



File #: 2024-0082, **File Type:** Contract

Agenda Number: 20.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 16, 2024**

SUBJECT: ELEVATOR AND ESCALATOR CONSULTING SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP1107770008370 to ATIS Elevator Inspections, LLC (ATIS) to provide regular and as-needed elevator and escalator consulting services systemwide, in the not-to-exceed (NTE) amount of \$1,015,470 for the three-year base period, \$390,590 for option year one, and \$385,990 for option year two, for a total combined NTE amount of \$1,792,050, effective July 1, 2024, subject to resolution of any properly submitted protest(s), if any.

ISSUE

The existing elevator and escalator consulting services contract expires on June 30, 2024. To avoid a lapse in service and continue providing safe, quality, regularly scheduled, and as-needed elevator and escalator consulting services, a new contract award is required, effective July 1, 2024.

BACKGROUND

On November 16, 2017, the Board of Directors awarded a firm fixed unit rate Contract No. OP884190003367 to Lerch Bates, Inc. to provide comprehensive elevator and escalator consulting services systemwide, effective January 1, 2018. Under the existing contract, the consultant is required to perform annual equipment audits and as-needed technical condition assessments on each of the existing 218 elevators and 163 escalators for a total of 381 units systemwide.

DISCUSSION

During the new contract period of performance, the scope of services will expand to include an additional 159 units, comprised of 78 elevators and 81 escalators, for an updated total unit count of 540 systemwide. The additional units are part of Metro's system expansion projects, which require plan submittal reviews and the initial acceptance inspections prior to the start of the one year warranty and maintenance period, per the following:

- Regional Connector: 15 elevators and 12 escalators

- Airport Metro Connector (AMC): 11 elevators and 10 escalators
- A Line (Blue) Foothill Extension Phase 2B: 10 elevators
- D Line (Purple) Extension Phase I: 12 elevators and 18 escalators
- D Line (Purple) Extension Phase II: Eight (8) elevators and 12 escalators
- G Line (Orange) Grade Separation: Eight (8) elevators and eight (8) escalators
- D Line (Purple) Extension Phase III: 14 elevators and 21 escalators

This contract is critical to Metro's operations to minimize equipment downtime, maintain reliability and service availability, and ensure the provision of safe equipment operation for Metro employees and patrons. Additionally, this contract requires the consultant to closely monitor the maintenance contractor's performance by conducting annual audits of all units and recommending repairs in a timely manner. These annual performance audits and critical required reporting can only be performed by highly trained and certified professionals within the vertical transportation industry to verify proper equipment operation and ensure equipment conditions conform to the latest codes, regulations, and standards governing vertical transportation equipment.

The scope of services for the new contract recommended for award also supports new construction project activities requiring the consultant to perform as-needed services for reviewing and commenting on drawings, preparing technical specifications for new equipment additions, upgrades, and/or modifications, and conducting acceptance inspections of newly installed elevators and escalators. These actions are necessary to ensure compliance with Metro project specifications, American Public Transportation Association (APTA) guidelines, and State code requirements.

The new contract amount is 18% above the existing contract amount and 23% below the Independent Cost Estimate (ICE). Based on the significantly expanded scope of services to support the 42% increase in the number of units included under the new contract as part of the system expansion projects, the new contract amount recommended for award is considered fair and reasonable.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure meeting Metro maintenance standards by providing the necessary technical expertise to ensure compliance with product specifications, State code requirements, and sustaining a high level of equipment availability, while ensuring the delivery of safe, on-time, and reliable access to Metro employees and patrons.

FINANCIAL IMPACT

Funding of \$38,029.39 for elevator and escalator consulting services for the remainder of FY24 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 Deputy Chief Operations Officer, Shared Mobility will be accountable for budgeting the cost in future years.

Impact to Budget

The current source of funds for this action includes operating eligible sales tax funding including Passenger Fares, Propositions A/C, Measures R/M, STA, and the Transportation Development Act. These fund sources are eligible for bus and rail operations. Use of these funding sources leverages maximum project fund use given approved guidelines and provisions.

EQUITY PLATFORM

Comprehensive elevator and escalator consulting services are critical to Metro's operations to ensure high levels of equipment availability with minimal downtime and impact to riders. The elevators and escalators throughout Metro's transit system play a vital role in riders' access, especially for patrons with mobility-impairments.

Metro customers, staff, and Transit Ambassadors, including those with Limited English Proficiency (LEP), can report vandalism, cleanliness, and maintenance issues through the Customer Relations numbers posted throughout Metro bus and rail facilities. Customers have the option of communicating with Metro through nine different languages using translation services. Metro also ensures translated signage is posted for systemwide elevators and escalators reported vandalized and/or out of service. On a monthly basis, Metro receives and responds to an average of 165 reports of vandalism, cleanliness, and maintenance issues. The response time is usually within 24 hours unless there are major mechanical issues requiring additional parts and materials with long lead times.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this Procurement due to lack of availability of certified firms able to perform the required technical expertise.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 1: Provide high-quality mobility options that enable people to spend less time traveling, and Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system. Specifically, the elevator and escalator consulting contract ensures equipment operation and compliance with the latest codes, regulations, and standards governing vertical transportation equipment.

ALTERNATIVES CONSIDERED

The Board may elect not to approve the recommendations. This option is not recommended as it would result in a gap in service significantly impacting Metro's system safety, operations, accessibility, and customer experience.

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, Staff has analyzed insourcing/outsourcing options for elevator and escalator consulting services among other services. Based on the findings, elevator and escalator consulting services were not recommended for insourcing as this is a highly technical service requiring the

hiring and training of Certified Qualified Elevator Inspectors (QEI) and the purchase of additional equipment, vehicles, and supplies to support service delivery.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP1107770008370 with ATIS to provide regular and as-needed elevator and escalator consulting services systemwide effective July 1, 2024.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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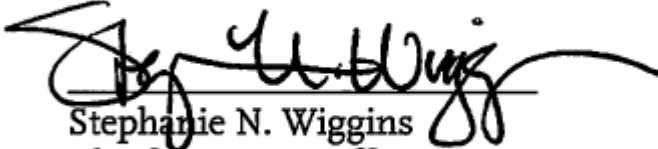
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