



Board Report

File #: 2025-0799, **File Type:** Contract

Agenda Number: 10.

CONSTRUCTION COMMITTEE NOVEMBER 19, 2025

SUBJECT: QUALITY MANAGEMENT CONSULTANT

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

CONSIDER:

- A. APPROVING an increase in authorized funding and executing Modification No. 9 to Contract No. PS54007 with Enterris Associates, Inc. (formerly PQM, Inc.), for pending and future Task Orders to provide quality management consulting and support services for Metro Transit and Transportation projects in an amount Not-To-Exceed (NTE) \$28,500,000; increasing the total contract authorized funding from an NTE amount of \$25,325,804 to a NTE amount of \$53,825,804 and exercising the three, one-year option years through March 2029; and
- B. AUTHORIZING the Chief Executive Officer (CEO) or designee to execute individual Task Orders (TOs) and Contract Modifications within the Board approved contract funding amount.

ISSUE

In March 2019, the Board approved a seven-year Cost-Plus-Fixed-Fee Contract No. PS54007 with Enterris Associates, Inc. (formerly PQM, Inc.), a Disadvantaged Business Enterprise (DBE), for Quality Management Consultant (QMC) services.

The QMC is instrumental in supporting Metro's Quality Management Oversight (QMO) Program and the overarching Quality Management System (QMS). These services are critical to ensuring that all capital projects, including those funded by voter-approved Measures R and M, are delivered to the required quality standards, thereby protecting the investment and long-term viability of Metro's infrastructure.

The current funding authorization for this QMC contract totals \$25,325,804.00, which is anticipated to cover all scheduled activities through December 2025.

To cover the remainder of the initial contract term and the subsequent three one-year option periods through March 2029, staff is requesting an additional NTE funding authorization of \$28,500,000.00.

This NTE authorization is necessary to maintain continuity of quality oversight, and will allow staff the flexibility to issue and/or modify Task Orders on an as-needed basis to ensure the QMC can:

1. Complete essential, schedule quality-related activities on the projects listed in Table 1.
2. Continue critical support for ongoing QMS improvements.
3. Ensure the successful QMS implementation and quality oversight for future projects listed in Table 2.

BACKGROUND

The initial funding authorization for QMC Contract PS54007 was a Not-To-Exceed amount of \$5,378,518 to develop, implement and manage a pilot QMO Program as part of a Metro QMS.

To establish the necessary QMS improvements, the Quality Management Department completed a gap analysis, which identified gaps in two areas:

1. Metro's QMS as compared to the International Organization for Standardization (ISO) 9001 which is the global standard for Quality Management Systems Requirements
2. Gaps in internal policies and procedures against application across projects

The Quality Management Department facilitated Committee Meetings to discuss the results and determined that the most effective way for Metro to improve its QMS was to develop and implement a systemized management oversight approach as a key part of the system. This oversight approach would be implemented on all major capital improvement projects, excluding small, low risk projects and is known today as Metro's QMO Program.

The QMC has supported Metro in designing and implementing a comprehensive, cost-effective, and scalable QMS tailored Metro's needs. The QMO Program evaluates project performance by assessing the product and procedures of Contractors and enables Metro to know the status of Contractor's performance, creating confidence that Projects are satisfying their intended goals. This oversight program assists Metro in ensuring that all contractual requirements (e.g., safety, environmental, quality, traffic, design, construction, etc.) are met in accordance with Metro quality management requirements, Federal Transit Administration (FTA), and Federal Highway Administration (FHWA) Quality requirements.

Metro's current QMS is the ISO 9001:2015-compliant framework that ensures all capital projects meet their contractual requirements. It is based on quality policies approved by the Metro Program Management Department, which define the resources, tools, and methods for developing and implementing effective quality plans. The QMS mandates inspections, testing, auditing, error and omission control, nonconformance management, and preventive actions on every project, assigns the Quality Department responsibility for consistent implementation, and establishes procedures and specifications for designer and contractor project-specific quality plans.

Metro's QMS provides objective, requirements-based oversight while enabling continuous improvement through trend analysis and lessons learned. The QMC has updated contractor specifications and structured the QMS into three distinct approaches aligned with Metro's diverse project types and delivery methods:

1. High-risk, alternative delivery, and/or complex projects implement the QMO Program which integrates database technology with workflow capabilities for all project oversight participants to complete their tasks of the oversight processes, collect and analyze data to identify and action contractor performance trends and generate systemized reports for the project teams; Quarterly reviews are conducted on each project to discuss action issues; the QMO Program also integrates Metro's Oversight Verification and Testing Program.
2. Lower-risk, smaller projects utilize a more traditional quality verification procedure.
3. Highway projects utilize a combined Metro and Caltrans approach which supports the needs of both stakeholders.

Westside Purple Line Extension Sections 2 & 3 began implementing the QMO Program in January 2020 and the results of the program have been favorable for Metro and well received by the contractors, therefore justifying implementation on additional projects.

In May 2021, the Board authorized an additional NTE amount of \$19,947,286 to continue QMC support for PLE2 and PLE3 and expand services to the additional capital projects listed in Table 1.

Table 1 - Current Projects

| | Project | Start Date | Status |
|----|------------------------------------------------------|-------------------|---------------|
| 1 | Westside Purple Line Extension 2 | Jan-2020 | Ongoing |
| 2 | Westside Purple Line Extension 3 | Jan-2020 | Ongoing |
| 3 | Sepulveda Transit Corridor Pre-Development Agreement | Oct-2021 | Completed |
| 4 | Airport Metro Connector | Oct-2021 | Completed |
| 5 | G Line BRT Improvements | Dec-2022 | Ongoing |
| 6 | East San Fernando Valley Transit Corridor | Jun-2023 | Ongoing |
| 7 | Division 20 Turnback Widening | Mar-2024 | Ongoing |
| 8 | North Hollywood to Pasadena BRT | Sep-2024 | Ongoing |
| 9 | Link Union Station | Mar-2025 | Ongoing |
| 10 | 105 Express Lanes | Jun-2025 | Ongoing |

Revised project schedules, phased implementation, and more efficient use of QMC and staff resources extended those approved funds beyond the intended timeframe of FY22 and FY23, funding two and a half additional fiscal years. Current funding is expected to cover activities through December 2025.

As outlined in the initial approval and the May 2021 Board Report, with major projects underway and more advancing toward the 2028 Games as a fixed delivery milestone, the continuation of QMC services is essential. Sustaining QMC support will ensure oversight consistency, prevent disruptions,

and maintain progress toward Metro's project delivery.

To date, staff have executed TOs and TO Modifications totaling \$23,787,294.76, leaving \$1,538,509.24 in authorized funding remaining. Attachment A provides the procurement summary, and Attachment B lists all Task Orders and Modifications executed since contract inception.

DISCUSSION

Metro's QMS has delivered measurable results by promoting transparency through regular data-driven performance reports, improving contractor accountability with evidence-based assessments, and reducing costly rework by identifying issues early. Its use of standardized, database-supported workflows has also enhanced cost efficiency and consistency across projects. By applying risk-based oversight and the ISO 9001-compliant documentation, the QMS model enables more efficient resource allocation, helps Metro manage risks early, and reduces potential claims or delays.

Active and consistent application of Lessons Learned and Improvement Action modules has enabled QMC to integrate insight from quarterly project reviews, surveys, internal audit findings, and feedback from Metro project teams. To date, targeted QMS process enhancements have been implemented in response to feedback from project team members.

Since the inception of the QMO program, the following are examples of QMS enhancements that have been implemented to date. Those enhancements shown in ***bold italics*** were implemented due to recommendations made in a recent Inspector General report that reviewed the quality program.

1. Using Lessons Learned on current projects, standardized templates to streamline traceability and transparency.
2. ***Formalized the Helpdesk module to more efficiently document, track and close requests to improve process for handling and resolving feedback from project team members.***
3. Tightened controls for improved accountability, performance metrics, ***key performance indicators***, and item closure.
4. Improved effectiveness of Management System Audits by reducing Cycle time and tracking Cycle time metrics.
5. Streamlined key QMO procedures: Priority planning and frequency of construction assessments; scope criteria for process assessments; ***requirements management checklists; requirement management workflow***; training plan and materials, both in person and interactive.
6. Implemented a systemized Lessons Learned process, current count in the system is sixty, areas include: Design & Documentation Quality, Specification Management, Construction & Field Coordination, Field implementation checks (engineer visits, testing, and hold points), QMO deployment and inter-discipline design review improvements, Safety and Compliance.
7. Implemented a systemized QMS Improvement Action process, to date fifty have been initiated, 80% have been closed, these include: ***a more user friendly option for uploading of requirements with minimized assistance from staff, increased process assessment skillset training for more individuals within project teams, automated QMO tools (database, email notifications, rollback feature)***, improving data analytics, charting, and graphical presentation for oversight results, clarifying requirements and enhancing consistency of assessment documentation, strengthening coordination between Metro and contractors across all

projects.

8. ***Established version-controlled access to contract requirements to reduce the administrative work on project-level staff verifying the most current requirements.***
9. Updated and enhanced user interface and added user-suggested features to improve database interface.
10. Created a central document repository for quality records where administrative staff can monitor quality records with minimum effort from highly technical leads
11. ***Included color coding and sorting system to prioritize risk of non-conformance over conformances.***
12. ***Facilitated project and program workshop on integration of other software solutions utilized by Metro including Bluebeam, Unifier and BIM.***

These enhancements included streamlining key oversight procedures, refining requirement management workflows, providing easier access to the contract requirements, and integrating user-suggested features to increase user interface efficiency. As a result, the current QMO Plan is more responsive, technically robust, and better aligned with Metro's project delivery needs than at any point since its inception. Additionally, based on the recommendation of the Inspector General, the Quality Department has developed a phased strategy to reduce reliance on consultant resources.

Staff will continue applying the QMS on the current projects listed in Table 1, applying the QMS to future projects listed in Table 2, and continue to support QMS improvements. A staffing resource baseline has been established using current projects, and the estimated cost of continuing QMC support for both current and future projects is \$28,500,000 through March of 2029.

Table 2 - Future Projects

| | |
|---|--------------------------------------------|
| 1 | Southeast Gateway Line |
| 2 | Vermont BRT Corridor |
| 3 | Green Line (K/C) Extension to Torrance |
| 4 | Eastside Extension Phase II |
| 5 | I-605 Corridor Improvement Project |
| 6 | SR91 Improvement Projects |
| 7 | I-405 Sepulveda Pass Express Lanes Project |

DETERMINATION OF SAFETY IMPACT

The Board action will not have any adverse safety impacts on Metro's Construction projects, Operations, our employees, and/or patrons.

FINANCIAL IMPACT

The NTE funding amount is based on the anticipated level of services. Each TO is funded from the associated projects' budget, within the limits of the Board authorized LOP, and/or annual budgets.

Metro project managers and quality department representatives are accountable for budgeting and cost controls in the future years.

A portion of the contract scope of services requires an annual budget allotment for program-wide quality management consulting and support services, which is funded through an annual overhead fund. The scope of services for each fiscal year is developed, and a TO modification is executed.

Impact to Budget

There will be no additional impact beyond the approved annual budget or respective project's authorized LOP amounts, where applicable. Most of the projects are funded with multiple sources of funds: federal and state grants, loans, bonds and local sales taxes. Local sales taxes eligible for bus and rail operations and capital improvements are programmed for state-of-good repair projects which are eligible for this source of funds.

EQUITY PLATFORM

Approval of the contract modifications for Metro's QMC will support ongoing activities for completing the projects listed in the Table 1 and Table 2. Timely completion of these projects ensures delivery of mobility and transportation benefits for Metro's existing and future customers, such as expanding multi-modal options for travelers, maintaining, and improving infrastructure.

Enterris Associates, Inc.(formerly PQM, Inc.) made an overall 32% DBE commitment on this contract. However, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance.

Although the DBE commitment is not a factor in the staff recommendation, there are three certified small businesses participating in this contract. This is noteworthy since small businesses are vital for the economy as they drive job creation, foster innovation, and strengthen local communities.

VEHICLE MILES TRAVELED OUTCOME

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends due in part to Metro's significant investment in rail and bus transit.* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

While this item does not directly encourage taking transit, sharing a ride, or using active transportation, it is a vital part of Metro operations, as it extends QMC services to multiple projects that, on balance, will likely decrease VMT in Los Angeles County. Because the Metro Board has adopted an agency-wide VMT Reduction Target, and this item supports the overall function of the agency, this item is consistent with the goals of reducing VMT.

*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001-2019

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The QMC Contract supports Strategic Plan Goal 1) Provide high-quality mobility options that enable people to spend less time traveling and Goal 5) Provide responsive, accountable, and trustworthy governance within the Metro organization. Specifically, 5.4 which states "Metro will apply prudent commercial business practices to create a more effective agency; and is also a Metro Best Practice Initiative".

This contract supports the implementation of a consistent, ISO 9001: 2015 compliant approach to quality management across projects, which creates transparency of oversight efforts, accountability of the contractor's responsibilities, efficiencies, and increased effectiveness of project teams in the delivery of Measures R & M projects.

ALTERNATIVES CONSIDERED

The Board may choose to reject the recommendation and direct staff to re-procure these services through an RFP; staff does not recommend this. Engaging a qualified Quality Management consultant enables Metro to access highly specialized expertise without incurring long-term labor costs. In addition, an extended-term contract ensures continuity of resources, supporting an integrated and consistent approach that best serves Metro's interests.

Another option would be to hire Metro staff to perform the required services. However, this is not recommended, as the purpose of the QMC Contract is to supplement Metro staff with specialized technical expertise. QMC consultants are assigned specific tasks throughout the life of projects, providing skills that may not be available within Metro's workforce.

NEXT STEPS

In addition to supporting delivery and continuous improvement of Metro's QMS, QMC consultants actively transfer knowledge through a robust training program and collaborative approach -helping build internal capacity and ultimately supporting Metro's long-term self-sufficiency

Upon Board approval, staff will execute Modification No. 9 to Contract No. PS54007 and continue to issue Task Orders, Task Order Modifications, and Contract Modifications, as needed.

ATTACHMENTS

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

Prepared by:

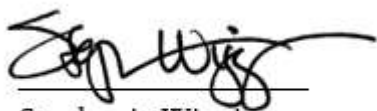
Herman Gallardo, Deputy Executive Officer Quality Management, (213) 922-1385

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Reviewed by:

Tim Lindholm, Chief Program Management Officer, (213) 922-7297

A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

QUALITY MANAGEMENT CONSULTANT (QMC)/CONTRACT NO. PS54007

| | | | | |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------|--|
| 1. | Contract Number: PS54007 | | | |
| 2. | Contractor: Enterris Associates, Inc. (formerly PQM, Inc.) | | | |
| 3. | Mod. Work Description: Increase authorized funding and exercise three, one-year option terms to extend the period of performance to March 28, 2029. | | | |
| 4. | Contract Work Description: Provide Quality Management Consultant services to develop, improve and implement a Quality Management Oversight (QMO) Program for implementation on select Metro Transportation projects. | | | |
| 5. | The following data is current as of: 09/03/25 | | | |
| 6. | Contract Completion Status | | Financial Status | |
| | Contract Awarded: | | Board Approved NTE Funding: | |
| | March 28, 2019 | | \$25,325,804 | |
| | Notice to Proceed (NTP): | | Total of Modifications Approved: | |
| | April 16, 2019 (Contract Execution) | | \$0.00 | |
| | Original Complete Date: | | Pending Modifications (including this action): | |
| | March 27, 2026 | | \$28,500,000 | |
| | Current Est. Complete Date: | | Total Contract NTE Funding (with this action): | |
| | March 28, 2029 | | \$53,825,804 | |
| 7. | Contract Administrator: Rafael Vasquez | | Telephone Number: (213) 418-3036 | |
| 8. | Project Manager: Herman Gallardo | | Telephone Number: (213) 922-1385 | |

A. Procurement Background

This Board action is to execute Modification No. 9 to the Quality Management Consultant Contract No. PS54007 to Enterris Associates, Inc. to exercise the three, one-year option terms extending the period of performance from March 28, 2026 to March 28, 2029 and to increase the total contract authorized funding by \$28,500,000 to execute and modify future and pending Task Orders.

On March 28, 2019, the Board of Directors approved the award of Contract No. PS54007 to PQM, Inc. (now Enterris Associates, Inc.) to support the Purple Line Extensions (PLE) 2 and 3 in the NTE funding amount of \$5,378,518. In May 2021, the Board authorized an additional NTE amount of \$19,947,286 for a new total NTE amount of \$25,325,804 to continue support for PLE2 and PLE3 and expand services to six additional capital projects during FY22 and FY23.

The Contract Task Orders and Modifications will be processed in accordance with Metro's Acquisition Policy. Contract No. PS54007 is a Cost Reimbursable Fixed Fee Contract (CPFF).

Eight contract modifications have been issued to date.

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

B. Cost Analysis

Work will be performed through the issuance of task orders. Proposals submitted for each task order will be subject to cost analysis, technical analysis, fact finding, and negotiations to determine pricing is fair and reasonable prior to being issued.

CONTRACT MODIFICATION / CHANGE ORDER LOG

QUALITY MANAGEMENT CONSULTANT (QMC)

| TO/ Mod. No. | Description | Status (approved or pending) | Date | \$ Amount | Board Approved CMA |
|--------------------|---------------------------------------------------------------------------------------------------------------------|---------------------------------------|----------|----------------|--------------------------|
| N/A | Initial Award | | 3/28/19 | \$5,378,518 | \$537,852 |
| TO 1 | Project Initiation | Approved | 5/17/19 | \$209,266.13 | |
| TO 2 | General Program Development and Execution | Approved | 9/6/19 | \$1,347,823.95 | |
| TO 2 - MOD 1 | General Program Development and Execution- Period of Performance Extension (POP) from 7/1/20 to 7/30/20 | Approved | 9/6/20 | \$0.00 | |
| TO 2 MOD 2 | General Program Development and Execution- Period of POP to 9-30-2020 | Approved | 9/6/20 | \$0.00 | |
| TO 3 | Quality Management Consulting Services for WPLE2 | Approved | 10/23/19 | \$422,614.40 | |
| TO 3- MOD 1 | Quality Management Consulting Services for WPLE2 -POP | Approved | | \$0.00 | |
| TO 3 MOD 2 | Quality Management Consulting Services for WPLE2 | Approved | 12/3/20 | \$578,006.93 | |
| TO 3 MOD 3 | Quality Management Consulting Services for WPLE2 – Period of Performance Extension thru 9/30/21. | Approved | 08/05/21 | \$0.00 | |
| TO 3 MOD 4 | Quality Management Consulting Services for WPLE2 – FY22 | Approved | 02/25/22 | \$352,813.00 | |
| TO 3 MOD 5 | Quality Management Consulting Services for WPLE2- FY23 Support | Approved | 10/12/22 | \$823,334.00 | |
| TO 3 MOD 6 | Quality Management Consulting Services for WPLE2 – FY25 Support | Approved | 08/20/24 | \$474,439.44 | |
| TO 4 | Quality Management Consulting Services for WPLE3 (Tunnels) Project | Approved | 10/23/20 | \$244,042.81 | |

| | | | | | |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------------|--|
| TO 4 MOD 1 | Quality Management Consulting Services for WPLE3 (Tunnels) Project – POP from 7/1/20 to 6/30/21 | Approved | 6/26/20 | \$0.00 | |
| TO 5 | Quality Management Consulting Services for WPLE3 (Stations) Project | Approved | 10/23/19 | \$244,042.81 | |
| TO 5 MOD 1 | Quality Management Consulting Services for WPLE3 (Stations) Project POP from 7/1/20 to 6/30/21 | Approved | 6/26/20 | \$0.00 | |
| TO 6 | Quality Management Support Services for Highway Projects | Approved | 3/17/20 | \$20,156.44 | |
| TO 7 | Metro Quality Management Consultant (QMC) General Program Development and Execution | Approved | 9/4/20 | \$1,421,959.73 | |
| TO 7 MOD 1 | Metro Quality Management Consultant (QMC) General Program Development and Execution -Period of Performance Extension (POP) thru 9/30/21 | Approved | 08/05/21 | \$0.00 | |
| TO 7 MOD 2 | Metro Quality Management Consultant (QMC) General Program Development and Execution -FY22 Support | Approved | 12/02/21 | \$1,367,293.67 | |
| TO 8 | Metro Quality Management Consultant (QMC) General Program Development and Execution WPLE3 (Stations and Tunnels) | Approved | 12/22/20 | \$775,658.52 | |
| TO 8 MOD 1 | Metro Quality Management Consultant (QMC) General Program Development and Execution – Period of Performance Extension thru 12/31/21 | Approved | 08/05/21 | \$0.00 | |
| TO 8 MOD 2 | Metro Quality Management Consultant (QMC) General Program Development and Execution – Budget Increase & Period of Performance Extension thru 06/30/22 | Approved | 01/14/22 | \$764,400.89 | |
| TO 8 MOD 3 | Metro Quality Management Consultant (QMC) Services for WPL 3 Stations and Tunnels Project – FY23 Support | Approved | 10/26/22 | \$793,240.71 | |
| TO 8 MOD 4 | Metro Quality Management Consultant (QMC) WPL3 | Approved | 11/02/23 | \$552,209.27 | |

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|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|--------------|--|
| | Project Implementation- Additional | | | | |
| TO 8 MOD 5 | Metro Quality Management Consultant (QMC) Services for the WPL3 Project – FY2025 Support | Approved | 09/17/24 | \$909,733.34 | |
| TO 8 MOD 6 | Metro Quality Management Consultant (QMC) Services for the WPL3 Project – FY2025 Support – FY26 Support | Pending | | \$510,860.23 | |
| TO 9 | Metro Quality Management Consultant (QMC) Support for the Sepulveda Corridor Project | Approved | 10/05/21 | \$179,579.37 | |
| TO 9 MOD 1 | Metro Quality Management Consultant (QMC) Support for the Sepulveda Corridor Project – Period of Performance Extension (POP) | Approved | 09/19/22 | \$0.00 | |
| TO 9 MOD 2 | Metro Quality Management Consultant (QMC) Support for the Sepulveda Corridor Project -FY23 Support | Approved | 01/20/23 | \$339,986.59 | |
| TO 9 MOD 3 | Metro Quality Management Consultant (QMC) Support for the Sepulveda Corridor Project – FY24 | Approved | 07/28/23 | \$491,205.29 | |
| TO 10 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the Airport Metro Connector (AMC) Project | Approved | 01/05/22 | \$423,648.63 | |
| TO 10 MOD 1 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the Airport Metro Connector (AMC) Project-Period of performance (POP) Extension | Approved | 08/11/22 | \$0.00 | |
| TO 10 MOD 2 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the Airport Metro Connector (AMC) Project – Budget Increase & Period of Performance Extension thru 6/30/24 | Approved | 06/13/23 | \$229,042.22 | |
| TO 10 MOD 3 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the Airport Metro | Approved | 06/05/24 | \$201,787.20 | |

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|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------------|--|
| | Connector (AMC) Project-FY24/25 | | | | |
| TO 11 | Metro Quality Management Consultant (QMC) General Program Development and Execution – FY 23 | Approved | 08/11/22 | \$1,697,223.37 | |
| TO 11 MOD 1 | Metro Quality Management Consultant (QMC) General - Program Development and Execution – FY 24 Support | Approved | 09/14/23 | \$1,999,992.30 | |
| TO 11 MOD 2 | Metro Quality Management Consultant (QMC) General Program Development and Execution – FY 25 Support | Approved | 08/02/24 | \$2,081,220.23 | |
| TO 12 | Metro Quality Management Consultant (QMC) Program for LINK US | Approved | 01/19/23 | \$134,099.00 | |
| TO 13 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the I-105 Express Lanes Project | Approved | 01/20/23 | \$336,030.89 | |
| TO 14 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the Metro G-Line BRT Improvements Project | Approved | 12/19/22 | \$286,756.32 | |
| TO 14 MOD 1 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the Metro G-Line BRT Improvements Project | Approved | 02/29/24 | \$320,418.24 | |
| TO 14 MOD 2 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the Metro G-Line BRT Improvements Project - FY2025 & FY 2026 | Approved | 04/24/25 | \$244,069.85 | |
| TO 15 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the San Fernando Valley Project | Approved | 06/12/23 | \$506,071.00 | |
| TO 15 MOD 1 | Metro Quality Management Consultant (QMC) General Program Development and Execution for the San Fernando Valley Project – Additional LOE for FY25 & FY26 | Pending | | \$907,269.21 | |

| | | | | | |
|------------------|--------------------------------------------------------------------------------------------------------------------------|----------|----------|----------------------|------------------|
| TO 16 | Metro Quality Management Consultant (QMC) | Approved | 09/27/24 | \$484,673.36 | |
| TO 17 | Metro Quality Management Consultant (QMC) | Approved | 04/05/24 | \$693,207.00 | |
| TO 18 | Metro Quality Management Consultant (QMC) General Program Development and Execution Southeast Gateway Line (SGL) Project | Open | | TBD | |
| TO 19 | Metro Quality Management Consultant (QMC) Support of the I-105 Express Lanes Project | Approved | 06/02/25 | \$419,118.39 | |
| Contract MOD 1 | Updates to Advanced Cost Agreement (Home/Office Rates 2019) | Approved | 08/08/19 | \$0.00 | |
| Contract MOD 2 | Updates to Advance Cost Agreement and Labor Hour Rates | Approved | 07/28/20 | \$0.00 | |
| Contract MOD 3 | Updates to Advance Cost Agreement & Revised Labor Hour Rates FY 2022 | Approved | 09/14/21 | \$0.00 | |
| Contract MOD 4 | Revised Labor Hours Rates FY 2022 | Approved | 05/18/22 | \$0.00 | |
| Contract MOD 5.1 | Revised Labor Hours Rates FY2023-FY2024 | Approved | 06/01/23 | \$0.00 | |
| Contract MOD 6 | Updated Indirect Cost Rates FY 2023-2024 | Approved | 07/19/23 | \$0.00 | |
| Contract MOD 7 | Economic Adjustment of Direct Labor Rates FY2024-2025 | Approved | 06/12/24 | \$0.00 | |
| Contract MOD 8 | Agreement to Amend Contract PS54007 and Recognized Enterris Associates, Inc as the Successor Party to the Contract | Approved | 11/19/24 | \$0.00 | |
| | Subtotal Pending Changes: | | | \$1,418,129 | |
| | CMA Authorized by the Board and Remaining | | | | \$537,852 |
| | Approved Task Orders (TO 1 -TO 19) | | | \$9,845,972 | |
| | Approved Changes | | | \$8,683,185 | |
| | Pending Modifications: | | | \$1,418,129 | |
| | Original Contract: | | | \$5,378,518 | |
| | This Board Action: | | | \$ 28,500,000 | |
| | New Total (Approved Changes +This Board Action): | | | \$53,825,804 | |

DEOD SUMMARY**QUALITY MANAGEMENT CONSULTANT (QMC)/CONTRACT NO. PS54007****A. Small Business Participation**

Enterris Associates, Inc. (formerly PQM, Inc.) made a 32% Disadvantaged Business Enterprise (DBE) commitment on this task order-based contract. However, the U.S. Department of Transportation (USDOT) has issued an Interim Final Rule (IFR) that makes changes to the DBE Program, including suspension of goals and enforcement, effective October 3, 2025. Metro is currently reviewing the Interim Final Rule (IFR) to identify necessary program and procedural changes to ensure full compliance.

Although the DBE commitment is not a factor in the staff recommendation, there are three certified small businesses participating in this contract. This is noteworthy since small businesses are vital for the economy as they drive job creation, foster innovation, and strengthen local communities.

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy is not applicable to this modification.

C. Prevailing Wage Applicability

Prevailing wage is not applicable to this modification.

D. Project Labor Agreement/Construction Careers Policy

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

E. Manufacturing Careers Policy

The Manufacturing Careers Policy (MCP) does **not apply** to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.



Board Item 2025-0799

Quality Management Consultant Contract



Board Item 2025-0799

Quality Management Consultant Contract

RECOMMENDATION

CONSIDER:

- APPROVING an increase in authorized funding and executing Modification No. 9 to Contract No. PS54007 with Enterris Associates, Inc. (formerly PQM, Inc.), for pending and future Task Orders to provide quality management consulting and support services for Metro Transit and Transportation projects in an amount Not-To-Exceed (NTE) \$28,500,000.00; increasing the total contract authorized funding from an NTE amount of \$25,325,804 to a NTE amount of \$ 53,825,804. and exercising the three, one-year option years through March 2029.
- AUTHORIZING the Chief Executive Officer (CEO) or designee to execute individual Task Orders (TOs) and Contract Modifications within the Board approved contract funding amount.



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Quality Management Consultant Contract

- Consultant provides specialized quality management expertise that supports an integrated, consistent approach to quality for current and future Metro's major CIP projects.
- Consultant actively transfers knowledge through a robust training program and collaborative approach—helping build internal capacity and ultimately supporting Metro's long-term self-sufficiency.