



April 9, 2026

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

Subject: Agreement for Detail Bus and Streetcar Cleaning and Pesticide Application Services

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Overview

On December 8, 2025, the Board of Directors approved the release of a request for proposals to select a firm to provide detail bus and streetcar cleaning and pesticide application services. Board of Directors' approval is requested to execute an agreement to provide these services.

Recommendations

- A. Approve the selection of Gamboa Services, Inc., doing business as Corporate Image Maintenance, as the firm to provide detail bus and streetcar cleaning and pesticide application services.
- B. Authorize the Chief Executive Officer to negotiate and execute Agreement No. C250080 between the Orange County Transportation Authority and Gamboa Services, Inc., doing business as Corporate Image Maintenance, in the amount of \$1,462,070, for a three-year initial term with one, two-year option term to provide detail bus and streetcar cleaning and pesticide application services.

Discussion

Transit buses and streetcars require routine detail cleaning and licensed pesticide application services to effectively control pests and maintain safe, sanitary conditions. These services are currently provided through a specialized contractor and are a critical component of the Orange County Transportation Authority (OCTA) pest management program. The existing agreement for these services will expire on April 30, 2026. Without a new agreement in place, there is a risk of service disruption, which could impact vehicle cleanliness, pest control effectiveness, and compliance with safety standards.

Procurement Approach

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

On December 8, 2025, the Board authorized the release of Request for Proposals (RFP) 250080 and the proposed evaluation criteria and weightings, which was issued electronically on OpenGov, OCTA's online e-procurement website. The RFP was advertised in a newspaper of general circulation on December 8 and December 15, 2025. A pre-proposal conference was held on December 15, 2025, with four attendees representing three firms. Two addenda were issued to make available the pre-proposal conference registration sheet and presentation, respond to written questions, and handle administrative issues related to the RFP.

On January 8, 2025, three proposals were received. An evaluation committee consisting of staff from the Maintenance Resource Management, Facilities Maintenance, and Contracts Administration and Materials Management departments met to evaluate all the proposals received.

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

- 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 evaluation criteria weightings. Qualifications of the firm criterion was weighted highest at 30 percent as the proposing firms needed to demonstrate a proven history in successfully completing similar projects and having the required licensing and experience in the application of pesticides and detail bus cleaning requirements. Staffing and project organization criterion was weighted at 20 percent as the firm needed to demonstrate the proposed key personnel have specific skillsets in order to complete the services required in the scope of work. Work plan was weighted at 25 percent to ensure proposals address each section of the work plan in sufficient detail to demonstrate a clear understanding of the scope of work and demonstrate the firm's understanding and ability to provide extensive cleaning and pesticide bait application. The cost and price criterion was assigned

25 percent to ensure OCTA receives fair and competitive pricing for the services provided.

On January 22, 2026, the evaluation committee reviewed the proposals based on the Board-approved evaluation criteria and shortlisted the two most qualified firms listed below in alphabetical order:

Firm and Location

Gamboa Services, Inc. doing business as Corporate Image Maintenance
(Corporate Image)

Headquarters: Santa Ana, California
Project Officer: Santa Ana, California

UNISERVE Facilities Services (Uniserve)

Headquarters: Commerce, California
Project Officer: Commerce, California

On January 29, 2026, the evaluation committee conducted interviews with the two short-listed firms. The interviews consisted of a presentation by each firm to demonstrate the firms' understanding of OCTA's requirements. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the evaluation committee's questions. Questions were related to qualifications of the firm, the availability of the project team, approach to the requirements of the scope of work, as well as specific clarification questions related to each firm's proposal.

At the conclusion of the interviews, a request for a best and final offer (BAFO) was issued to the two short-listed firms to seek additional clarifications related to schedule changes and final pricing. Corporate Image made adjustments to their pricing based on the clarifications. Uniserve did not make adjustments to their pricing based on the clarifications.

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

Qualifications of the Firm

Corporate Image has been providing detail cleaning and pesticide application services since 1994. The firm is headquartered in the City of Santa Ana and has 75 employees. The firm demonstrated relevant experience in providing detail cleaning and pesticide application services to OCTA. In addition, Corporate Image currently provides commercial building cleaning and maintenance

services to libraries, probation departments and sheriff stations in the County of Orange, as well as the Orange County Sanitation District and 24-Hour Fitness centers. Corporate Image proposed one subcontractor to perform pesticide application services and received positive feedback from its references.

Uniserve has been providing detail cleaning and pesticide application services since 1966. The firm is headquartered in the City of Commerce and has 750 employees. The firm demonstrated relevant experience in providing detail cleaning and pesticide application services to the City of Santa Monica Department of Transportation and City of Torrance transit. The firm also provides commercial building cleaning services to County of Los Angeles Internal Services Department and City of Los Angeles General Services Division. Uniserve proposed one subcontractor, K-Town Pest Control, Inc., to perform pesticide application services, and received positive feedback from its references.

Staffing and Project Organization

Corporate Image proposed a highly skilled project team with experience working on projects of similar size and scope. The proposed project manager has 30 years of relevant experience. The firm met the required staffing qualifications and requirements. The proposed staff has extensive experience cleaning OCTA buses and paratransit vehicles. All personnel will be available through the duration of the contract.

Uniserve proposed a skilled project team with experience working on projects of similar scope. The proposed project manager has ten years of experience. The firm met the required staffing qualifications and requirements. The firm proposed a core project team dedicated to this effort. Additionally, the firm maintains a vetted and cross-trained contingency workforce available to support any base facility as needed that can be deployed to any base facility to address unexpected vehicle surges or backlogs. All personnel will be available through the duration of the contract.

Work Plan

Corporate Image presented a comprehensive work plan that demonstrated a thorough understanding of the scope of work requirements. The firm described in detail its proposed approach. Corporate Image has prepared detailed cleaning procedures that will be implemented as part of the training for bus cleaning at OCTA facilities. The firm proposed daily, weekly, and monthly checklists to maintain quality compliance with OCTA requirements. The firm proposed a verification of work form that includes all required cleaning tasks to meet the requirements outlined in the scope of work, that will be signed off by the OCTA

base supervisor and Corporate Image supervisor. The firm also proposed work schedules and employee staffing by facility to demonstrate the resource allocation to meet OCTA's requirements. Additionally, the response to the clarifications in the BAFO provided further assurances regarding Corporate Image's ability to meet OCTA's requirements, as well as transparency related to associated costs.

Uniserve presented a work plan that demonstrates a clear understanding of the scope of work requirements and outlines its proposed approach in detail. The firm identified several enhancements to improve service delivery and performance monitoring. These include electronic real-time task tracking, digital verification with before and after photos, Quick Response Code functionality for instant reporting and feedback, and a synchronized "bait-then-clean" approach to ensure effective pest treatment and removal of residues. In addition, Uniserve offers a client performance dashboard that consolidates data to identify pest activity "hot spots", highlight vehicle models with recurring issues, and support trend analysis to optimize resource allocation and overall performance. Uniserve's responses to clarification requests in the BAFO provided further demonstrated its ability to meet OCTA's requirements and provided transparency regarding associated costs.

Cost and Price

Pricing scores were based on a formula, which assigned the higher score to the firm with the lower total project cost and scored the other proposal's total projected cost based on its relation to the lower total projected cost. Corporate Image proposed the lower total projected cost.

Fiscal Impact

The project was approved in OCTA Fiscal Year 2025-26 Budget, Transit Division, account nos. 2162-7613-D3107-2WP, 2168-7613-D3107-2WP, 2194-7613-D3107-2WP, 0035-7613-OC102-2WP, 2136-7613-D1208-0B2, 2137-7613-D2114-0B1, 2138-7613-D2108-0GH and 2148-7613-D2140-0JT, and is funded through local funds.

Summary

Staff is recommending the Board of Directors authorize the Chief Executive Officer to negotiate and execute Agreement No. C250080 between the Orange County Transportation Authority and Gamboa Services, Inc. dba Corporate Image Maintenance, in the amount of \$1,462,070, for a three-year initial term with one, two-year option term to provide detail bus and streetcar cleaning and pesticide application services.

Attachments

- A. Review of Proposals, RFP 250080 Detail Bus and Streetcar Cleaning and Pesticide Application Services
- B. Proposal Evaluation Criteria Matrix, (Short-Listed Firms), RFP 250080 Detail Bus and Streetcar Cleaning and Pesticide Application Services
- C. Contract History for the Past Two Years, RFP 250080: Detail Bus and Streetcar Cleaning and Pesticide Application Service

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