



Board Report

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Agenda Number: 2.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 16, 2022

SUBJECT: REFURBISHMENT OF SEAT INSERTS WITH VINYL MATERIAL

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed unit rate Contract No. RR82767000 to Molina Manufacturing, the lowest responsive and responsible bidder, to refurbish vinyl seat inserts. The Contract is for a one-year base amount in the amount of \$1,785,652, inclusive of sales tax, and a one-year option in the amount of \$1,587,413, inclusive of sales tax, for a total contract amount of \$3,373,065, subject to resolution of protest(s), if any.

ISSUE

This procurement will provide refurbishment of bus seat inserts with vinyl material. Much of the bus fleet currently has fabric covered seat inserts, which can retain dust, dirt, and moisture. The fabric seat inserts are difficult to clean. Vinyl seats are easier to clean, sanitize, and wipe down, and a drain hole at the lowest point of the seat insert prevents moisture build-up from spills when buses are in service. The vinyl seat insert refurbishment procurement will provide bus divisions with an inventory of vinyl seat inserts to convert the fleet from fabric covered seat inserts to vinyl covered seat inserts.

Awarding this contract will ensure that the operating divisions have adequate inventory to convert and maintain the bus seat inserts. The second year of the contract will be to provide stock supply for replacement of damaged seat inserts. Any seat inserts that are found with graffiti, cuts in the vinyl material, or other vandalism will need to be replaced, and the second year of the contract will allow for Metro to stock a supply of each seat insert to ensure a continued high quality environment for our passengers. The vinyl seat inserts will improve bus cleanliness and improve our customers' experience. Per the Chief Executive Officer's directive, Metro is actively working on the conversion of the entire fleet of buses to vinyl seat inserts by the end of Fiscal Year 2023, and the award of this contract is expected to provide the inventory of vinyl seat inserts to achieve this objective. Management will closely monitor the delivery of seat inserts to determine whether the contractor's production rate is sufficient to achieve the goal of transitioning all remaining seat inserts to vinyl in FY23, and mitigation plans have been developed to bring on other suppliers, if needed. Procurement has identified two additional contractors who could be issued purchase orders for reupholstery of seat inserts as a contingency measure in case this contractor's production rate falls below the rate required to complete the project in FY23.

BACKGROUND

Seat inserts are plastic panels that are covered with fabric or vinyl material and are secured to the metal seat frame in buses. Seat inserts are replaced when they become damaged, vandalized, soiled, or when spills result in unsanitary conditions.

The current fabric seat inserts retain dust, dirt, and moisture. Vinyl seat inserts do not retain dust, dirt, or moisture and include a drain hole to dissipate spills where a customer's clothing could become soiled. The vinyl seat material allows for improved cleaning and sanitization of the buses by applying a sanitizing spray, along with a quick wipe down, which will immediately provide a clean dry seat, instead of leaving damp fabric that could provide a negative customer experience.

DISCUSSION

A leading concern heard from our customers is the cleanliness of our vehicles. Customers want a clean and odor free environment on buses and as part of the Cleanliness Plan we have identified several cleanliness initiatives to improve the customer experience. Dirty or damaged seats impact the rider experience, instead of taking a seat a rider may choose to stand due to the condition of the seat. Vinyl seat inserts can be quickly cleaned, sanitized, and wiped down to improve customer experience by ensuring that dust, dirt and moisture that can be retained in fabric seats is eliminated. In addition, plastic seat insert cores with fabric or vinyl covering allow for quick repair of damaged seats. Seat inserts are replaced, rather than requiring the replacement of the entire seat structure.

The contract to be awarded is a "requirements type" agreement in which we commit to order only from the awardee up to the specified quantity for a specific duration of time, but there is no obligation or commitment for us to order any specific quantity of the reupholstered seat inserts that may currently be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required.

The seat inserts will be reupholstered with vinyl material, maintained in inventory, and managed by Material Management.

DETERMINATION OF SAFETY IMPACT

The award of this contract will ensure that all operating divisions have adequate inventory to convert and maintain the bus fleet according to Metro Maintenance standards. Award of this contract will provide cleaner and more sanitary buses for revenue service.

FINANCIAL IMPACT

The funding of \$1,785,652 for this product has been included in the FY23 budget in various bus operating cost centers, under project 306002 - Operations Maintenance, under line item 50441 - M/S Parts - Revenue Vehicle. Operations has requested an additional \$2,000,000 in funding for parts and labor to allow for conversion of the entire bus fleet to vinyl seat inserts by the end of Fiscal Year 2023. The requested funding allocation of \$3,780,000 will provide sufficient funds for refurbishing the

remaining bus seats and labor support for installing the seat inserts.

Since this is a multi-year contract, the cost center managers and Chief Operations Officer will be accountable for budgeting the cost in future fiscal years including any option exercised.

Impact to Budget

The current source of funding for this action include Prop C, TDA, &STA. . Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

EQUITY PLATFORM

The benefits of this action are to ensure that the bus fleet that serves Los Angeles County, and disproportionately serves marginalized groups and the vulnerable, provides clean and safe transportation services. Cleanliness is a highly rated issue of importance for Metro riders and the reupholstering of the seat inserts enhances Metro's cleaning and sanitation programs to ensure clean, reliable, and safe bus transportation services for these underserved communities.

This solicitation was issued under Metro's Small Business Prime program and only open to Metro-certified small businesses. The recommended contractor, Molina Manufacturing, is a Metro-certified small business and will be performing 100% of the work.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The vinyl seat insert conversion project supports Strategic Goal 2.3: Metro will support a customer-centric culture where exceptional experiences are created at every opportunity for both internal and external customers. The vinyl seats will provide cleaner, safer, and more sanitary seating for customers.

ALTERNATIVES CONSIDERED

The alternative is to not award the contract and procure the vinyl seat inserts as needed, using the traditional "min/max" replenishment system method. This strategy is not recommended since it does not provide for a commitment from the supplier to ensure the availability, timely delivery, continued supply, and a guaranteed fixed price for the parts. This alternative strategy could also impact the lead time for securing the material to reupholster the seat inserts, resulting in delays in completing the fleet conversion.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. RR82767 with Molina Manufacturing for the refurbishing of various seat inserts using vinyl materials at the one-year base amount of \$1,785,652, and the one-year option amount of \$1,587,413, for a total contract amount of \$3,373,065, inclusive of sales tax.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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