



Board Report

File #: 2021-0404, File Type: Contract

Agenda Number: 16.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 15, 2021

SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES

ACTION: APPROVE CONTRACT MODIFICATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. for Glass Replacement and Installation services in the amount of \$900,000, increasing the contract four-year base term authority from \$995,911 to \$1,895,911.

ISSUE

The existing glass replacement and installation services contract term of a four-year base expires on August 31, 2023. Due to the increased rate of vandalism for damaged glass system-wide, there is insufficient authority remaining within the existing contract, therefore, approving Modification No. 2 to increase contract authority is required to ensure service continuity while providing timely response and safe environment to our patrons.

BACKGROUND

On August 14, 2019, Metro executed a four-year base, firm fixed unit rate Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., to provide glass replacement and installation services for Metro's bus and rail facilities system-wide.

Under the existing contract, the contractor is required to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide.

DISCUSSION

There are various types of glass panels used throughout the Metro system for map cases, security guard shacks, fire hose and fire extinguisher cabinets, and elevators within the elevator cab, hoistway and doors. Standard glass panels are used for map cases, while special tempered laminated glass panels are used for the elevator hoistway, cabs and doors. Bullet-proof glass panels are also used for Metro's security guard shacks system-wide. Glass panels are subject to damage

due to vandalism, breakage, accidents, and natural disasters requiring timely board-up and replacement.

Since contract inception on September 1, 2019 to-date, the contractor responded to 413 incidents for broken glass panels requiring board-up and replacement services. This represents 16% escalation from a prior similar period, due to the increased rate of vandalism for damaged glass. Furthermore, the increased vandalism activities targeted elevator and security guard shack panels that are special, tempered laminated and bullet proof glass panels requiring additional manpower, longer installation time and significantly higher material cost compared to map case damaged glass panel replacement services. Therefore, there is insufficient authority remaining within the existing contract and an increase in contract authority is required to ensure service continuity and safe operations.

Providing timely response for as-needed glass replacement and installation services is critical to Metro's operations to address emergencies, avoid service interruption and accessibility to Metro stations, especially for individuals with disabilities, and provide safe and reliable environment to our patrons.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure continuity of maintenance services with timely response to as-needed board-up for broken glass panels and glass replacement services, in an effort to provide safe, on-time and reliable services system-wide.

FINANCIAL IMPACT

For FY22, funding of \$480,000 is allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various projects.

Since this is a multi-year contract, the cost center manager and Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action include Fares, proposition A/C, Measure M, and StateTransportation Assistance. These funding sources maximize allowable project funding use given approved funding provisions and guidelines.

Equity Platform

Metro ensures the glass replacement and installation services program facilitates meaningful communication with Limited English Proficiency (LEP) customers under Title VI of the Civil Rights Act of 1964 through nine (9) different language translation services. Metro also ensures translated signage is posted for those reporting broken glass on the Metro system. Staff will continue to consult with the Office of Equity and Race to monitor any opportunities for improved customer access to

glass replacement services.

This contract is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Los Angeles Glass Company, Inc., is a Metro certified SBE contractor and made 100% SBE commitment as the Prime.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing timely as-needed broken glass panel board-up and replacement services will ensure providing safe environment to our patrons, accessibility and service reliability, and enhancing customers' overall experience.

ALTERNATIVES CONSIDERED

Staff considered providing this service with in-house staff; however, this would require the hiring and training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates this is not a cost-effective option for Metro.

NEXT STEPS

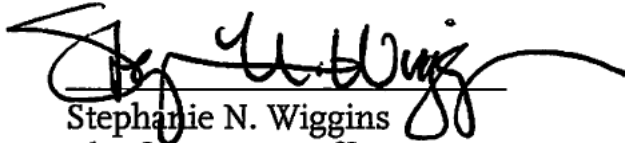
Upon approval by the Board, staff will execute Modification No. 2 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., to continue providing broken glass panel board-up, glass replacement and installation services system-wide.

ATTACHMENTS

Attachment A - Procurement Summary
Attachment B - Contract Modification/Change Order Log
Attachment C - DEOD Summary

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