funds and have no impact to the general fund.

The need for a Comprehensive Operational Analysis (COA) has been identified through multiple Transportation Development Act (TDA) Triennial Performance Audits, including the FYs 2019–2021 and FYs 2022–2024 audits, which recommended advancing a formal strategic planning process to guide service delivery, resource allocation, and long-term sustainability. In response, the City released an RFP in 2023; however, the sole proposal received exceeded the available budget and was not awarded. Subsequent audit recommendations reiterated the importance of completing a COA to address ongoing operational challenges, including gradual ridership recovery following the COVID-19 pandemic and evolving customer travel behaviors. Funding for this effort was incorporated into the FY 2025/26 Short Range Transit Plan, adopted by City Council on July 15, 2025, and will be supported with eligible Local Transportation Funds (LTF). The COA will provide a comprehensive evaluation of existing services, identify opportunities for efficiency and service improvements, and support the development of data-driven strategies.

DISCUSSION:

Purchasing Overview

Request for Proposal (RFP) No. 2527 was posted on the City’s online bidding system, Planet Bids, on January 23, 2026, seeking prospective bidders to conduct a comprehensive study aimed at optimizing transit operations and exploring innovative transit solutions.

The solicitation notification is summarized in the table below:

Action	Number of Vendors
External Vendors Notified	500
City of Riverside Vendors Notified	659
Vendors who downloaded the RFP	65
Proposals received	4

A total of (43) questions were received from prospective proposers, and one (1) addendum was posted. RFP 2527 closed on February 20, 2026, with a total of four (4) responses. Three (3) responses were found to be responsive and responsible, with one response determined as non-responsive for failing to submit required documents. Under the guidance of the Purchasing Division, four (4) City staff evaluated the proposals which resulted in Flexlynqs ranking No. 1. The evaluation criteria, total points and rankings for each evaluation round are summarized in the tables below.

Round 1

Evaluation Criteria	Total Points
Qualifications, Related Experience, and Project Staffing	40%
Approach and Methodology	30%
Professional References	10%
Pricing	20%

Evaluation Results

Vendor	Location	Total Cost	Total Point	Rank
Flexlynqs	Newark, CA	\$198,426.00	905.49	1
Capitol GCS	Irvine, CA	\$312,977.97	811.56	2
Pure Fource Enterprises, Inc	Riverside, CA	\$190,230.00	450.00	3
*Charis Advisory Group, LLC	Berkeley, CA	\$199,560.00	N/A	N/A

*Non-responsive

Purchasing Resolution 24101, Section 508 Awards states, “Contracts procured through Formal Procurement shall be awarded by the Awarding Entity to the Lowest Responsive and Responsible, except that... (c) Contracts procured through Formal Procurement for Services or Professional Services, where a Request for Proposals or Request for Qualifications was used to solicit Bids, shall be awarded by the Awarding Entity in accordance with the evaluation criteria set forth in the Request for Proposals or Request for Qualifications.”

The Purchasing Manager concurs that the recommended actions are in accordance with Purchasing Resolution 24101.

FISCAL IMPACT:

The total fiscal impact of the actions of this report is a total of \$198,426 over a one-year term, with the option to extend for an additional one-year term. Sufficient funds are budgeted and available in the Special Transit Fund, Comp Ops Analysis Project account number 9354620-421000.

Prepared by: Ron Profeta, Transit Manager
 Approved by: Pamela M. Galera, Parks, Recreation and Community Services Director
 Certified as to availability of funds: Julie Nemes, Interim Finance Director
 Approved by: Kris Martinez, Assistant City Manager
 Approved as to form: Rebecca McKee-Reimbold, Interim City Attorney

Attachments:

1. Award Recommendation
2. Agreement