



Board Report

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Agenda Number: 36.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE APRIL 16, 2026

SUBJECT: ELECTRIC VEHICLE CHARGING STATIONS - OPERATION & MAINTENANCE

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate contract, Contract No. OP127536000 to Axxera Inc. for the Electric Vehicle Charging Stations - Operations & Maintenance services, inclusive of a five-year base in the Not-To-Exceed (NTE) amount of \$2,373,210, and \$1,008,000 for the first one-year option, and \$1,008,000 for the second one-year option, for a total NTE amount of \$4,389,210 subject to the resolution of any properly submitted protest, if any; and
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

ISSUE

Metro's existing Electric Vehicle Supply Equipment (EVSE) network is managed by a third-party vendor, which has provided these networking, operations, maintenance, and installation services since August 2019. The current contract expires on April 30, 2026.

As of January 2026, Metro's existing Electric Vehicle Supply Equipment (EVSE) inventory includes 168 Level 2 EVSE units, 148 of which are currently installed and active across several Metro operating divisions and park-and-ride facilities. This network will grow to as much as 3,000 chargers over the next five years and operation and maintenance of new EVSE installations will be crucial for charging across four use-types: 1) employee charging, 2) non-revenue fleet charging, 3) park-and-ride charging, and 4) public charging.

The competitive solicitation process summarized in this report has allowed Metro to select a vendor to continue the operations of the existing network and support future expansion.

...Background

BACKGROUND

Metro is committed to meeting ambitious emissions-reduction goals through various strategies across our service region, including promoting electric vehicles. Installation of EV chargers is an essential component of EV deployment. The regional availability of EV chargers must be in place to achieve successful growth in EV usage.

The Metro Board approved the 2023-2028 Electric Vehicle Parking Strategic Plan (EVPSP) in June 2022 as a strategic blueprint for sustainable, cost-effective, and efficient investments in electric vehicle (EV) charging infrastructure for our region. These commitments have been in place since 2007 and are reaffirmed through the Board-approved 2025 Climate Action and Adaptation Plan Update, the 2025 Energy Master Plan (EMP), and the 2025 Moving Beyond Sustainability Strategic Plan Update.

Metro is committed to meeting ambitious emissions reduction goals through various strategies across our service region, including promoting the use of electric vehicles. Installation and ongoing operation of EV Chargers is an essential component of EV adoption. The regional availability of EV chargers must be in place to achieve successful growth in EV usage.

Metro has committed to regionally deploying EV chargers to meet internal, local, and state ambitious emissions reduction goals. The EVPSP defines the charging infrastructure requirements, outlines a prioritized approach to charging deployment, and estimates the costs and benefits associated with completing the EV Parking Strategy. The Plan also defines policies and management strategies to facilitate a successful charging program for internal operations and public use.

With over a decade of deployment, the Metro EV Charger network serves approximately 7,000 subscribed customers. Metro's charging equipment is compliant with the Open Charge Point Protocol (OCPP), which allows for the flexibility and interoperability of various charging network service providers across Metro's network and on existing charging hardware. Metro's current network of 168 chargers is operated and maintained through a contract with the current contractor, Axxera.

As of January 2026, Metro operates 168 Level 2 EV charging ports, of which 146 are deployed at Park and Ride (P&R) locations for public use. There are two chargers reserved for Board use at Metro's Gateway building. Metro does not currently have chargers installed for dedicated employee use at its facilities.

Metro crafted the EV Parking Strategic Plan to prioritize funding availability from utility programs and other potential future grant sources. Staff has been pursuing all possible grants or other funds to reduce the capital or operational costs of completing the EV Parking Strategy.

Since January 2020, Metro has earned a cumulative total of \$385,121.37 from the EV charger network of about 100 chargers. At full build-out and current EV charger pricing and actual range of charger utilization, the forecasted *annual* revenue is anticipated to be between \$2M-\$2.5M.

DISCUSSION

The proposed contract will provide comprehensive services to operate, maintain, and expand Metro's EV charging network across employee and public facilities. The contractor will be responsible for network management, equipment maintenance, customer service, data reporting, and system

optimization for Metro's existing chargers, as well as supporting the operations and maintenance, and the phased deployment of additional charging infrastructure. The contract will also enable integration with third-party financing and delivery models, including potential public-private partnerships, to accelerate installation of up to 3,000 chargers while minimizing upfront capital costs to Metro.

Services will include: (1) operation and maintenance of existing EV chargers; (2) network services and payment systems; (3) customer access and subscription management; (4) performance monitoring and reporting; and (5) support for future charger deployment, including coordination with utility programs, grants, and private partners.

Staff recommended the use of a competitive negotiation process for the Electric Vehicle Charging Stations to allow for the consideration of technical and commercial factors, such as past performance related to schedule adherence, quality and reliability, as well as price in the contract award selection process. By establishing explicit factors that identified Metro's priorities, the solicitation used evaluation criteria important to Metro to augment price considerations.

In addition to the ability to evaluate key technical and schedule factors, the competitive negotiation process permits direct discussions and negotiations with Proposers to clarify requirements and cost prior to an award recommendation. This process minimizes the risks associated with a complex specification and scope of work by allowing the parties to clarify ambiguities and correct deficiencies.

The scope of work for this procurement does not come into conflict with existing union agreements and does not overstep the work and performance expectations of existing operations, facilities and maintenance staff.

DETERMINATION OF SAFETY IMPACT

The award of this contract will have a direct and positive impact on safety, service quality, system reliability, performance, and overall customer satisfaction. The existing and new electric vehicle charging stations are going to be operationally installed, operated, and maintained consistently across the system.

FINANCIAL IMPACT

The funding of \$2,373,210.00 for the Contract No. OP127536000 is included in Cost Center 2150, Project 450003. There are two scopes of work in this contract: operations of the EV charger network and the maintenance of the EV chargers due to vandalism, weather impacts, on-ground software updates, and charger replacements.

Obligations and authorizations made within the total Contract Amount will be against specific project or operations budgets which make up the Board-approved Metro budget for any particular fiscal year. Specific funding for this contract will parallel the project approved by the Board under separate actions. The Deputy Chief Sustainability Officer, Chief Program Management Officer, and Project Manager of each of the projects will be responsible for developing and overseeing the appropriate

annual budgets.

Impact to Budget

The current source of funding for this action is the Metro Green Fund (derived from carbon credits). This fund source is eligible for Metro Bus and Rail operating and capital projects. Revenues are anticipated to be used to offset any operations and maintenance program costs.

EQUITY PLATFORM

Award of this contract advances Metro's Equity Platform by delivering energy reliability improvements that protect communities most dependent on transit. Lower-income riders, communities of color, people with disabilities, seniors, youth, and essential workers disproportionately rely on Metro for daily access to jobs, healthcare, and basic services-and they are the first and hardest hit when outages disrupt service.

At least half of the existing charger locations are in or adjacent to the Equity Focus Communities. Continuing the EV charger service under this contract will facilitate continued access to EV charging for Metro's non-revenue fleet and transit riders, while a new more comprehensive expansion program is in development. While there are currently ~7,000 public customers that are served by the EV Charger Program, the current program does not capture the demographics of EV owners that use our service.

The Diversity & Economic Opportunity Department established a 30% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation; and was issued as a Medium-Size Enterprise I set-aside. Axxera, Inc., an SBE firm, met the goal by making a 30% 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 operational activities that will support Metro's need to implement advanced strategies to meet our energy and climate goals and further encourage transit ridership, ridesharing, and active transportation. This item supports Metro's systemwide strategy to reduce VMT through operational activities that will support Metro's EV charging infrastructure expansion at Metro stations and need to implement advanced strategies to meet our energy and climate goals. 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

Continuing our EV charger operations while developing the PDA supports the implementation of Metro's Strategic Plan Goals, aligning with the following goals:

1.2.D: Improve connectivity to provide seamless journeys by improving Park & Ride experience for electric vehicle owners and providing charging access to those who lack access to home charging.

4: Transform LA County through regional collaboration and national leadership with partners to develop EV charging and help meet City and State initiatives to accelerate EV adoption through greater access to electricity as a transportation fuel.

5.7: Metro will build and nurture a diverse, inspired, and high-performing workforce by providing workplace charging to employees and supporting those who drive EVs or are interested in owning an EV but lack reliable locations to charge one.

Further, the continued use of EV chargers addresses the 2025 CAAP Update, 2025 MBS Plan, and 2025 EMP goals. The CAAP committed Metro to a 79% reduction in greenhouse gas emissions from our internal operations by 2030 and included measures to install EV charging at Metro facilities for employee commuter use. The MBS Plan emissions and pollution control Goal 5.4 included exploring "further measures to reduce employee commuting emissions."

ALTERNATIVES CONSIDERED

The Board may choose not to approve the recommendation to award the Electric Vehicle Charging Stations and Services under Contract No. OP127536000. Staff does not recommend this alternative because it would risk the use and service of all Metro EV Chargers for our 7,000 subscribed customers while we develop an accelerated path for EV charger deployment.

NEXT STEPS

Upon Board approval, staff will execute the contract. Material activities and work products relative to the support provided by this contract will be included in Metro's annual sustainability report.

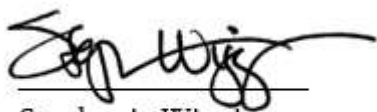
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

Prepared by: Cris B. Liban, Chief Sustainability Officer, (213) 922-2471
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Reviewed by Timothy Lindholm, Chief Program Management Officer
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A handwritten signature in black ink, appearing to read 'Step Wiggins', written over a horizontal line.

Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

ELECTRIC VEHICLE CHARGING STATIONS- OPERATION AND
MAINTENANCE/OP127536000

1.	Contract Number: OP127536000	
2.	Recommended Vendor: Axxera, Inc.	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: 03/17/2025	
	B. Advertised/Publicized: 03/17/2025	
	C. Pre-Proposal Conference: 03/28/2025	
	D. Proposals Due: 07/11/2025	
	E. Pre-Qualification Completed: 01/23/ 2026	
	F. Ethics Declaration Forms submitted to Ethics: 07/21/2025	
	G. Protest Period End Date: 04/21/2026	
5.	Solicitations Downloaded: 86	Bids/Proposals Received: 5
6.	Contract Administrator: Crystal Larios	Telephone Number: (213) 922-2413
7.	Project Manager: Uduak-Joe Ntuk	Telephone Number: (213) 922-4197

A. Procurement Background

This Board Action is to approve Contract No. OP127536000 to operate and maintain existing and future Metro electric vehicle charging stations. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

Request for Proposals (RFP) No. OP127536 was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed unit price.

This RFP was issued under the Medium Sized Business Enterprise I (MSZ-I) Program which requires that bidders must be MSZ-I firms, Metro Certified Small Business Enterprises (SBE), Disadvantaged Business Enterprises (DBE), or Disabled Veterans Business Enterprises (DVBE) to be eligible to participate in this solicitation. Bidders were also required to meet or exceed the recommended SBE goal of 30% and a DVBE goal of 3%.

Eight amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on March 20, 2025, revised the scope of services and the schedule of quantities and prices.
- Amendment No. 2, issued on April 1, 2025, updated the contract administrator assigned to the RFP.
- Amendment No. 3, issued on April 15, 2025, revised the critical dates and the proposal letter exhibit.
- Amendment No. 4, issued on May 1, 2025, extended the proposal due date.

- Amendment No. 5, issued on May 16, 2025, extended the proposal due date, updated the contract administrator assigned to the RFP, and revised the submittal requirements, schedule of quantities and prices, evaluation criteria, and scope of services.
- Amendment No. 6, issued on May 22, 2025, clarified the DEOD program requirements.
- Amendment No. 7, issued on May 30, 2025, extended the proposal due date.
- Amendment No. 8, issued on June 20, 2025, extended the proposal due date.

A total of 86 firms downloaded the RFP and were included in the planholders' list. A virtual pre-proposal conference was held on March 28, 2025, and was attended by 13 participants representing 10 firms. There were 25 questions received for this RFP and responses were provided prior to the proposal due date.

A total of five proposals were received by the due date of July 11, 2025, and are listed below in alphabetical order:

1. Axxera, Inc.
2. Charge LLC.
3. Epic Charging
4. GreenWealth Energy Solutions, Inc. & SWITCH Energy Inc. (Joint Venture)
5. OP Connect

B. Evaluation of Proposals

A diverse Proposal Evaluation Team (PET) consisting of staff from the Sustainability Policy, Customer Experience, Office of Strategic Innovation, and Bus Maintenance departments were convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals received were forwarded to the Pre-Qualification Office to determine eligibility with the MSZ-I program requirements. All proposers were deemed responsive to the MSZ-I requirement.

The RFP required that all proposals first be evaluated on the minimum qualifications on a pass/fail basis. Any proposer that received a single rating of "fail" for any of the minimum qualifications would be eliminated from further consideration.

The minimum qualifications were as follows:

1. Proposer shall demonstrate that they have a minimum of five (5) years of experience with administering, operating, and maintaining networks of installed Level 2 and Level 3 (Direct Current Fast Charging) Electric Vehicle Charging Stations (EVCS), with at least one of those networks comprising a minimum of 100 EVCS.

2. Proposer shall demonstrate a minimum of five (5) years of experience working within the State of California and operating EVCS networks in compliance with pertinent State regulations.
3. Proposer shall demonstrate a minimum of five (5) years administering a 24-hour customer service system for a network of EVCS stations and providing customer support to EVCS users.
4. Proposer shall demonstrate knowledge and experience with the Open Charge Point Protocol (OCPP) and maintaining stations and a network in compliance with the OCPP.

Two proposers met the minimum qualifications requirements and were further evaluated according to the following evaluation criteria:

- | | |
|---|------------|
| • Qualifications of the Prime's Experience and Skills | 30 percent |
| • Capability to Provide Ongoing Services | 35 percent |
| • Capability to Transition and Implement Services | 20 percent |
| • Price Proposal | 15 percent |
| • Local Small Business Enterprise Preference Program | 5 Percent |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar RFP's. Several factors were considered when developing these weights, giving the greatest importance to capability to provide ongoing services.

Both proposers who met the minimum qualifications were determined to be within the competitive range. The firms within the competitive range are listed below:

1. Axxera, Inc.
2. GreenWealth Energy Solutions, Inc. &SWTCH (JV)

During the week of November 12, 2025 the evaluation committee met with the firms in the competitive range for a presentation and interview. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the PET's questions. In general the team's presentation addressed the requirements of the RFP, experience with all aspects of the required tasks, and stressed each firm's commitment to the success of the project. Also highlighted were staffing plans, work plans, and perceived project issues. The team was asked questions relative to the firm's proposed alternatives and previous experience.

Upon DEOD review, GreenWealth Energy Solutions, Inc.& SWTCH (JV), was found to not have met the DVBE requirements established for this solicitation and were therefore determined to be non-responsive and ineligible for contract award.

At the conclusion of the evaluation, the PET members determined that Axxera, Inc., met the requirement of the RFP and was technically qualified to perform the work.

The following is a summary of the PET scores for the eligible proposer:

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Axxera, Inc.				
3	Qualifications of the Prime's Experience and Skills	89.50	30.00%	26.85	
4	Capability to Provide Ongoing Services	91.29	35.00%	31.95	
5	Capability to Transition and Implement Services	85.50	20.00%	17.10	
6	Cost Proposal	100.00	15.00%	15.00	
7	Local Small Business Enterprise Preference Program	0.00	5.00%	0.00	
8	Total		105.00%	90.90	1

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon the Independent Cost Estimate (ICE), cost analysis, fact finding, and technical evaluation.

The ICE is \$14,726,125 higher than the proposal amount. The primary reason for this large variance is due to Metro's assumption that the rates proposed for the current contract, when it was awarded in 2018, were significantly below other bidders and did not include an escalation factor over the years. To compensate for this, the ICE preparers assumed higher estimated monthly costs per charger and escalated by an annual 6%. Results of the proposals revealed these estimates were much higher than market costs and projected escalations. Although the estimates proved to be higher than actual market pricing, the competitive solicitation resulted in proposals that provide the required services at a significantly lower cost than anticipated. Because of this, it is in Metro's best interest to proceed with the award and realize the benefits and cost savings achieved through this solicitation.

	Proposer Name	Proposal Amount	Metro ICE	Negotiated amount
1.	Axxera, Inc.	\$4,389,210	\$19,115,335	\$4,389,210

D. Background on Recommended Contractor

The recommended firm, Axxera, Inc. located in Irvine, CA has been in business for over 17 years and is one of the leaders in the field of EV Charging, software integration, and operations support. Axxera, Inc's clients include LA Metro, Zum, LUX Costa Mesa, UCLA Health, and USC Keck Medical Center. Axxera, Inc. has provided services for Metro and performance has been satisfactory.

DEOD SUMMARY

ELECTRIC VEHICLE CHARGING STATIONS - OPERATION & MAINTENANCE
CONTRACT / OP127536000**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; and was issued as a Medium-Size Enterprise I (MSZ-I) set-aside. Axxera, Inc., an SBE firm, met the goal by making a 30% SBE and 3% DVBE commitment.

Small Business Goal	30% SBE 3% DVBE	Small Business Commitment	30% SBE 3% DVBE
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	SBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	Axxera, Inc. (SBE Prime)	30%		X
	Total Commitment	30%		

	DVBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	EVI Design and Consulting, Inc.	3%		X
	Total Commitment	3%		

B. Medium Size Business Enterprise Program

As a SBE certified firm, Axxera, Inc., is an eligible MSZ-I.

C. Local Small Business Preference Program (LSBE)

Axxera, Inc., a non-LSBE prime, did not subcontract at least 30% of its contract value with eligible LSBE firms and was ineligible for the preference.

D. Living Wage and Service Contract Worker Retention Policy Applicability

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

E. 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 US Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

F. 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.

G. 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.

Electric Vehicle Charging Stations Operations and Maintenance Services Contract

Contract No. OP127536000

Operations, Safety, and Customer Experience Committee
April 16, 2026

Recommendation

AUTHORIZE the Chief Executive Officer to:

- A. AWARD a firm fixed unit rate contract, Contract No. OP127536000 to Axxera Inc. for the Electric Vehicle Charging Stations – Operations & Maintenance services, inclusive of a five-year base in the Not-To-Exceed (NTE) amount of \$2,373,210, and \$1,008,000 for the first one-year option, and \$1,008,000 for the second one-year option, for a total NTE amount of \$4,389,210 subject to the resolution of any properly submitted protest, if any;
- B. EXECUTE individual contract modifications within the Board-approved contract modification authority.

- ***Current network & contract:*** Third-party vendor has managed EV charging (operations, maintenance, installation) since 2019; contract expires April 30, 2026.
- ***Existing system:*** 168 Level 2 chargers (148 active) across Metro divisions and park-and-ride sites.
- ***Planned expansion:*** Network expected to grow to ~3,000 chargers within five years.
- ***Critical operations:*** O&M needed to support four uses—employee, non-revenue fleet, park-and-ride, and public charging.
- ***Procurement action:*** Competitive solicitation ensures continuity of current operations and supports future system expansion.

Discussion

Comprehensive services: Operate & maintain chargers; network/payment systems; customer access & subscriptions; performance reporting; support future deployment.

Scale & delivery model: Enables up to ~3,000 chargers using utility programs, grants, private partners, and potential public-private partnerships to reduce upfront Metro costs.

Competitive process: Evaluated technical performance (schedule, quality, reliability) and price, with direct negotiations to clarify scope and costs.

Risk reduction: Negotiated procurement helps resolve ambiguities and minimize delivery risks for a complex program.

Labor alignment: No conflict with union agreements; does not impact existing staff roles or responsibilities.



DEOD Commitment

- ***Participation goals:*** 30% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) targets; RFP issued as a Medium-Size Enterprise/set-aside.
- ***Compliance:*** Axxera (SBE prime) met goals with 30% SBE and 3% DVBE commitments.
- ***Local Small Business Enterprise (LSBE) program:*** Offers 5% evaluation bonus for $\geq 30\%$ local small business subcontracting.
- ***LSBE status:*** Axxera is not an LSBE and did not commit to LSBE subcontracting; not eligible for the LSBE preference.

Proposal Evaluation

AWARDEE: Axxera, Inc.

EVALUATION CRITERIA	MAXIMUM POINTS	Axxera, Inc.
Qualifications of the Prime's Experience and Skills	30.00	26.85
Capability to Provide Ongoing Services	35.00	31.95
Capability to Transition and Implement Services	20.00	17.10
Price Proposal	15.00	15.00
Local Small Business Enterprise Preference Program*	5.00	0.00
Total Score	105.00	90.90

*Axxera, a non-LSBE Prime, did not make a commitment to LSBE subcontractors and is ineligible for the LSBE Preference.

Next Steps

Upon Board approval, staff will execute the contract. Material activities and work products relative to the support provided by this contract will be included in Metro's annual sustainability report.