

**Board Report**

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**File #:** 2022-0264, **File Type:** Contract**Agenda Number:** 2.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JUNE 16, 2022****SUBJECT: REFURBISHMENT OF SEAT INSERTS WITH VINYL MATERIAL****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, firm fixed unit rate Contract No. RR82767000 to Molina Manufacturing, the lowest responsive and responsible bidder, to refurbish vinyl seat inserts. The Contract is for a one-year base amount in the amount of \$1,785,652, inclusive of sales tax, and a one-year option in the amount of \$1,587,413, inclusive of sales tax, for a total contract amount of \$3,373,065, subject to resolution of protest(s), if any.

**ISSUE**

This procurement will provide refurbishment of bus seat inserts with vinyl material. Much of the bus fleet currently has fabric covered seat inserts, which can retain dust, dirt, and moisture. The fabric seat inserts are difficult to clean. Vinyl seats are easier to clean, sanitize, and wipe down, and a drain hole at the lowest point of the seat insert prevents moisture build-up from spills when buses are in service. The vinyl seat insert refurbishment procurement will provide bus divisions with an inventory of vinyl seat inserts to convert the fleet from fabric covered seat inserts to vinyl covered seat inserts.

Awarding this contract will ensure that the operating divisions have adequate inventory to convert and maintain the bus seat inserts. The second year of the contract will be to provide stock supply for replacement of damaged seat inserts. Any seat inserts that are found with graffiti, cuts in the vinyl material, or other vandalism will need to be replaced, and the second year of the contract will allow for Metro to stock a supply of each seat insert to ensure a continued high quality environment for our passengers. The vinyl seat inserts will improve bus cleanliness and improve our customers' experience. Per the Chief Executive Officer's directive, Metro is actively working on the conversion of the entire fleet of buses to vinyl seat inserts by the end of Fiscal Year 2023, and the award of this contract is expected to provide the inventory of vinyl seat inserts to achieve this objective. Management will closely monitor the delivery of seat inserts to determine whether the contractor's production rate is sufficient to achieve the goal of transitioning all remaining seat inserts to vinyl in FY23, and mitigation plans have been developed to bring on other suppliers, if needed. Procurement has identified two additional contractors who could be issued purchase orders for reupholstery of seat inserts as a contingency measure in case this contractor's production rate falls below the rate required to complete the project in FY23.

## **BACKGROUND**

Seat inserts are plastic panels that are covered with fabric or vinyl material and are secured to the metal seat frame in buses. Seat inserts are replaced when they become damaged, vandalized, soiled, or when spills result in unsanitary conditions.

The current fabric seat inserts retain dust, dirt, and moisture. Vinyl seat inserts do not retain dust, dirt, or moisture and include a drain hole to dissipate spills where a customer's clothing could become soiled. The vinyl seat material allows for improved cleaning and sanitization of the buses by applying a sanitizing spray, along with a quick wipe down, which will immediately provide a clean dry seat, instead of leaving damp fabric that could provide a negative customer experience.

## **DISCUSSION**

A leading concern heard from our customers is the cleanliness of our vehicles. Customers want a clean and odor free environment on buses and as part of the Cleanliness Plan we have identified several cleanliness initiatives to improve the customer experience. Dirty or damaged seats impact the rider experience, instead of taking a seat a rider may choose to stand due to the condition of the seat. Vinyl seat inserts can be quickly cleaned, sanitized, and wiped down to improve customer experience by ensuring that dust, dirt and moisture that can be retained in fabric seats is eliminated. In addition, plastic seat insert cores with fabric or vinyl covering allow for quick repair of damaged seats. Seat inserts are replaced, rather than requiring the replacement of the entire seat structure.

The contract to be awarded is a "requirements type" agreement in which we commit to order only from the awardee up to the specified quantity for a specific duration of time, but there is no obligation or commitment for us to order any specific quantity of the reupholstered seat inserts that may currently be anticipated. The bid quantities are estimates only, with deliveries to be ordered and released as required.

The seat inserts will be reupholstered with vinyl material, maintained in inventory, and managed by Material Management.

## **DETERMINATION OF SAFETY IMPACT**

The award of this contract will ensure that all operating divisions have adequate inventory to convert and maintain the bus fleet according to Metro Maintenance standards. Award of this contract will provide cleaner and more sanitary buses for revenue service.

## **FINANCIAL IMPACT**

The funding of \$1,785,652 for this product has been included in the FY23 budget in various bus operating cost centers, under project 306002 - Operations Maintenance, under line item 50441 - M/S Parts - Revenue Vehicle. Operations has requested an additional \$2,000,000 in funding for parts and labor to allow for conversion of the entire bus fleet to vinyl seat inserts by the end of Fiscal Year 2023. The requested funding allocation of \$3,780,000 will provide sufficient funds for refurbishing the

remaining bus seats and labor support for installing the seat inserts.

Since this is a multi-year contract, the cost center managers and Chief Operations Officer will be accountable for budgeting the cost in future fiscal years including any option exercised.

#### Impact to Budget

The current source of funding for this action include Prop C, TDA, &STA. . Using these funding sources maximizes the project funding allocations allowed by approved provisions and guidelines.

### **EQUITY PLATFORM**

The benefits of this action are to ensure that the bus fleet that serves Los Angeles County, and disproportionately serves marginalized groups and the vulnerable, provides clean and safe transportation services. Cleanliness is a highly rated issue of importance for Metro riders and the reupholstering of the seat inserts enhances Metro’s cleaning and sanitation programs to ensure clean, reliable, and safe bus transportation services for these underserved communities.

This solicitation was issued under Metro's Small Business Prime program and only open to Metro-certified small businesses. The recommended contractor, Molina Manufacturing, is a Metro-certified small business and will be performing 100% of the work.

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

The vinyl seat insert conversion project supports Strategic Goal 2.3: Metro will support a customer-centric culture where exceptional experiences are created at every opportunity for both internal and external customers. The vinyl seats will provide cleaner, safer, and more sanitary seating for customers.

### **ALTERNATIVES CONSIDERED**

The alternative is to not award the contract and procure the vinyl seat inserts as needed, using the traditional “min/max” replenishment system method. This strategy is not recommended since it does not provide for a commitment from the supplier to ensure the availability, timely delivery, continued supply, and a guaranteed fixed price for the parts. This alternative strategy could also impact the lead time for securing the material to reupholster the seat inserts, resulting in delays in completing the fleet conversion.

### **NEXT STEPS**

Upon approval by the Board, staff will execute Contract No. RR82767 with Molina Manufacturing for the refurbishing of various seat inserts using vinyl materials at the one-year base amount of \$1,785,652, and the one-year option amount of \$1,587,413, for a total contract amount of \$3,373,065, inclusive of sales tax.

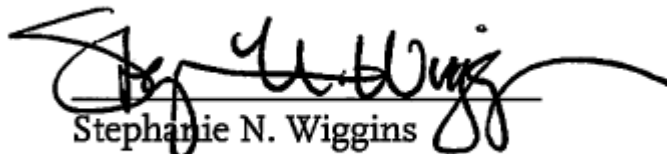
### **ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Stephanie N. Wiggins  
Chief Executive Officer

PROCUREMENT SUMMARY

REFURBISH VARIOUS SEAT INSERTS/RR82767000

1.	<b>Contract Number:</b> RR82767000	
2.	<b>Recommended Vendor:</b> Molina Manufacturing, 23126 Mariposa Avenue, Torrance, CA 90502	
3.	<b>Type of Procurement (check one):</b> <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.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> 11/18/21	
	<b>B. Advertised/Publicized:</b> 12/02/21	
	<b>C. Pre-proposal/Pre-Bid Conference:</b> N/A	
	<b>D. Proposals/Bids Due:</b> 3/24/22	
	<b>E. Pre-Qualification Completed:</b> 4/29/22	
	<b>F. Conflict of Interest Form Submitted to Ethics:</b> 4/12/22	
	<b>G. Protest Period End Date:</b> 6/20/22	
5.	<b>Solicitations Picked up/Downloaded:</b>  12	<b>Bids/Proposals Received:</b>  1
6.	<b>Contract Administrator:</b> Tanya Allen	<b>Telephone Number:</b> (213) 922-1018
7.	<b>Project Manager:</b> David Ball	<b>Telephone Number:</b> (213) 922-5895

**A. Procurement Background**

This Board Action is to approve Contract No. RR82767000 for the refurbishment of various bus seat inserts with vinyl. Board approval of this contract award is subject to resolution of any properly submitted protest.

A Two-Step Invitation for Bid (IFB) No. RR82767 was issued as a Small Business Enterprise (SBE) Set-Aside in accordance with Metro’s Acquisition Policy and the contract type is a firm fixed unit rate.

Five (5) amendments were issued during the solicitation phase of this IFB:

- Amendment No. 1 was issued on January 5, 2022 to update the packaging requirements;
- Amendment No. 2 was issued on January 12, 2022 to update the warranty requirements;
- Amendment No. 3 was issued on January 13, 2022 to update critical dates and extend the bid due date;
- Amendment No. 4 was issued on January 20, 2022 to revise Exhibit 2, Schedules Quantities and Prices;
- Amendment No. 5 was issued on January 26, 2022 to revise Exhibit 2, Schedules Quantities and Prices.

A total of 12 firms downloaded the IFB and were included on the plan holders list. A

single bid was received on the Step-One due date of February 18, 2022 from Molina Manufacturing (Molina). A market survey was conducted of plan holders that did not submit a bid to ascertain the reason(s) they did not submit. Two responses were received. One firm responded that it was not a Metro-certified SBE firm and therefore would be ineligible for award and the other firm was a Metro-certified SBE firm but upon reviewing the technical requirements determined it did not have the capability to perform the work.

**B. Evaluation of Bids**

This procurement was conducted in accordance and complies with Metro’s Acquisition Policy for a competitive two-step sealed bid. The Step-One Technical Evaluation was conducted by staff from the Operations Department on a pass/fail basis to determine if the bid submitted was technically acceptable.

The Pass/Fail Criteria for Step-One are as follows:

1. Facilities and Tools
2. Similar Projects in the past 3 years
3. Delivery Timeline
4. Quality Assurance Program
5. Work Plan, Inspection Plan, First Article Sample

After the Step-One evaluation, the single bid from Molina Manufacturing was determined to be technically qualified. On March 24, 2022, the Step-Two public bid opening was held to obtain pricing.

The bid received from Molina Manufacturing was determined to be the lowest responsive and responsible bid and to be in full compliance in meeting the bid and technical requirements of the IFB.

**C. Price Analysis**

The recommended bid price from Molina Manufacturing has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE) and previous purchases. Metro’s ICE utilized a higher unit rate per insert that was developed through the use of historical purchases and rising labor and materials costs. The submitted bid unit prices will result in a net savings to Metro of \$313,728.00.

<b>Bidder Name</b>	<b>Bid Amount</b>	<b>Metro ICE</b>
Molina Manufacturing	3,373,064.72	4,362,400

**D. Background on Recommended Contractor**

The recommended firm, Molina Manufacturing is located in Torrance, CA, has been in business for fifty-four (54) years. Molina Manufacturing provided similar services for

Metro and other agencies including the Metropolitan Transit District (MTD) in Santa Barbara, Valley Metro Rail in Arizona, and Greater Dayton Regional Transit Authority (RTA) in Ohio and numerous other transit agencies. Molina Manufacturing has provided satisfactory services to Metro on previous projects.

## DEOD SUMMARY

## REFURBISHMENT OF SEAT INSERTS WITH VINYL MATERIAL / RR82767000

**A. Small Business Participation**

Effective June 2, 2014, per Metro's Board-approved policy, competitive acquisitions with three or more Small Business Enterprise (SBE) certified firms within the specified North American Industry Classification System (NAICS) as identified for the project scope shall constitute Small Business Set-Aside procurement.

Accordingly, the Contract Administrator advanced the solicitation, including posting the solicitation on Metro's website, advertising, and notifying certified small businesses as identified by NAICS code(s) that this solicitation was open to SBE Certified Small Businesses Only.

Molina Manufacturing, an SBE Prime, is performing 100% of the work with their own workforce.

	<b>SBE Prime Contractor</b>	<b>SBE % Committed</b>
1.	Molina Manufacturing (Prime)	100%
	<b>Total Commitment</b>	100%

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

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

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**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.



# VINYL SEAT REPLACEMENT

## Improving Customer Experience



**Metro**

Operations, Safety & Customer Experience Committee Meeting  
June 16, 2022

# Approval of Contract to Refurbish Seat Inserts

- **Objective - Improve Customer Experience**
  - Convert 100% of buses to vinyl seat inserts
- **Approval of Contract with Molina Manufacturing**
  - FY23 – provides for replacement of remaining seat inserts to vinyl
  - FY24 – provides for replacement of damaged seat inserts
- **Plan to refurbish remaining seat inserts to vinyl by June 30, 2023**

# Background – FY22 Accomplishments

- **New Buses Arrived with Vinyl Seat Inserts**
  - ✓ New bus contracts modified to require Vinyl Seat Inserts
  - ✓ New buses arrived with new vinyl seat inserts – 333 buses
  
- **Conversion of Existing Bus Fleet**
  - ✓ Funding established to convert 350 buses
  - ✓ Converted 550 buses with vinyl seat inserts

# Fabric vs Vinyl Seats

Fabric Seats	Vinyl Seats
<ul style="list-style-type: none"><li>• Retains dust, dirt moisture and other liquids</li><li>• Require special cleaning equipment</li><li>• Time consuming and requires drying period</li></ul>	<ul style="list-style-type: none"><li>• Easier to clean, sanitize and wipe down</li><li>• Bottom drain hole to prevent moisture from spills</li><li>• No special equipment required for cleaning</li><li>• Quickly wipes up spills with no drying time</li></ul>



# Removal of Fabric Seat Inserts



Remove seat inserts  
from bus



Remove fabric material  
from seat inserts



Metro

# Installation of Vinyl Seat Inserts



Prepare New Seat  
Insert



Install New Seat  
Insert



Install New ADA  
Seat Insert

**Questions?**