



April 8, 2021

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Detail Bus Cleaning and Pesticide Application Services

Overview

On January 11, 2021, the Orange County Transportation Authority Board of Directors approved the release of a request for proposals for detail bus cleaning and pesticide application services for directly operated and contract operated fixed-route OC Bus service and OC ACCESS services. As a result, proposals were received from qualified vendors and evaluated. Board of Directors' approval is requested to award an agreement to perform the described services to the most qualified vendor.

Recommendations

- A. Approve the selection of Gamboa Services, Inc., doing business as Corporate Image Maintenance, as the firm to provide detail bus cleaning and pesticide application services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2702 between the Orange County Transportation Authority and Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of \$1,076,726, for detail bus cleaning and pesticide application services for a three-year initial term effective May 1, 2021 through April 30, 2024, with a two-year option term.

Discussion

Transit buses routinely require detail cleaning and pesticide application services to effectively control pests. The Orange County Transportation Authority (OCTA) pest management program consists of contracted services for licensed application of pesticides, placement of bait, and detail cleaning after baiting. Detail cleaning is an important element of the program, providing for pest prevention as well as removal of chemical residue that follows pesticide

applications. OCTA has historically used a contractor experienced in detail bus cleaning, and appropriately certified to handle the chemicals used for this service. The contractor will provide required scheduled pesticide and bait application up to four times per year on buses and a complete interior detail cleaning after pesticide application on these buses. The current agreement for these services will expire on April 30, 2021, and a new agreement is necessary to ensure continuity of these services.

Procurement Approach

This procurement was handled in accordance with OCTA's Board of Directors (Board)-approved procedures for professional and technical services. In addition to cost, many other factors are considered in an award for professional and technical services. Award is recommended to the firm offering the most comprehensive overall proposal considering such factors as project organization and staffing, prior experience with similar projects, work plan, as well as cost and price.

On January 11, 2021, the Board authorized the release of Request for Proposals (RFP) 0-2702, which was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on January 11 and January 18, 2021. A pre-proposal conference was held on January 18, 2021, with four attendees representing four firms. Two addenda were issued to provide a copy of the pre-proposal registration sheet and to respond to questions related to the RFP.

On February 10, 2021, two proposals were received. An evaluation committee consisting of OCTA staff from Contracts Administration and Materials Management, Maintenance Resource Management, Maintenance Administration and Contracted Services Administration departments met to review all proposals received.

The proposals were evaluated based on the following Board-approved evaluation criteria and weightings:

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| • | Qualifications of the Firm | 30 percent |
| • | Staffing and Project Organization | 20 percent |
| • | Work Plan | 25 percent |
| • | Cost and Price | 25 percent |

Several factors were considered in developing the criteria weightings. Qualifications of the firm was weighted at 30 percent. The higher weighting in this category emphasized that the firm needed to demonstrate it had resources and relevant experience to provide detail bus cleaning and pesticide application

services. Staffing and project organization was weighted at 20 percent to ensure the proposed project team had the staff and expertise needed to perform the work. Work plan was weighted at 25 percent as the proposing firm had to demonstrate its understanding of the range of tasks included in the scope of work and understand OCTA's scheduling requirements. Cost and price was also weighted at 25 percent to ensure the services would be provided at competitive rates and that OCTA receives the best value for the services provided.

On February 22, 2021, the evaluation committee reviewed the proposals received based on the evaluation criteria and interviewed both firms. The two firms are listed below in alphabetical order:

Firm and Location

BriteWorks, Inc. (BWI)
Covina, California

Gamboa Services, Inc., doing business as Corporate Image Maintenance (CIM)
Santa Ana, California

On March 2, 2021, the evaluation committee interviewed both firms. The interviews consisted of a presentation to demonstrate the firms' understanding of OCTA's requirements for this project. The firms' project managers and key team members had an opportunity to present qualifications and respond to the evaluation committee's questions. The committee asked specific clarification questions related to the firms' experience, proposed staffing, and the approach to requested services. Each firm was requested to describe its approach to providing workforce safety and quality assurance/quality control measures.

After considering the responses to questions asked during the interviews, the evaluation committee reviewed the preliminary rankings and made adjustments to individual scores. However, the overall ranking of the firms did not change.

Based on the evaluation of written proposals' information obtained from the interviews, as well as cost and price, the evaluation committee recommends CIM for consideration of the award. The following is a brief summary of the proposal evaluation results.

Qualifications of the Firm

CIM was established in the City of Santa Ana in 1994 and employs 54 full-time and part-time employees. The firm has provided commercial cleaning and maintenance services to large public and private agencies. CIM currently provides bus cleaning services and pesticide application along with supervision, equipment maintenance, pressure washing, window cleaning, labor, and materials for all OCTA buses. In addition, CIM currently provides cleaning services for the County of Orange libraries, probation departments, and sheriff stations, as well as for the Orange County Sanitation District. CIM's references provided very good response ratings for CIM's level of work and cleaning performance, success in providing quality control measures, as well as the firm's thorough detail cleaning processes and staff service levels and commitment.

BWI was established in the City of Covina in 1996 and has 170 employees. The firm has relevant experience providing similar services for the Los Angeles County Metropolitan Transportation Authority (LACMTA) providing daily bus cleaning and graffiti abatement services for the LACMTA rail lines. BWI currently provides janitorial services for the City and Police Department of Irwindale, Army Corp of Engineers, State of California General Services and 24-Hour Fitness facilities and are on an emergency on-call basis providing coronavirus sanitation and cleanup support for the County of Los Angeles Property Management Division Homeless Project. BWI's references provided very good response ratings for their customer service and cleaning services.

Staffing and Project Organization

CIM proposed an experienced project team with extensive maintenance management experience, detail bus cleaning, and a project manager with 15 years of project management experience. The firm demonstrated appropriate staffing is available to provide daily and weekend bus cleaning, replacement of interior window protectors, window descaling, window sealing, and seat cleaning. The firm provided a comprehensive schedule for bus cleaning in accordance with the scope of work requirements. The pesticide application will be performed by the subcontractor Orkin, who has extensive experience providing pesticide application services on buses and vehicles at OCTA, in addition to facilities at Hoag Hospital and the Anaheim Convention Center. The project team responded to all questions during the interview.

BWI's proposed team has worked together on several janitorial properties. The project manager has 15 years of experience in transportation and facilities cleaning. The firm proposed a small team of staff to perform the services at OCTA and lacked scheduling details. The firm proposed recruiting and hiring additional staff to work on services for OCTA. The subcontractor for pesticide

application offered a treatment approach prior to baiting each bus. The project team responded to all questions during the interview; however, the staffing plan for scheduled cleanings remained unclear.

Work Plan

CIM's proposed work plan was thorough and clear. The firm submitted a detailed and organized work plan outline. The work plan includes the firm's approach to completing the required services and how the scheduling assignments will be organized to ensure greater efficiency and quality. CIM provided a step-by-step approach to performing all required services in detail. CIM proposed the most comprehensive work plan and adequate staffing to support detailed work schedules.

BWI proposed a work plan that addressed elements of the scope of work in the written proposal; however, the proposed work plan lacked detail supporting supplemental cleaning tasks for bus cleanings. BWI proposed a comprehensive quality assurance/control and safety plan with regular site visits by one of BWI's supervisors to ensure that high cleaning standards are met. BWI conducts staff meetings for their employees to review cleaning processes, procedures, troubleshooting analysis, and time management.

Cost and Price

The firms were asked to provide firm-fixed prices to perform the required types of bus cleaning and pesticide application services per bus at the intervals identified in the scope of work. Scores were based on a formula that assigned the higher score to the lower proposed price and scored the other firm's price based on their relation to the lower proposed price. CIM proposed the lower price per bus. Therefore, CIM's proposed price is deemed fair and reasonable.

Procurement Summary

Based on the evaluation of the written proposals, the firms' qualifications, and the information obtained from the interviews, as well as pricing, the evaluation committee recommends the selection of CIM as the top-ranked firm to provide detail bus cleaning and pesticide application services. CIM delivered a comprehensive proposal and an interview that was responsive to the requirements of the RFP.

Fiscal Impact

The project is included in the OCTA Fiscal Year 2020-21 Budget, Transit Division, Maintenance Department, accounts 2162-7613-D3107-2WP, 2168-7613-D3107-2WP and 2194-7613-D3107-2WP, and Transit Division,

Contracted Services, accounts 2136-7613-D1208-0B2, 2137-7613-D2114-0B1, 2138-7613-D2108-0GH and 2148-7613-D2140-0JT, and is funded through the Local Transportation Fund.

Summary

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-0-2702 with Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of \$1,076,726, for detail bus cleaning and pesticide application services consisting of a three-year initial term effective May 1, 2021 through April 30, 2024, with a two-year option term.

Attachments

- A. Review of Proposals, RFP 0-2702 Detail Bus Cleaning and Pesticide Application Service
- B. Proposal Evaluation Criteria Matrix, RFP 0-2702 Detail Bus Cleaning and Pesticide Application Services
- C. Contract History for the Past Two Years, RFP 0-2702: Detail Bus Cleaning and Pesticide Application Service

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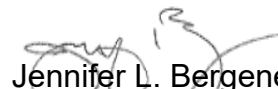
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