



Board Report

File #: 2023-0557, File Type: Contract

Agenda Number: 32.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE OCTOBER 19, 2023

SUBJECT: UNIFORM RENTAL SERVICES

ACTION: APPROVE CONTRACT AWARD

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP44851-20008370 to Prudential Overall Supply, to provide uniform rental services, for a not-to-exceed (NTE) amount of \$3,256,271 for the three-year base period and \$3,575,446 for the one, three-year option, for a total combined NTE amount of \$6,831,717, effective December 1, 2023, subject to the resolution of all properly submitted protest(s), if any. Include an additional \$267,000 in contract authority for closeout activities from Prudential Overall Supply's existing contract.

ISSUE

The existing uniform rental services Contract No. OP671430003367 with Prudential Overall Supply expires December 31, 2023. To ensure service continuity, a new contract award is required effective December 1, 2023.

BACKGROUND

On January 26, 2017, the Metro Board of Directors approved the award of a firm fixed unit rate Contract No. OP671430003367 for uniform rental services with Prudential Overall Supply, to provide uniform rental services for approximately 2,300 employees working throughout 24 Metro locations, as well as providing vehicle seat covers and laundry services for hand towels and floor mats.

During the life of the contract and to support Metro's system expansion projects, uniform rental services were expanded to include three (3) additional locations for the K Line (C/LAX) Division 16, and Maintenance of Way (MOW) Locations 64 and 67, with over 200 new employees, for an updated total of over 2,500 employees serviced systemwide, throughout 27 Metro locations.

Timely uniform rental, delivery, and laundry services are necessary to ensure compliance with the existing agreements between Metro and the collective bargaining units, to meet garment safety requirements for Metro-represented labor employees working within safety-sensitive positions, and to

clearly identify Metro-represented labor employees within their different trades. Metro is required to provide each of the units' employees with up to 11 uniform sets per employee, as well as provide laundry services for such regulation uniforms. Employees are issued different colors, materials, and types of garments based on their job classification and type of work performed, including but not limited to short or long-sleeve shirts, coveralls, and flame-resistant uniforms. Female cut and pregnancy stretch pants are also available upon request.

DISCUSSION

Under the new contract recommended for award, the contractor is required to provide new sets of uniforms, including coordinating the fitting of over 2,500 employees, purchasing over 55,000 new garments, and delivering these new uniforms to 27 locations while collecting and accounting for existing uniforms as part of existing contract closeout activities. These actions are necessary to ensure timely issuance of uniforms to Metro represented employees in accordance with Collective Bargaining Units' agreements.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure compliance with the existing agreements between Metro and the collective bargaining units, meet garment safety requirements for Metro-represented labor employees working within safety-sensitive positions, and clearly identify Metro-represented labor employees within their different trades.

FINANCIAL IMPACT

Funding of \$714,904 for uniform rental services for the remainder of FY24 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, Deputy Chief Operations Officer, Shared Mobility will be accountable for budgeting the costs for future years.

Impact to Budget

The current source of funds for this action includes State and Local sources that are eligible for Bus and Rail operations activities.

EQUITY PLATFORM

Staff are issued uniforms based on their job classification and the type of work they perform. Cut and material to accommodate gender diversity and pregnancy are also available upon request.

As part of this solicitation, a Systemwide Metro Connect Industry Forum Outreach event was conducted on March 16, 2022. The outreach event was advertised to existing businesses registered with Metro's Diversity and Economic Opportunity Department (DEOD). During the event, staff

provided an overview detailing the new enhanced Medium Size Business Enterprise (MSZ) and Small Business Enterprise (SBE) Programs' policy for competitively negotiated procurements.

The Metro DEOD did not establish a Small/Disabled Veteran Business Enterprise (SBE/DVBE) participation goal for this procurement due to a lack of subcontracting opportunities. Although SBE/DVBE goals were not established for this project, Metro will continue to encourage bidders/proposers to perform outreach and utilize SBE/DVBE firms.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This Board action supports Strategic Goal 5: Provide responsive, accountable, and trustworthy governance within the Metro organization. Performing ongoing uniform rental services will ensure compliance with the existing agreements between Metro and the collective bargaining units, meet garment safety requirements for Metro-represented labor employees working within safety-sensitive positions, and clearly identify Metro-represented labor employees within their different trades.

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 agreements with collective bargaining units, employee safety, cleanliness, operations, and customer experience.

With the completion of a financial-based insourcing/outsourcing study based on a quantitative and qualitative assessment, staff has analyzed insourcing/outsourcing options for uniform rental services, among other services. Based on the findings, uniform rental services were not recommended for insourcing as it would require Metro to renegotiate the existing agreements between Metro and the collective bargaining units, remove the requirement for uniform rental services, along with purchase of a large quantity of garments, additional equipment, vehicles, and supplies to provide uniforms.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. OP44851-20008370 with Prudential Overall Supply to provide uniform rental services for labor-represented Metro employees, as well as provide vehicle seat covers and laundry services for hand towels and floor mats, effective December 1, 2023.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared_by

Prepared by:

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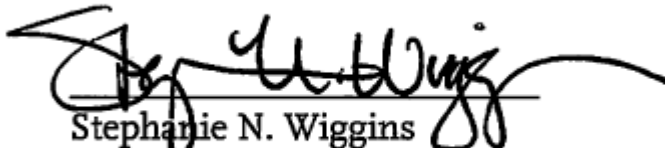
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Stephanie N. Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

UNIFORM RENTAL SERVICES / OP44851-20008370

1.	Contract Number: OP44851-20008370	
2.	Recommended Vendor: Prudential Overall Supply	
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: May 8, 2023	
	B. Advertised/Publicized: May 8, 2023	
	C. Pre-Proposal Conference: May 15, 2023	
	D. Proposals Due: June 13, 2023	
	E. Pre-Qualification Completed: September 13, 2023	
	F. Conflict of Interest Form Submitted to Ethics: June 16, 2023	
	G. Protest Period End Date: October 24, 2023	
5.	Solicitations Picked up/Downloaded: 8	Bids/Proposals Received: 2
6.	Contract Administrator: Antonio Monreal	Telephone Number: 213-922-4679
7.	Project Manager: Alberto Garcia	Telephone Number: 213-922-6760

A. Procurement Background

This Board action is to approve the award of Contract No. OP44851-20008370 to provide uniform rental services to over 2,500 labor union-represented Metro employees, which includes laundry services for uniforms, hand towels, floor mats, and seat covers. Board approval of contract award is subject to the resolution of all properly submitted protest(s), if any.

Prior to the release of a solicitation, a Systemwide Metro Connect Industry Forum Outreach event was conducted on March 16, 2022. The outreach event was advertised to existing businesses registered with Metro's Diversity and Economic Opportunity Department (DEOD). During the event, staff provided an overview detailing the new enhanced Medium Size Business Enterprise (MSZ) and Small Business Enterprise (SBE) Programs' policy for competitively negotiated procurements.

On January 13, 2023, Metro released Request for Proposal (RFP) No. OP44851 for uniform rental services. This initial solicitation was issued with a 5% SBE goal and a 3% DVBE goal. Two proposals were received by the proposal due date. However, both proposals failed to meet the SBE or DVBE commitments and were deemed non-responsive. Hence, the solicitation was canceled.

On May 8, 2023, RFP No. OP44851-2 was issued as a competitive procurement in accordance with Metro's Acquisition Policy. The proposed contract type is a firm-fixed unit rate. The Diversity & Economic Opportunity Department did not recommend an

SBE/DVBE participation goal for this procurement due to a lack of subcontracting opportunities.

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

- Amendment No. 1, issued May 26, 2023, extended the proposal due date.
- Amendment No. 2, issued August 10, 2023, updated Exhibit 2 – Schedule of Quantities and Prices.

A total of 8 firms downloaded the RFP and were included on the planholders' list. A virtual pre-proposal conference was held on May 15, 2023. There were no questions received for this RFP.

Two proposals were received by the due date of June 13, 2023, and are listed below in alphabetical order:

1. Prudential Overall Supply
2. UniFirst Corporation

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Rail Transit Facilities Maintenance Services and Facilities Contracted Maintenance Services, was convened and conducted a comprehensive technical evaluation of the proposals received.

Evaluations were conducted from June 26, 2023, through July 19, 2023.

The proposals were evaluated based on the following evaluation criteria stated in the RFP:

Phase I - Evaluation of Minimum Qualification Requirements: This is a pass/fail criteria. To be responsive to the RFP minimum requirements, proposers must meet the following at the time of proposal submittal:

- Prime contractor must have a minimum of three (3) years of experience providing uniform and laundry services;
- Proposer must own or lease a minimum of six (6) uniform delivery vehicles to provide laundry drop-off and pick-up services; and
- Proposer must have an online portal or website with a secure log-in to provide access to rental activity information.

Phase II - Weighted Evaluation: Proposers that meet the Phase 1 Minimum Qualification requirements were further evaluated based on the following criteria:

- Qualification of the Firm/Team 15%
- Qualifications and Experience of Key Personnel 20%
- Management Plan/Approach 35%
- Cost Proposal 30%

The evaluation criteria are appropriate and consistent with criteria developed for similar procurements. Several factors were considered in developing these weights, giving the greatest importance to the management plan and approach to perform the work.

At the conclusion of the evaluation process, the PET determined Prudential Overall Supply to be the highest-ranked firm.

Qualifications Summary of Firms:

Prudential Overall Supply

Prudential Overall Supply (POS), headquartered in Irvine, California, has been in business for over 90 years. It is a full-service uniform and textile laundry service company that rents, leases and sells uniforms for various municipal, industrial, and service industries. It has 38 plants, 14 service centers, and processing facilities in the cities of Commerce, Carson and Moorpark. Its clients include San Bernardino Municipal Water Department, City of San Bernardino, and Kite Pharma.

UniFirst Corporation

Unifirst Corporation, founded in 1936, is headquartered in Wilmington, Massachusetts. It is an international workwear and textile service company with five manufacturing plants located in the United States, Mexico, and Nicaragua. It rents, leases and sells uniforms, protective apparel, career wear, and facility service products to businesses in all industries. Existing clients in Southern California include County of Los Angeles, Moreno Valley Mall, and Kaiser Permanente.

The following is a summary of the PET scores.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Prudential Overall Supply				
3	Qualification of the Firm/Team	83.33	15%	12.50	
4	Qualifications and Experience of Key Personnel	84.45	20%	16.89	
5	Management Plan/Approach	82.51	35%	28.88	
6	Cost Proposal	95.83	30%	28.75	
7	Total		100.00%	87.02	1
8	UniFirst Corporation				
9	Qualification of the Firm/Team	40.00	15%	6.00	
10	Qualifications and Experience of Key Personnel	10.00	20%	2.00	
11	Management Plan/Approach	36.69	35%	12.84	
12	Cost Proposal	100.00	30%	30.00	
13	Total		100.00%	50.84	2

C. Price Analysis

The recommended amount has been determined to be fair and reasonable based on the independent cost estimate (ICE), price analysis, fact-finding, and technical evaluation. The variance between the recommended amount and the ICE is due to an annual escalation rate of 4.25% included in the ICE versus the 1.3% escalation rate included in the recommended amount.

	Proposer Name	Proposal Amount	Metro ICE	Recommended Amount
1.	Prudential Overall Supply	\$ 6,831,717	\$ 9,391,234	\$ 6,831,717
2.	UniFirst Corporation	\$ 6,547,713		

D. Background on Recommended Contractor

Prudential Overall Supply (POS), a privately held company established in 1932, is headquartered in Irvine, California. Its service programs include uniform rental, uniform lease, uniform purchase and cleanroom services for industrial uniform programs and related services.

POS' proposed Project Manager has 13 years of experience managing the Metro contract while other proposed key personnel have over seven years of experience working with Metro.

POS has been providing uniform rental services to Metro since 2008 and performance has been satisfactory.

DEOD SUMMARY

UNIFORM RENTAL SERVICES / OP44851-20008370

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE)/Disabled Veteran Business Enterprise (DVBE) goal for this solicitation due to lack of availability of certified firms that perform this service. It is expected that Prudential Overall Supply will perform the services of this contract with their own workforce.

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. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.