

PROCUREMENT SUMMARY

BUS PEST CONTROL SERVICES / OP75359-2000

1.	Contract Number: OP75359-2000	
2.	Recommended Vendor: Rentokil North America, Inc. dba Isotech Pest Management	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: March 31, 2022	
	B. Advertised/Publicized: March 31, 2022	
	C. Pre-Proposal Conference: April 14, 2022	
	D. Proposals Due: April 29, 2022	
	E. Pre-Qualification Completed: October 4, 2022	
	F. Conflict of Interest Form Submitted to Ethics: October 4, 2022	
	G. Protest Period End Date: November 21, 2022	
5.	Solicitations Picked up/Downloaded: 8	Bids/Proposals Received: 4
6.	Contract Administrator: Marc Margoni	Telephone Number: (213) 922-1304
7.	Project Manager: James Jimenez	Telephone Number: (213) 922-5870

A. Procurement Background

This Board Action is to approve the award of Contract No. OP75359-2000 to Rentokil North America, Inc. dba Isotech Pest Management, to provide bus pest control services at ten bus divisions and Metro's Central Maintenance Facility. Board approval of contract awards are subject to resolution of any properly submitted protest.

On March 31, 2022, Request for Proposal (RFP) No. OP75359-2 was issued as a competitive negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. The RFP was issued with a 5% Race Conscious Disadvantaged Business Enterprise (DBE) goal.

No amendments were issued during the solicitation phase of this RFP.

The solicitation was available for download from Metro's website. Advertisements were placed in four leading publications within Los Angeles County (Los Angeles Daily News, La Opinion, Watts Times, and the Asian Journal) to notify potential proposers of this solicitation. Metro also notified proposers from the Metro's vendor database based on applicable North American Industry Classification System (NAICS) codes.

A virtual pre-proposal conference was held on April 14, 2022.

A total of eight (8) firms downloaded the RFP and were included on the planholders list. No questions were received regarding the solicitation.

A total of four (4) proposals were received on April 29, 2022, and are listed below in alphabetical order:

1. Pestmaster Services, L.P.
2. Rentokil North America, Inc. dba Isotech Pest Management
3. Stafford Environmental Services, Inc.
4. TMC Pest Management dba Sprague Pest Solutions

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Finance & Admin Management Services, Maintenance Operations, and Environmental Compliance & Service was convened and conducted a comprehensive technical evaluation of the four proposals.

On May 17, 2022, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms, and take receipt of the proposals to initiate the evaluation phase. Evaluations were conducted from May 17, 2022, through August 2, 2022.

On June 29, 2022, Metro's Diversity and Economic Opportunity Department (DEOD) determined TMC Pest Management dba Sprague Pest Solutions (TMC) to be ineligible for contract award for failure to meet the 5% DBE goal for this procurement. Hence, TMC was excluded from further consideration.

The PET continued to evaluate the remaining three proposals based on the following evaluation criteria stated in the RFP:

Phase 1 Evaluation – Minimum Qualification Review: This is a pass/fail criteria. The criteria focused on the experience of the proposer in providing bus pest control services for transit agencies of similar size and complexity to Metro, the annual volume of bus pest control services provided in the last three years, and the chemical products proposed to be used.

The PET reconvened and determined that Stafford Environmental Services, Inc. did not meet the minimum experience requirements for providing bus pest control services. As a result, it was eliminated from consideration.

The proposals of Rentokil North America, Inc. dba Isotech Pest Management (Isotech) and Pestmaster Services, L.P. were found to be responsive to the Phase 1 minimum qualification requirements and were further evaluated in accordance with the following evaluation criteria and weights:

- | | |
|--|------------|
| • Experience and Qualifications of the Proposer/Team | 40 percent |
| • Understanding of the Scope of Services and Proposed Approach/Work-Plan | 35 Percent |

- Cost Proposal

25 Percent

The evaluation criteria are appropriate and consistent with criteria developed for similar bus pest control services' procurements. Several factors were considered in developing these weights, giving the greatest importance to the experience and qualifications of the proposer/team.

After evaluation of the proposals, the PET determined that the proposal received from Isotech addressed the RFP requirements and demonstrated its personnel are qualified and experienced with all aspects of the required tasks. Based on a thorough evaluation of the proposal, the PET determined Isotech to be the highest rated firm.

Qualifications Summary of Firms within the Competitive Range:

Pestmaster Services, L.P.

Pestmaster Services, L.P. (Pestmaster), founded in 1979, is located in Cudahy, CA. It specializes in all phases of pest control, including Integrated Pest Management (IPM), termite control, bed bug control, and many more. Clients include Alameda - Contra Costa Transit (AC Transit), San Diego Metropolitan Transit System (MTS). MICC – West Point, VA Northern California Health Care System (Palo Alto Division/Menlo Park Division), Malcom Randall Department of Veterans Affairs Medical Center and Lake City VA Medical Center.

Pestmaster has been providing pest and bird control services to Metro since 2018 and performance has been satisfactory.

Rentokil North America, Inc. dba Isotech Pest Management

Rentokil North America, Inc. dba Isotech Pest Management (Isotech), is headquartered in Anaheim, CA and is a full-service pest control company serving commercial customers from a wide range of business sectors. It offers customers expertise and innovative solutions such as specialist services, commercial pest control, and critical disinfection service. Isotech has been providing bus pest control services to Metro for over 10 years.

The following is a summary of the PET scores:

	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
1	Rentokil North America, Inc. dba Isotech Pest Management				
2	Experience and Qualifications of the Proposer/Team	95.83	40.00%	38.33	
3	Understanding of the Scope of Services and Proposed Approach/Work-Plan	82.80	35.00%	28.98	

	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
4	Cost Proposal	80.36	25.00%	20.09	
5	Total		100.00%	87.40	1
6	Pestmaster Services, L.P.				
7	Experience and Qualifications of the Proposer/Team	78.33	40.00%	31.33	
8	Understanding of the Scope of Services and Proposed Approach/Work-Plan	66.69	35.00%	23.34	
9	Cost Proposal	100.00	25.00%	25.00	
10	Total		100.00%	79.67	2

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on price analysis, technical analysis and fact-finding. The recommended price is lower than Metro's independent cost estimate (ICE).

	Proposer Name	Proposal Amount	Metro ICE	Award Amount
1.	Rentokil North America, Inc. dba Isotech Pest Management	\$4,917,442	\$6,405,385	\$4,917,442
2	Pestmaster Services, L.P.	3,951,649		

It has been six years since the award of the current contract. During the term of that contract, there was no unit rate increase. When preparing the ICE, staff estimated a unit rate increase of 20% from current rates based on an increased cost for labor and material since 2016. That increase did not materialize in the proposals received.

D. Background on Recommended Contractor

Isotech has been in business for over 30 years. It offers innovative pest control solutions and a wide range of other pest management solutions including disinfection, air filtration, and food safety services.

Isotech has been providing bus pest control services to Metro for over 10 years and performance has been satisfactory. In addition, Isotech also provides year-round pest services to a number of commercial properties in the Los Angeles metro area such as grocery stores, healthcare facilities, hotels, resorts, restaurants, schools and universities.

The Isotech team includes one DBE subcontractor, We the People Janitorial & Maintenance. The proposed Project Manager has over 12 years of pest control

experience and is the current project manager of Metro's bus pest control services contract.