



## Board Report

File #: 2021-0404, File Type: Contract

Agenda Number: 16.

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### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JULY 15, 2021

**SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES**

**ACTION: APPROVE CONTRACT MODIFICATION**

#### **RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 2 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. for Glass Replacement and Installation services in the amount of \$900,000, increasing the contract four-year base term authority from \$995,911 to \$1,895,911.

#### **ISSUE**

The existing glass replacement and installation services contract term of a four-year base expires on August 31, 2023. Due to the increased rate of vandalism for damaged glass system-wide, there is insufficient authority remaining within the existing contract, therefore, approving Modification No. 2 to increase contract authority is required to ensure service continuity while providing timely response and safe environment to our patrons.

#### **BACKGROUND**

On August 14, 2019, Metro executed a four-year base, firm fixed unit rate Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., to provide glass replacement and installation services for Metro's bus and rail facilities system-wide.

Under the existing contract, the contractor is required to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide.

#### **DISCUSSION**

There are various types of glass panels used throughout the Metro system for map cases, security guard shacks, fire hose and fire extinguisher cabinets, and elevators within the elevator cab, hoistway and doors. Standard glass panels are used for map cases, while special tempered laminated glass panels are used for the elevator hoistway, cabs and doors. Bullet-proof glass panels are also used for Metro's security guard shacks system-wide. Glass panels are subject to damage

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due to vandalism, breakage, accidents, and natural disasters requiring timely board-up and replacement.

Since contract inception on September 1, 2019 to-date, the contractor responded to 413 incidents for broken glass panels requiring board-up and replacement services. This represents 16% escalation from a prior similar period, due to the increased rate of vandalism for damaged glass. Furthermore, the increased vandalism activities targeted elevator and security guard shack panels that are special, tempered laminated and bullet proof glass panels requiring additional manpower, longer installation time and significantly higher material cost compared to map case damaged glass panel replacement services. Therefore, there is insufficient authority remaining within the existing contract and an increase in contract authority is required to ensure service continuity and safe operations.

Providing timely response for as-needed glass replacement and installation services is critical to Metro's operations to address emergencies, avoid service interruption and accessibility to Metro stations, especially for individuals with disabilities, and provide safe and reliable environment to our patrons.

### **DETERMINATION OF SAFETY IMPACT**

The approval of this item will ensure continuity of maintenance services with timely response to as-needed board-up for broken glass panels and glass replacement services, in an effort to provide safe, on-time and reliable services system-wide.

### **FINANCIAL IMPACT**

For FY22, funding of \$480,000 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 Sr. Executive Officer, Maintenance and Engineering will be accountable for budgeting the cost in future years.

### **Impact to Budget**

The current source of funds for this action include Fares, proposition A/C, Measure M, and StateTransportation Assistance. These funding sources maximize allowable project funding use given approved funding provisions and guidelines.

### **Equity Platform**

Metro ensures the glass replacement and installation services program facilitates meaningful communication with Limited English Proficiency (LEP) customers under Title VI of the Civil Rights Act of 1964 through nine (9) different language translation services. Metro also ensures translated signage is posted for those reporting broken glass on the Metro system. Staff will continue to consult with the Office of Equity and Race to monitor any opportunities for improved customer access to

glass replacement services.

This contract is part of the Small Business Enterprise (SBE) Prime (Set-Aside) Program. Los Angeles Glass Company, Inc., is a Metro certified SBE contractor and made 100% SBE commitment as the Prime.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

This board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing timely as-needed broken glass panel board-up and replacement services will ensure providing safe environment to our patrons, accessibility and service reliability, and enhancing customers' overall experience.

### **ALTERNATIVES CONSIDERED**

Staff considered providing this service with in-house staff; however, this would require the hiring and training of additional personnel, purchase of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates this is not a cost-effective option for Metro.

### **NEXT STEPS**

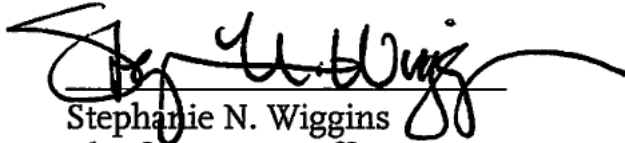
Upon approval by the Board, staff will execute Modification No. 2 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc., to continue providing broken glass panel board-up, glass replacement and installation services system-wide.

### **ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary

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Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367

1.	<b>Contract Number:</b> OP1405120003367		
2.	<b>Contractor:</b> Los Angeles Glass Company, Inc.		
3.	<b>Mod. Work Description:</b> Increase contract authority		
4.	<b>Contract Work Description:</b> Provide glass replacement and installation services for Metro's bus, rail and other Metro facilities system-wide		
5.	<b>The following data is current as of:</b> 6/2/21		
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>
	<b>Contract Awarded:</b>	8/14/19	<b>Contract Award Amount:</b> \$895,911
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modification Approved:</b> \$100,000
	<b>Original Complete Date:</b>	8/31/23	<b>Pending Modification (including this action):</b> \$900,000
	<b>Current Est. Complete Date:</b>	8/31/23	<b>Current Contract Value (with this action):</b> \$1,895,911
7.	<b>Contract Administrator:</b> Rommel Hilario		<b>Telephone Number:</b> (213) 922-4654
8.	<b>Project Manager:</b> Maral Minasian		<b>Telephone Number:</b> (213) 922-6762

**A. Procurement Background**

This Board Action is to approve Modification No. 2 to Contract No. OP1405120003367 with Los Angeles Glass Company, Inc. to provide glazier services, including but not limited to, installation and repair of various types of glass panels at Metro bus, rail and other Metro facilities system-wide.

This contract modification will be processed in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate.

In August 2019, Metro awarded a four-year contract to Los Angeles Glass Company, Inc. to provide glass replacement and installation services.

Refer to Attachment B – Contract Modification/Change Order Log.

**B. Cost/Price Analysis**

The recommended price has been determined to be fair and reasonable based on cost analysis. Rates that were established as part of the competitive contract award in August 2019 shall remain unchanged, are subject to prevailing wage rates set by

the State of California, and are lower than current market rates for similar services. Therefore, the recommended increase in contract authority is in the best interest of Metro.

<b>Proposed Amount</b>	<b>Metro ICE</b>	<b>Modification Amount</b>
\$900,000	\$900,000	\$900,000

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367

<b>Mod. No.</b>	<b>Description</b>	<b>Date</b>	<b>Amount</b>
1.	Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide	5/31/21	\$100,000
2	<b>Increase contract authority to provide as-needed board-up for broken glass panels, glass replacement and installation services system-wide</b>	<b>PENDING</b>	<b>\$900,000</b>
	<b>Modification Total:</b>		<b>\$1,000,000</b>
	<b>Original Contract:</b>	<b>8/14/19</b>	<b>\$895,911</b>
	<b>Total Contract Value:</b>		<b>\$1,895,911</b>

**DEOD SUMMARY**

**GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1405120003367**

**A. Small Business Participation**

Los Angeles Glass Company, Inc., a Small Business Prime, made a 100% Small Business Enterprise (SBE) commitment. The project is 72% complete and the current SBE participation is 100%.

<b>Small Business Commitment</b>	<b>SBE 100%</b>	<b>Small Business Participation</b>	<b>SBE 100%</b>
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	<b>SBE Prime</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	Los Angeles Glass Company	100%	100%
	<b>Total</b>	<b>100%</b>	<b>100%</b>

<sup>1</sup>Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

A review of the current service contract indicates that the Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) was not applicable at the time of award. Therefore, the LW/SCWRP is not applicable to this modification.

**C. Prevailing Wage Applicability**

Prevailing Wage requirements are applicable to this project. DEOD will continue to monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.