



Board Report

File #: 2026-0176, **File Type:** Contract

Agenda Number: 33.

**OPERATIONS, SAFETY, AND CUSTOMERS EXPERIENCE COMMITTEE
APRIL 16, 2026**

SUBJECT: GLASS REPLACEMENT AND INSTALLATION SERVICES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate contract, Contract No. OP1349930008370 to Los Angeles Glass Company, Inc., to provide glass replacement and installation services systemwide for a Not-To-Exceed (NTE) amount of \$4,737,385.00 for the three-year base period, effective July 1, 2026, subject to the resolution of any properly submitted protest(s), if any.

ISSUE

The existing glass replacement and installation services contract expires June 30, 2026. To continue providing these critical as-needed services, ensuring compliance with Metro’s standards to maintain safe operations and timely glass replacement and installation services, a new contract award is required, effective July 1, 2026.

BACKGROUND

On January 26, 2023, the Board awarded a firm-fixed unit rate Small Business Enterprise (SBE) Set-Aside Contract No. OP917120008370 to Los Angeles Glass Company, Inc., a Metro-certified SBE to provide glass replacement and installation services, effective March 1, 2023.

Under the current contract, the contractor is required to provide as-needed board-up for broken glass panels, along with glass replacement and installation services systemwide.

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. Glass panels are subject to damage due to vandalism, breakage, accidents, and natural disasters requiring timely board-up and replacement.

Elevator glass panels are special, tempered, laminated, and fire-resistant, in accordance with State Elevator Safety Codes. When vandalized, a timely response for elevator glass board up or replacement is critical to Metro’s operations to address emergencies, avoid service interruption, and

ensure patrons' accessibility to Metro stations. This is especially important for individuals with disabilities, senior citizens, and other patrons who rely on elevators, while ensuring a safe and reliable environment for all Metro patrons.

During the term of the existing contract, the scope of services expanded to include the stations along the A Line Foothill Extension Phase 2, D Line (Purple) Extension Phase I, K Line and LAX/Metro Transit Center.

Under the current contract, Los Angeles Glass Company Inc. has provided satisfactory services for as-needed glass replacement and installation services systemwide.

On August 19, 2025, Metro issued a solicitation to provide as-needed glass replacement and installation services.

DISCUSSION

Under the new contract recommended for award, Los Angeles Glass Company, Inc., will continue to perform as-needed glass replacement and installation services systemwide to ensure safe operations and timely service delivery.

These services support critical safety, operational, and maintenance objectives for Metro's station and elevator infrastructure. Timely repair and replacement of damaged, cracked, or vandalized glass and board-ups help maintain safe working conditions and clear visibility, while enhancing passenger safety and accessibility. Prompt repairs also minimize the risk of injury and service disruptions, ensure reliable and uninterrupted transit operations, deter vandalism, preserve station aesthetics, and maintain a safe, secure, and welcoming environment for all passengers and staff.

During the term of the new contract, the scope of services will further expand to include additional stations along the D Line (Purple) Extension Phases II and III.

DETERMINATION OF SAFETY IMPACT

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

FINANCIAL IMPACT

Budget will be allocated under cost center 8370 - Facilities Contracted Maintenance Services, account 50308, Service Contract Maintenance, under various rail operating projects.

Since this is a multi-year contract, the cost center manager and Deputy Chief Operation Officer, Shared Mobility, will be accountable for budgeting the cost in FY27 and future years.

Impact to Budget

The current sources of funds for this action are local funds, which are eligible for rail and bus operations.

EQUITY PLATFORM

Providing timely response for as-needed glass replacement and installation services is critical to Metro's patrons to ensure elevators are operational and service is reliable and accessible to those with disabilities, older adults, and others, while providing a safe and reliable environment to our patrons. Prolonged elevator downtime due to vandalized or damaged glass panels causes delays, trip disruptions, and potential safety challenges for patrons requiring the use of elevators to complete their trip. Rail Operations are required to provide alternate accessibility services for impacted customers by requesting Access Services, which extends trip times, limits access to Metro's transit system, and negatively impacts customers' experience.

Metro customers, including those with Limited English Proficiency (LEP), can report broken glass and vandalism through the Customer Relations numbers posted throughout the rail and bus system. Customers have the option of communicating with Metro through nine different languages by utilizing the translation services. Metro also ensures translated signage is posted for those reporting broken glass on the Metro system, in addition to providing signage to be posted in the multiple languages required when an elevator is out of service.

Prior to the release of this solicitation, a Systemwide Metro Connect Industry Forum Outreach event was conducted on July 23, 2025. During this outreach event, staff provided an overview detailing the policy for the Small Business Enterprise (SBE) program requirements for competitively negotiated procurements.

The Diversity & Economic Opportunity Department (DEOD) established a 30% SBE goal and 3% DVBE goal for this solicitation. Los Angeles Glass Inc., a Metro certified SBE prime, exceeded the SBE goal by making a 97% SBE and 3% DVBE commitment.

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.

As part of these ongoing efforts, this item is expected to contribute to further reductions in VMT. This item supports Metro's systemwide strategy to reduce VMT through these maintenance activities that will improve bus and rail station safety and further encourage transit ridership. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

*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

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 a safe environment to our patrons, accessibility and service reliability, and enhancing customers' overall experience.

ALTERNATIVES CONSIDERED

The Board may elect not to approve this recommendation. This option is not recommended as it would result in a gap in service impacting Metro's system safety, cleanliness, operation, and customer experience.

With the completion of a financial-based insourcing study based on quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for glass replacement and installation services, among other services. Based on initial findings, glass replacement and installation services were not recommended for insourcing as this action does not meet the study's qualitative budgetary objectives. Providing this service in-house would require the hiring and training of additional personnel, the acquisition of additional equipment, vehicles, and supplies to support the expanded responsibility. Staff's assessment indicates that this is not a cost-effective option for Metro.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP1349930008370 with Los Angeles Glass Company Inc., effective July 1, 2026, to provide as-needed glass replacement and installation services.

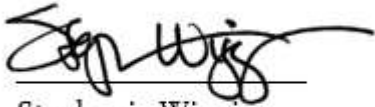
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Ruben Cardenas, Senior Director, Facilities Contracted Maintenance Services, (213) 922-5932
Lena Babayan, Executive Officer, Operations Administration, (213) 922-6765
Shahrazad Amiri, Deputy Chief Operation Officer, Shared Mobility, (213) 922-3061
Debra Avilla, Deputy Chief Vendor/Contract Management Officer, (213) 418-3051

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

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

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1349930008370

1.	Contract Number: OP1349930008370	
2.	Recommended Vendor: Los Angeles Glass Company, Inc.	
3.	Type of Procurement (check one): <input checked="" type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued : 8/19/2025	
	B. Advertised/Publicized: 8/19/2025	
	C. Pre-Bid Conference: 8/26/2025	
	D. Bids Due: 9/26/2025	
	E. Pre-Qualification Completed: 11/21/2025	
	F. Ethics Declaration Forms Submitted to Ethics: 9/26/2025	
	G. Protest Period End Date: 4/21/2026	
5.	Solicitations Downloaded: 16	Bids Received: 2
6.	Contract Administrator: Misty Atalanta Alderaan	Telephone Number: (213) 922-7673
7.	Project Manager: Maral Minasian	Telephone Number: (213) 922-6762

A. Procurement Background

This Board Action is to approve the award of Contract No. OP1349930008370 issued to support glass replacement & installation services throughout Metro bus, rail, customer, and administrative support facilities to ensure compliance with regulatory standards and safety requirements. Board approval of contract award is subject to the resolution of any properly submitted protest(s), if any.

On August 19, 2025, Invitation for Bids (IFB) No. OP134993 was issued as a competitive sealed bid procurement in accordance with Metro's Acquisition Policy and the contract type was a firm fixed unit rate. Metro's Diversity & Economic Opportunity Department (DEOD) recommended a 30% SBE goal and 3% Disabled Veteran Business Enterprise (DVBE) goal for this procurement and the solicitation was subject to the Local Small Business Enterprise (LSBE) Preference Program which gives eligible LSBE bidders a 5% scoring preference as a bid price reduction.

Two (2) amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1, issued on August 29, 2025, revised the schedule of quantities, and included the pre-bid conference materials.
- Amendment No. 2, issued on September 23, 2025, revised the schedule of quantities and prices.

A total of 16 firms downloaded the IFB and were included in the planholders' list. A virtual pre-bid conference was held on August 26, 2025, and was attended by 2 firms.

On September 26, 2025, the bid due date, Metro received 2 bids from:

1. Gandy Glass Co., Inc.
2. Los Angeles Glass Company, Inc.

Since only 2 bids were received, Metro staff conducted a market survey of the firms on the planholders' list to determine why no other bids were received. One firm responded to the survey and stated they would be unable to meet the DVBE goal. However, since the solicitation package was released with a list of over 80 Disabled Veteran Business Enterprises (DVBEs) that were listed under the NAICS codes for this project, Metro considered that it was a business decision from the firm not to participate in the solicitation.

On November 18, 2025, Gandy Glass Co. Inc., notified Metro staff that the company would be filing for bankruptcy and, as a result, must withdraw its bid from the solicitation. Accordingly, Metro continued its evaluation of the remaining bid from Los Angeles Glass Company, Inc. Since Gandy Glass withdrew its bid, the LSBE Preference bid reduction, was not applied.

B. Evaluation of Bids

This procurement was conducted in accordance with and complies with Metro's Acquisition Policy for a competitive sealed bid. Los Angeles Glass Company, Inc.'s bid submission was evaluated to determine responsiveness to the solicitation requirements. Areas of responsiveness include meeting all listed minimum qualifications, such as years of experience providing glass replacement and installation services and possession of a current C-17 Specialty license issued by the State of California.

Los Angeles Glass Company, Inc., was determined to be qualified to perform the required services based on the IFB requirements.

C. Cost/Price Analysis

The recommended bid price from Los Angeles Glass Company, Inc., has been determined to be fair and reasonable based on the Independent Cost Estimate (ICE), price analysis, fact-finding, and technical evaluation. The bid is 31.34% below the ICE, resulting in a savings of \$1,760,907. Metro staff verified that the bid was complete and accounted for all line items in the bid requirements. The difference between the ICE and the recommended bid amount is attributable to the contractor submitting lower unit rates for the majority of the services to remain competitive in this solicitation.

Bidder Name	Metro ICE	Bid Amount
Los Angeles Glass Company, Inc.	\$6,498,293	\$4,737,385

Gandy Glass Co., Inc.	\$6,498,293	\$5,581,805
-----------------------	-------------	-------------

D. Background on Recommended Contractor

Los Angeles Glass Company, Inc., was founded in 2007 and is a licensed and bonded, full-service glass installation contractor. With nearly 2 decades of industry experience, Los Angeles Glass Company's servicing and engineering departments have been performing similar and related services. Los Angeles Glass Company is the incumbent contractor and has consistently provided satisfactory service since 2020.

DEOD SUMMARY

GLASS REPLACEMENT AND INSTALLATION SERVICES/OP1349930008370

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 30% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Los Angeles Glass Company, Inc., an SBE prime, exceeded the goal by making a 97% SBE and 3% DVBE commitment.

Small Business Goal	30% SBE 3% DVBE	Small Business Commitment	97% SBE 3% DVBE
----------------------------	----------------------------	----------------------------------	----------------------------

	SBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	Los Angeles Glass Company, Inc. (Prime)	97%	X	
	Total Commitment	97%		

	DVBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	Los Angeles Glass Company, Inc. (Prime)	3%	X	
	Total Commitment	3%		

B. Local Small Business Preference Program (LSBE)

Los Angeles Glass Company, Inc., an LSBE prime, is eligible to receive the LSBE Preference, as a bid price reduction.

C. Living Wage and Service Contract Worker Retention Policy Applicability

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

D. Prevailing Wage Applicability

Prevailing Wage requirements are applicable to this project. DEOD will 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).

E. Project Labor Agreement/Construction Careers Policy

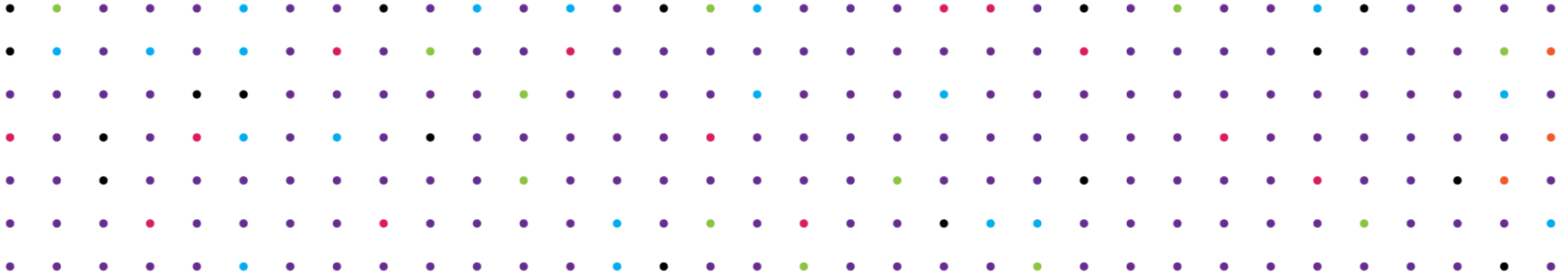
Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

F. 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.

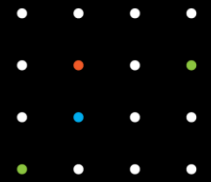
SHARED MOBILITY - FACILITIES CONTRACTED MAINTENANCE SERVICES

GLASS REPLACEMENT AND INSTALLATION SERVICES OP1349930008370



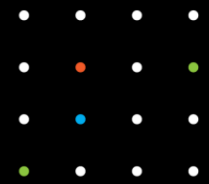
Operations, Safety, & Customer Experience Committee Meeting
April 16, 2026

RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate contract, Contract No. OP1349930008370 to Los Angeles Glass Company Inc., to provide glass replacement and installation services systemwide for a Not-To-Exceed (NTE) amount of \$4,737,385.00 for the three-year base period, effective July 1, 2026, subject to the resolution of any properly submitted protest(s), if any.

ISSUE & DISCUSSION



AWARDEE

Los Angeles Glass Company Inc.

NUMBER OF BIDDERS – 2

- Los Angeles Glass Company Inc. – Responsive
- Gandy Glass Co. Inc. – Withdrawn (Business discontinued on 12/31/25)

DEOD COMMITMENT/

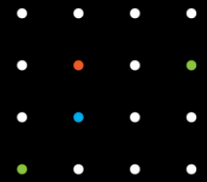
The Diversity and Economic Opportunity Department (DEOD) established a 30% Small Business Enterprise (SBE) goal and 3% Disabled Veterans Business Enterprise (DVBE) goal, with Los Angeles Glass Company, Inc., a Metro certified SBE prime, exceeding the SBE goal by making a 97% SBE and 3% DVBE commitment.

ISSUE

The existing glass replacement and installation services contract expires June 30, 2026. To continue providing these critical as-needed services, ensuring compliance with Metro's standards to maintain safe operations and timely glass replacement and installation services, a new contract award is required effective July 1, 2026.



ISSUE & DISCUSSION



DISCUSSION

Under the new contract recommended for award, Los Angeles Glass Company, Inc., will continue to perform as-needed glass replacement and installation services systemwide to ensure safe operations and timely service delivery.

These services support critical safety, operational, and maintenance objectives for Metro's station and elevator infrastructure. Timely repair and replacement of damaged, cracked, or vandalized glass and board-ups help maintain safe working conditions and clear visibility, while enhancing passenger safety and accessibility. Prompt repairs also minimize the risk of injury and service disruptions, ensure reliable and uninterrupted transit operations, deter vandalism, preserve station aesthetics, and maintain a safe, secure, and welcoming environment for all passengers and staff.

During the term of the new contract, the scope of services will further expand to include additional stations along the D Line (Purple) Extension Phases II and III

