



**October 14, 2021**

**To:** Transit Committee  
**From:** Darrell E. Johnson, Chief Executive Officer  
**Subject:** Agreement for Bus Stop Maintenance Services

A handwritten signature in blue ink, appearing to read "Darrell E. Johnson", is positioned to the right of the "From:" field.

**Overview**

On May 24, 2021, the Board of Directors authorized the release of a request for proposals for bus stop maintenance services. A single proposal was received and evaluated in accordance with Orange County Transportation Authority procurement procedures for professional and technical services. Board of Directors' approval is requested to execute a new agreement for these services.

**Recommendations**

- A. Approve the selection of ShelterClean Services, Inc., as the firm to perform bus stop maintenance services at fixed-route service bus stop locations.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3408 between the Orange County Transportation Authority and ShelterClean Services, Inc., in the amount of \$1,647,044, to perform bus stop maintenance services at fixed-route service bus stop locations, for a three-year initial term commencing on December 1, 2021, with two, two-year option terms.

**Discussion**

The Orange County Transportation Authority (OCTA) operates 58 individual bus routes providing service to all of Orange County, as well as several cities in neighboring counties. These routes currently service 5,480 bus stop locations, with the express routes servicing as few as ten stops and the routes in the core area servicing as many as 150 stop locations.

In July 1994, OCTA began outsourcing bus stop maintenance services. Contractors perform preventive maintenance at each bus stop location on a pre-determined schedule or cycle, as well as other maintenance-related tasks, including emergency work orders on a regular basis. The scheduled

maintenance task is to clean, repair, or replace OCTA-owned hardware, which includes the sign, post, solar lighting, and static information displays. The local jurisdictions are responsible for maintaining any passenger amenities including benches, shelters, and trash removal. In addition, OCTA issues approximately 1,600 work orders each year for a variety of issues including graffiti removal, replacing damaged signs and posts, trimming trees, painting red curbs, moving benches, and repairing solar lights.

Work orders are also issued for each of OCTA's three service changes during the year. Service changes reflect either changes to route schedules or route alignment. These work orders vary in scope and include installing or removing bus stop signs, posts, hardware, informational materials, and route schedules. Depending on the scope of a service change, 3,000 to 4,000 informational pieces may be replaced to support a single service change.

The current agreement with ShelterClean Services, Inc. (ShelterClean), commenced on December 1, 2014, with a three-year initial term and two, two-year option terms, and will expire on November 30, 2021.

### ***Procurement Approach***

This procurement was handled in accordance with OCTA's Board of Directors (Board)-approved procedures for professional and technical services. Various 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 qualifications, prior experience with similar projects, staffing and project organization, work plan, as well as cost and price.

On May 24, 2021, Request for Proposals (RFP) 1-3408 was issued electronically on CAMM NET. The project was advertised in a newspaper of general circulation on May 25 and June 3, 2021. A pre-proposal conference was held virtually on June 9, 2021, with four attendees representing two firms. Two addenda were issued to make available the pre-proposal conference registration sheets and presentation, as well as to respond to written questions.

On July 6, 2021, one proposal was received. The proposal was from ShelterClean. In accordance with OCTA's procurement policies and procedures, a single proposal received for a procurement over \$50,000 requires OCTA's Internal Audit Department (Internal Audit) to conduct an agreed-upon procedures review to determine whether the Contracts Administration and Materials Management (CAMM) Department complied with procedures to ensure adequate outreach to stimulate competition. The review found CAMM complied with these procedures. CAMM contacted firms from the Bid List and

Planholders List to question why they did not submit a proposal. The responses from the firms varied, including lack of required labor resources to perform requested services, shortage of truck and equipment parts, and lack of capabilities or relevant experience required.

An evaluation committee consisting of OCTA staff from CAMM, Scheduling and Bus Operations Support, Transit Service Planning, and Maintenance departments met to review the proposal.

The proposal was evaluated based on the following Board-approved evaluation criteria and weightings:

- Qualifications of the Firm 25 percent
- Staffing and Project Organization 15 percent
- Work Plan 30 percent
- Cost and Price 30 percent

Several factors were considered in developing the criteria weightings. Qualifications of the firm was weighted at 25 percent as the firm needed to demonstrate related experience performing similar services, as well as experience working with various local jurisdictions. Staffing and project organization was assigned a weight of 15 percent to ensure the firm proposed a knowledgeable management team and staff experienced in the installation and replacement of bus stop signage and maintenance services, as required. Work plan was weighted at 30 percent to emphasize the importance of the firm demonstrating its approach to completing the work specified in the scope of work, as well as addressing potential project challenges and solutions. Cost and price was also weighted at 30 percent to ensure OCTA receives value for the services provided.

The evaluation committee conducted an interview with ShelterClean. The interview consisted of a brief overview of the firm’s approach accomplishing the requested services, the project team’s qualifications, and respond to evaluation committee questions regarding quality control and adherence to contract requirements, as well as some of the challenges to maintain staffing levels through the coronavirus pandemic.

The following is a brief summary of the proposal evaluation results.

**Qualifications of the Firm**

ShelterClean has over 30 years of experience providing similar transit-related maintenance services throughout the Greater Los Angeles Metropolitan Region,

Riverside County, and Orange County. Some of the firm's clients include the Los Angeles County Department of Public Works, Outfront/Decaux, LLC, and OCTA. The firm has 88 employees, operates from two facilities in Southern California, and manages OCTA bus stop maintenance operations from its facility in the City of Signal Hill. ShelterClean has provided bus stop maintenance services to OCTA for the past 27 years and consistently meets the program standards.

During the interview, ShelterClean displayed its extensive experience maintaining bus stop shelters throughout Southern California and is well qualified to perform the work outlined in OCTA's scope of work.

#### Staffing and Project Organization

ShelterClean's proposed staff demonstrated thorough knowledge and extensive experience in the required maintenance services. ShelterClean's proposed project manager is well qualified with 30 years of experience in the field and is currently assigned as the project manager for OCTA's bus stop maintenance program. The firm will continue to use the same crew of field technicians to service all identified bus stop locations and perform preventive maintenance, unscheduled maintenance, and emergency work orders. During the interview, the project team demonstrated a high level of competence and commitment to the success of this project.

#### Work Plan

ShelterClean's proposal demonstrated a thorough understanding of the scope of work and adequately addressed OCTA's requirements in its work plan, detailing how they will continue to maintain the required 5,480 bus stops. ShelterClean's work plan presented its experience, workforce, and equipment to perform the scope of work to meet OCTA's needs and requirements. The firm's approach to completing every task included in the scope of work was addressed in its work plan and presented during the interview by explaining the methodology for establishing routes to provide for a greater coverage area. ShelterClean's vehicles are equipped with all of the necessary tools to perform preventive maintenance, as well as work order tasks. Each vehicle is also equipped with a gas-powered signpost installation tool that each technician is experienced using to make each installation efficient and conduct any needed repairs to mitigate any safety hazards at the stops.

Cost and Price

CAMM also conducted a price review. ShelterClean submitted fixed pricing per bus stop to perform the required services including regular preventive maintenance, as well as maintenance and emergency work on an as-needed basis. Based on research performed of industry pricing for similar services, ShelterClean's proposed pricing is deemed fair and reasonable when main cost elements such as fuel and labor, as well as the consumer price index are taken into consideration.

Procurement Summary

Based on the evaluation of the written proposal, the firm's qualifications, and the information obtained from the interview, the evaluation committee recommends the selection of ShelterClean to provide bus stop maintenance services. ShelterClean's team demonstrated extensive experience and submitted a comprehensive proposal that was responsive to the requirements of the RFP.

The agreement will have a three-year initial term and two, two-year option terms. The amount of the initial term is \$1,647,044.

Fiscal Impact

Funds for this service are included in OCTA's Fiscal Year 2021-22 Budget, Transit Division, Account No. 2128-7612-D3107-2WM, and will be funded through local transportation funds.

**Summary**

Based on the information provided, staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C-1-3408 with ShelterClean Services, Inc., in the amount of \$1,647,044, to provide bus stop maintenance services for a three-year initial term, effective December 1, 2021 through November 30, 2024, with two, two-year option terms.

**Attachment**

None.

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