



Board Report

File #: 2023-0481, File Type: Contract

Agenda Number: 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE SEPTEMBER 21, 2023

SUBJECT: PEST AND BIRD CONTROL SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate Contract No. OP485050008370 to CDS Services Inc., the lowest responsive and responsible bidder, to provide pest and bird control services throughout Metro's facilities, rail cars, and non-revenue vehicles in the not-to-exceed (NTE) amount of \$2,988,462 for the three-year base, and \$2,090,150 for the one, two-year option, for a total combined NTE amount of \$5,078,612, effective November 1, 2023, subject to the resolution of any properly submitted protest; and
- B. EXECUTE individual contract modifications within the Board approved contract modification authority.

ISSUE

The existing contract for pest and bird control services expires on December 31, 2023. Since services under the existing contract have expanded to include additional locations within Metro's system expansion projects, and due to the current market conditions with the unanticipated increases in material costs and labor rates, there is insufficient contract authority remaining. To avoid a lapse in service and continue providing safe, quality, regularly scheduled, and as-needed pest and bird control services systemwide, a new contract award is required effective November 1, 2023.

BACKGROUND

On October 26, 2017, the Metro Board of Directors awarded a firm fixed unit rate Contract No. OP852420003367 to Pestmaster Services Inc., to provide regularly scheduled and as-needed pest and bird control services throughout Metro's facilities, rail cars, and non-revenue vehicles, excluding buses, which are covered under a separate maintenance contract.

Under the existing contract, the contractor is required to provide pest and bird control services for 227 locations and 475 rail cars. With the opening of the Metro K Line (Crenshaw/LAX) and Regional

Connector, services were expanded to include an additional 26 locations and 32 rail cars, for an updated total of 253 locations and 507 rail cars systemwide.

DISCUSSION

Under the new contract recommended for award, the contractor is required to provide regularly scheduled and as-needed pest and bird control services throughout Metro's facilities and rail cars. Services include treatment of pest infestations, pest and bird waste clean-up, installation of pest and bird deterrent applications, animal trapping, and dead animal removal.

CDS Services Inc. is a Metro certified Small Business Enterprise (SBE) Prime and a Disabled Veteran Business Enterprise (DVBE).

This contract is critical to Metro's operations, to mitigate pest and bird infestations and ensure the provision of safe and clean facilities and vehicles for Metro employees and patrons. While the new contract service frequencies and pricing schedule have been restructured to ensure efficient and site-specific quality service delivery, the contract's NTE amount reflects cost savings when compared to the existing contract amount and the Independent Cost Estimate. Therefore, it is deemed fair and reasonable.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure meeting Metro maintenance standards by providing the necessary regularly scheduled and as-needed pest and bird control services with prompt response time to deliver safe, quality, on-time, and reliable services.

FINANCIAL IMPACT

For this new contract recommended for award, funding in the amount of \$665,000 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, 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 Propositions A/C, Measures R/M, and Transportation Development Act. These fund sources are eligible for bus and rail operations.

EQUITY PLATFORM

Regularly scheduled and as-needed pest and bird control services contribute to improving bus and rail stations' cleanliness and providing a safe environment for Metro's patrons. Bus and rail station cleanliness was identified as one of the top areas of concern in the 2020 Customer Experience

Survey conducted to develop the Metro Customer Experience Plan 2022 and the FY23 Metro Budget, as well as assist with funds allocation for the FY23 budget.

Metro customers, staff, and Transit Ambassadors can report cleanliness and maintenance issues through the Customer Relations phone numbers posted throughout the rail and bus system. Customers have the option of communicating with Metro in nine (9) different languages using our translation service. Metro also ensures translated signage is posted for those reporting cleanliness and maintenance issues on the Metro system.

As part of this solicitation, two (2) Systemwide Metro Connect Industry Forum Outreach events were conducted on March 27, 2023, and April 17, 2023, with the participation of over 40 attendees representing small and medium size firms within the Equity Focus Communities. The outreach events were advertised to existing businesses registered with Metro's Diversity and Economic Opportunity Department (DEOD). During the outreach

events, staff provided an overview detailing the new enhanced Medium Size Business Enterprise (MSZ) and SBE Programs' policy for competitively negotiated procurements.

The Diversity and Economic Opportunity Department (DEOD) applied the MSZ-I Program and established a 10% SBE goal and a 3% DVBE goal. CDS Services Inc. is a Metro certified SBE Prime and a DVBE firm, making a 30% SBE and 20% DVBE commitment.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing ongoing scheduled and as-needed pest and bird control services will ensure a safe and clean environment for our patrons as well as enhance the overall experience of customers.

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service impacting Metro's system safety, cleanliness, operations, 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 pest and bird control services among other services. Based on the findings, pest and bird control services were not recommended for insourcing as it would require Metro to obtain specialty licenses to purchase pesticides, the hiring and training of licensed personnel to apply pesticides, along with the purchase of additional equipment, vehicles, and supplies to support bird and pest control service delivery.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP485050008370 with CDS Services Inc., to provide pest and bird control services throughout Metro facilities and rail vehicles systemwide, effective November 1, 2023.

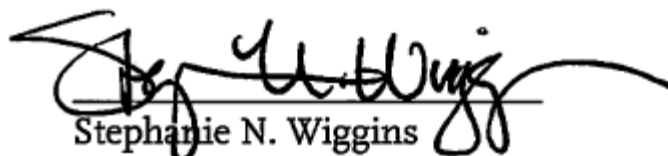
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Lena Babayan, Executive Officer, Operations Administration (Interim), (213) 922-6765
 Ruben Cardenas, Senior Manager, Facilities Contracted Maintenance Services, (213) 922-6761
 Shahrzad Amiri, Deputy Chief Operations Officer, Shared Mobility, (213) 922-3061
 Debra Avila, Deputy Chief Vendor/Contract Management Officer (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, Transit Operations, (213) 418-3034



Stephanie N. Wiggins
Chief Executive Officer