



Board Report

File #: 2022-0649, File Type: Contract

Agenda Number: 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 17, 2022

SUBJECT: BUS PEST CONTROL SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a five-year, firm fixed unit rate Contract No. OP75359-2000 to Rentokil North America, Inc. dba Isotech Pest Management to provide bus pest control services for an amount not-to-exceed \$4,917,442, effective December 2022, subject to the resolution of protest(s), if any.

ISSUE

This contract will provide Metro bus divisions with pest control services for the transit bus fleet through November 30, 2027. The objective of this service contract is to prevent pest activity and infestation using equipment and/or products that target pests in and around their harborage/breeding areas on the bus fleet.

Bus pest control services are currently being performed under a contract with ISOTECH Pest Management which is scheduled to expire on November 30, 2022. Pest control services of Metro rail cars and facilities are administered under separate contracts.

BACKGROUND

Effective pest control services are necessary to provide a clean, safe, and sanitary environment for Metro patrons and employees. The services performed under this contract will be monitored by the Metro Quality Assurance Department. To continue providing a clean, sanitary, and comfortable environment to our patrons and employees, a new contract for bus pest control services must be awarded in December 2022.

A request for proposal for pest control services was initiated in early 2022 with bids due by April 29, 2022. The evaluation process included a review of four proposals and vendor interviews. The procurement process concluded in August, with Rentokil North America, Inc. dba Isotech Pest Management receiving the highest ranking in the cost, qualification, and performance evaluation process.

DISCUSSION

Pest control services improve the customer experience by ensuring that insects and rodents that can carry disease are prevented from infesting transit vehicles, which supports Metro's efforts to ensure the health and safety of our passengers. This pest prevention and eradication contract includes pest control treatment for cockroaches, ants, fleas, bees, mites, bed bugs, rodents, and spiders. The areas that will be treated include inside bus control panels, behind trim molding, inside electronic compartments, floors, and subfloors, behind seat mounting plates, seat rails, beneath the floor turntable and folding bellows in articulated buses, exterior electric relay panels, interior wheel-well cavities/molding and beneath the rear bench seats.

Pest control products used by the contractor must be approved by Metro Corporate Safety, compliant with state and federal regulations, registered by the Environmental Protection Agency, and in compliance with the Federal Insecticide, Fungicide and Rodenticide Act (FIFRA) that governs the registration, distribution, sale and use of pesticides in the United States.

The safety and well-being of both customers and operators are ensured by the use of approved products and application in cracks and crevices on the interior of buses. The pest control products do not leave any noticeable residue or odor, and treated buses are not placed into service until at least four hours after treatment.

DETERMINATION OF SAFETY IMPACT

Award of this contract shall ensure that the application of pest control products onboard Metro equipment is performed by a licensed contractor with certified technicians that have the training and experience to safely perform this service.

FINANCIAL IMPACT

Funding of \$1,000,000 for the new contract is included in the FY23 budget in cost center 3120 Quality Assurance Department, under project 306002, Operations Maintenance, account 50320, Service Contract Services. Since this is a multi-year contract, the cost center manager and Sr. Executive Officer, Maintenance will be responsible for ensuring adequate budget for these contract services in future years.

Impact to Budget

The current source of funds for this action are applicable operating eligible Federal Funds, Proposition C, and Transportation Development Act. Use of these funding sources currently maximizes funding allocations given approved funding provisions and guidelines. This activity is part of on-going maintenance costs as pest control services are required to provide a clean and sanitary environment.

EQUITY PLATFORM

The benefits of this action are to ensure that the bus fleet that serves most regions in Los Angeles County, including many underserved communities, is able to provide safe, clean, and pest free transportation services to neighborhoods where disparities within the region can exist between residents' access to jobs, housing, education, health, and safety. Bus transportation provides an important lifeline for the residents in underserved communities.

This action is anticipated to support safety and quality of service on the Metro bus fleet, which disproportionately serves marginalized groups and Equity Focus Communities (EFCs). . As part of a comprehensive bus maintenance program, bus pest control will ensure buses remain in a State of Good Repair to provide uninterrupted transportation services for these underserved communities.

The Diversity and Economic Opportunity Department (DEOD) established a five percent (5%) DBE goal for this contract and verified the commitment by the successful bidder of this procurement in achieving this goal.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Pest control services on board Metro buses support Strategic Goal 2: Deliver outstanding trip experiences for all users of the transportation system. The routine treatment of buses will eliminate pests on board buses. This service will ensure patrons and Metro operators experience a pest-free and comfortable environment.

ALTERNATIVES CONSIDERED

An alternative is to have Metro employees perform these services; however, this is not recommended. The application of the required products to effectively eliminate unwanted pests on Metro equipment requires a California State Technician Certification. Metro employees do not possess the necessary state technician certification, equipment, or experience to safely and effectively apply the necessary pest control chemicals.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP75359-2000 to Rentokil North America, Inc. dba Isotech Pest Management to provide bus pest control services throughout Metro bus facilities effective December 2022.

ATTACHMENTS

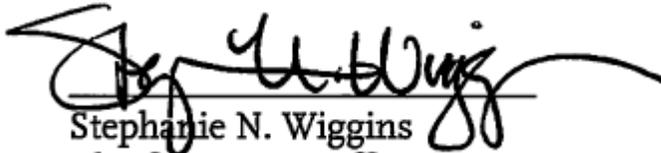
Attachment A - Procurement Summary
Attachment B - DEOD Summary

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Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

BUS PEST CONTROL SERVICES / OP75359-2000

1.	Contract Number: OP75359-2000	
2.	Recommended Vendor: Rentokil North America, Inc. dba Isotech Pest Management	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" 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: March 31, 2022	
	B. Advertised/Publicized: March 31, 2022	
	C. Pre-Proposal Conference: April 14, 2022	
	D. Proposals Due: April 29, 2022	
	E. Pre-Qualification Completed: October 4, 2022	
	F. Conflict of Interest Form Submitted to Ethics: October 4, 2022	
	G. Protest Period End Date: November 21, 2022	
5.	Solicitations Picked up/Downloaded: 8	Bids/Proposals Received: 4
6.	Contract Administrator: Marc Margoni	Telephone Number: (213) 922-1304
7.	Project Manager: James Jimenez	Telephone Number: (213) 922-5870

A. Procurement Background

This Board Action is to approve the award of Contract No. OP75359-2000 to Rentokil North America, Inc. dba Isotech Pest Management, to provide bus pest control services at ten bus divisions and Metro's Central Maintenance Facility. Board approval of contract awards are subject to resolution of any properly submitted protest.

On March 31, 2022, Request for Proposal (RFP) No. OP75359-2 was issued as a competitive negotiated procurement in accordance with Metro's Acquisition Policy and the contract type is firm fixed unit rate. The RFP was issued with a 5% Race Conscious Disadvantaged Business Enterprise (DBE) goal.

No amendments were issued during the solicitation phase of this RFP.

The solicitation was available for download from Metro's website. Advertisements were placed in four leading publications within Los Angeles County (Los Angeles Daily News, La Opinion, Watts Times, and the Asian Journal) to notify potential proposers of this solicitation. Metro also notified proposers from the Metro's vendor database based on applicable North American Industry Classification System (NAICS) codes.

A virtual pre-proposal conference was held on April 14, 2022.

A total of eight (8) firms downloaded the RFP and were included on the planholders list. No questions were received regarding the solicitation.

A total of four (4) proposals were received on April 29, 2022, and are listed below in alphabetical order:

1. Pestmaster Services, L.P.
2. Rentokil North America, Inc. dba Isotech Pest Management
3. Stafford Environmental Services, Inc.
4. TMC Pest Management dba Sprague Pest Solutions

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Finance & Admin Management Services, Maintenance Operations, and Environmental Compliance & Service was convened and conducted a comprehensive technical evaluation of the four proposals.

On May 17, 2022, the PET met to review the evaluation criteria package, process confidentiality and conflict of interest forms, and take receipt of the proposals to initiate the evaluation phase. Evaluations were conducted from May 17, 2022, through August 2, 2022.

On June 29, 2022, Metro's Diversity and Economic Opportunity Department (DEOD) determined TMC Pest Management dba Sprague Pest Solutions (TMC) to be ineligible for contract award for failure to meet the 5% DBE goal for this procurement. Hence, TMC was excluded from further consideration.

The PET continued to evaluate the remaining three proposals based on the following evaluation criteria stated in the RFP:

Phase 1 Evaluation – Minimum Qualification Review: This is a pass/fail criteria. The criteria focused on the experience of the proposer in providing bus pest control services for transit agencies of similar size and complexity to Metro, the annual volume of bus pest control services provided in the last three years, and the chemical products proposed to be used.

The PET reconvened and determined that Stafford Environmental Services, Inc. did not meet the minimum experience requirements for providing bus pest control services. As a result, it was eliminated from consideration.

The proposals of Rentokil North America, Inc. dba Isotech Pest Management (Isotech) and Pestmaster Services, L.P. were found to be responsive to the Phase 1 minimum qualification requirements and were further evaluated in accordance with the following evaluation criteria and weights:

- Experience and Qualifications of the Proposer/Team 40 percent
- Understanding of the Scope of Services and Proposed Approach/Work-Plan 35 Percent
- Cost Proposal 25 Percent

The evaluation criteria are appropriate and consistent with criteria developed for similar bus pest control services' procurements. Several factors were considered in developing these weights, giving the greatest importance to the experience and qualifications of the proposer/team.

After evaluation of the proposals, the PET determined that the proposal received from Isotech addressed the RFP requirements and demonstrated its personnel are qualified and experienced with all aspects of the required tasks. Based on a thorough evaluation of the proposal, the PET determined Isotech to be the highest rated firm.

Qualifications Summary of Firms within the Competitive Range:

Pestmaster Services, L.P.

Pestmaster Services, L.P. (Pestmaster), founded in 1979, is located in Cudahy, CA. It specializes in all phases of pest control, including Integrated Pest Management (IPM), termite control, bed bug control, and many more. Clients include Alameda - Contra Costa Transit (AC Transit), San Diego Metropolitan Transit System (MTS). MICC – West Point, VA Northern California Health Care System (Palo Alto Division/Menlo Park Division), Malcom Randall Department of Veterans Affairs Medical Center and Lake City VA Medical Center.

Pestmaster has been providing pest and bird control services to Metro since 2018 and performance has been satisfactory.

Rentokil North America, Inc. dba Isotech Pest Management

Rentokil North America, Inc. dba Isotech Pest Management (Isotech), is headquartered in Anaheim, CA and is a full-service pest control company serving commercial customers from a wide range of business sectors. It offers customers expertise and innovative solutions such as specialist services, commercial pest control, and critical disinfection service. Isotech has been providing bus pest control services to Metro for over 10 years.

The following is a summary of the PET scores:

	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
1	Rentokil North America, Inc. dba Isotech Pest Management				

2	Experience and Qualifications of the Proposer/Team	95.83	40.00%	38.33	
3	Understanding of the Scope of Services and Proposed Approach/Work-Plan	82.80	35.00%	28.98	
	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
4	Cost Proposal	80.36	25.00%	20.09	
5	Total		100.00%	87.40	1
6	Pestmaster Services, L.P.				
7	Experience and Qualifications of the Proposer/Team	78.33	40.00%	31.33	
8	Understanding of the Scope of Services and Proposed Approach/Work-Plan	66.69	35.00%	23.34	
9	Cost Proposal	100.00	25.00%	25.00	
10	Total		100.00%	79.67	2

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based on price analysis, technical analysis and fact-finding. The recommended price is lower than Metro's independent cost estimate (ICE).

	Proposer Name	Proposal Amount	Metro ICE	Award Amount
1.	Rentokil North America, Inc. dba Isotech Pest Management	\$4,917,442	\$6,405,385	\$4,917,442
2	Pestmaster Services, L.P.	3,951,649		

It has been six years since the award of the current contract. During the term of that contract, there was no unit rate increase. When preparing the ICE, staff estimated a unit rate increase of 20% from current rates based on an increased cost for labor and material since 2016. That increase did not materialize in the proposals received.

D. Background on Recommended Contractor

Isotech has been in business for over 30 years. It offers innovative pest control solutions and a wide range of other pest management solutions including disinfection, air filtration, and food safety services.

Isotech has been providing bus pest control services to Metro for over 10 years and performance has been satisfactory. In addition, Isotech also provides year-round pest services to a number of commercial properties in the Los Angeles metro area such as grocery stores, healthcare facilities, hotels, resorts, restaurants, schools and universities.

The Isotech team includes one DBE subcontractor, We the People Janitorial & Maintenance. The proposed Project Manager has over 12 years of pest control experience and is the current project manager of Metro's bus pest control services contract.

DEOD SUMMARY

BUS PEST CONTROL SERVICES/OP75359-2000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 5% Disadvantaged Business Enterprise (DBE) goal for this solicitation. Rentokil North America, Inc. dba Isotech Pest Management met the goal by making a 5% DBE commitment.

Small Business Goal	5% DBE	Small Business Commitment	5% DBE
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	DBE Subcontractor	Ethnicity	% Committed
1.	We the People Janitorial & Maintenance	Hispanic American	5%
Total DBE Commitment			5%

B. Living Wage and Service Contract Worker Retention Policy Applicability

The Living Wage and Service Contract Worker Retention Policy (LW/SCWRP) is applicable to this contract. Metro staff will monitor and enforce the policy guidelines to ensure that applicable workers are paid at minimum, the current Living Wage rate of \$23.81 per hour (\$18.04 base + \$5.77 health benefits), including yearly increases. The increase may be up to 3% of the total wage, annually. In addition, contractors will be responsible for submitting the required reports for the Living Wage and Service Contract Worker Retention Policy and other related documentation to staff to determine overall compliance with the policy.

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.