



Board Report

File #: 2026-0177, **File Type:** Contract

Agenda Number: 34.

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

SUBJECT: TUNNEL WASHING SERVICES

ACTION: AWARD CONTRACT

RECOMMENDATION

AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP122327(4) 000 to Parkwood Landscape Maintenance Inc., to provide tunnel washing services systemwide for a Not-To-Exceed (NTE) amount of \$5,295,000.00 for the five-year base term, effective July 1, 2026, subject to the resolution of any properly submitted protests(s), if any.

ISSUE

The existing tunnel-washing services contract expires on June 30, 2026. To continue providing these critical services, ensuring compliance with Metro's cleanliness standards, and maintaining safe operations, a new contract award is required, effective July 1, 2026.

BACKGROUND

On June 22, 2017, the Board awarded a firm-fixed unit rate Contract No. OP778590003367 to Parkwood Landscape Maintenance, Inc., to provide tunnel washing services. The scope of services ensures tunnel cleanliness standards are met and includes the use of pressurized water and degreasing solutions, as necessary, to remove sludge and residue generated by train brake pads and rotors, as well as the removal of debris and particulates, while cleaning walls, tracks, coverboards, insulators, catwalks, handrails, and the entire wall area above the third rail within the stations.

During the term of the existing contract, the scope of services expanded from 39.4 miles of tunnel trackway which included the B/D (Red/Purple) Line and the E Line (Expo) between Mariachi Plaza and Soto Stations to include an additional 13.9 miles of tunnel trackway for the A Line Regional Connector, D Line (Purple) Extension Phase I, and K Line Crenshaw/LAX segments, for a total of 53.3 miles of tunnel trackway; which requires tunnel washing services to improve the overall conditions and cleanliness.

Since the start of the contract, Parkwood Landscape Maintenance, Inc., has collected and removed approximately 159,346 pounds of dry trash, debris and 5,184 pounds of wet sludge from the tunnel trackway.

Under this contract, Parkwood Landscape Maintenance, Inc., has continued to provide satisfactory services, performing tunnel washing services systemwide.

Within the past 24 months, three (3) solicitations were issued on May 14, 2024, October 2, 2024, and February 19, 2025, however were cancelled due to (1) no bids received, (2) changes to the Scope of Services (SOS), and (3) unreasonable pricing, as well as the need to further evaluate and refine the SOS to ensure expanding opportunities for small and medium-sized firms to do business with Metro.

On August 28, 2025, a new solicitation to provide tunnel washing services was issued under the Medium-Size Business Enterprise (MSZ) program.

DISCUSSION

Under the new tunnel washing services contract, Parkwood Landscape Maintenance, Inc., will continue to perform tunnel washing to remove trash and debris necessary to maintain a safe and clean train path and to mitigate potential fire hazards caused by excessive grease and debris accumulation within the rail confined spaces, adjacent to an energized third rail.

These services support critical safety, operational, and maintenance objectives for Metro's station infrastructure. Regular cleaning ensures safe working conditions by removing accumulated soot, exhaust residue, sludge, and grime, maintaining essential visibility, reducing fire hazards, minimizing corrosive damage to extend the lifespan of infrastructure and equipment, and improving air quality and circulation throughout the tunnels, while supporting reliable and uninterrupted transit operations.

During the term of the new contract, the scope of services will further expand to include an additional 6.3 miles of tunnel trackway for D Line (Purple) Extension Phases II and III, resulting in a total of 59.6 miles of tunnel trackway.

DETERMINATION OF SAFETY IMPACT

The approval of this item will ensure service continuity and meet Metro's maintenance standards by providing regularly scheduled service in a timely manner. This will also improve overall safety and cleanliness conditions as well as the air quality within the stations in an effort to continue providing safe, clean, quality, on-time, and reliable services for our customers and the public.

FINANCIAL IMPACT

The new contract starts on July 1, 2026. 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 Operations 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 (fare revenue, advertising revenue, as well as Prop A 35%, Prop C 40%, Measure R 5%, Measure M 5%, and TDA 4), which are eligible for rail operations.

EQUITY PLATFORM

Providing ongoing tunnel washing services supports critical safety, operational, and maintenance of Metro's tunnel trackway infrastructure, enhancing safe working conditions and station safety by removing accumulated soot, exhaust residue, sludge, and grime, to maintain essential visibility, improve air quality, reduce fire hazards, and minimize corrosive damage to equipment and infrastructure. Tunnel washing services enhance Metro staff and patrons' experience while utilizing Metro's facilities and transit system. This is especially critical in Equity Focus Communities, where individuals often depend on public transportation as their primary means of travel.

Prior to the release of this solicitation, a Systemwide Metro Connect Industry Forum Outreach event was conducted on February 7, 2024. During this outreach event, staff provided an overview detailing the policies for the enhanced MSZ and Small Business Enterprise (SBE) Programs for competitively negotiated procurements.

The Diversity and Economic Opportunity Department (DEOD) established a 12% SBE goal and 3% Disabled Veterans Business Enterprise (DVBE) goal. Parkwood Landscape Maintenance, Inc., met the goal by making a 12% 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 2: Deliver outstanding trip experiences for all users of the transportation system. Performing ongoing regular maintenance services will ensure compliance with Metro's station cleanliness standards to support safe and clean conditions, which result in enhanced

customer 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/outourcing options for tunnel washing services, among other services. Based on initial findings, tunnel washing 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. OP122327(4)000 to Parkwood Landscape Maintenance Inc., effective July 1, 2026, to provide tunnel washing services systemwide.

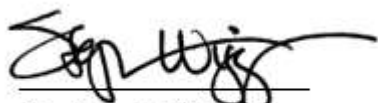
ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Stephanie Wiggins
Chief Executive Officer

PROCUREMENT SUMMARY

TUNNEL WASHING SERVICES / CONTRACT NO. OP122327(4)000

1.	Contract Number: OP122327(4)000	
2.	Recommended Vendor: Parkwood Landscape Maintenance, Inc.	
3.	Type of Procurement (check one): ☐ IFB ☒ RFP ☐ RFP-A&E ☐ Non-Competitive ☐ Modification ☐ Task Order	
4.	Procurement Dates:	
	A. Issued: August 28, 2025	
	B. Advertised/Publicized: August 28, 2025	
	C. Pre-Proposal Conference: September 3, 2025	
	D. Proposals Due: October 2, 2025	
	E. Pre-Qualification Completed: January 9, 2026	
	F. Ethics Declaration Forms submitted to Ethics: October 8, 2025	
	G. Protest Period End Date: March 24, 2026	
5.	Solicitations Downloaded: 19	Proposals Received: 2
6.	Contract Administrator: Andrew Coppolo	Telephone Number: (213) 922-1067
7.	Project Manager: Maral Minasian	Telephone Number: (213) 922-6762

A. Procurement Background

This Board Action is to approve Contract No. OP122327(4)000 to provide complete high pressure washing services to clean the walls, ceiling, and floors of rail tunnels from trash debris, dirt, dust, grease, grime, sharps, and other contaminants from Metro Rail tunnels. Board approval of contract award is subject to the resolution of any properly submitted protest, if any.

Request for Proposals (RFP) No. OP122327(4) was issued in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The Diversity & Economic Opportunity Department recommended a Small Business Enterprise (SBE) goal of 12%, a Disabled Veteran Business Enterprise (DVBE) goal of 3%, and was subject to the Local Small Business Enterprise (LSBE), which gives eligible proposers a 5% preference bonus points for utilizing local small business firms.

One (1) amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on December 3, 2025, provided an updated pricing form to incorporate the correct total amount of hours for future locations in Exhibit 2 – Schedule of Quantities and Prices (SQ&P) and provided a Best and Final Offer (BAFO) proposal due date.

A total of 19 firms downloaded the RFP and were included in the planholders' list. A virtual pre-proposal conference was held on September 3, 2025, and was attended by six (6) participants representing four (4) firms. There were six (6) questions received for this RFP and responses were provided prior to the proposal due date.

A total of one (1) proposal was received on time on October 2, 2025, from Parkwood Landscape Maintenance, Inc. (Parkwood). One (1) proposal was received late and was excluded from further consideration.

Staff conducted a market survey to request information from prospective proposers to determine why no additional proposals were submitted. Inquiries were made of all firms that downloaded the solicitation. One firm responded that they lack the required minimum years of experience, one firm responded that they did not possess the required C-61 Contractor License, and one firm responded that they did not provide a proposal because proposals take a lot of time and effort to put together. The results of the market survey indicated that factors beyond Metro's control caused the potential sources not to submit proposals and that there were no restrictive elements in the solicitation documents that prevented competition.

B. Evaluation of Proposals

A Proposal Evaluation Team (PET) consisting of staff from Metro's Facilities Contracted Maintenance Services (FCM) and Project Control Bus Acquisitions was convened and conducted a comprehensive technical evaluation of the proposal received.

The proposal was evaluated based on the following evaluation criteria:

Phase I: Minimum Qualification Review: This is a pass/fail criteria. To be responsive to the RFP minimum qualification requirements, proposers must meet the following:

- a) Must have at least three (3) years of experience performing high-pressure washing services and must submit reference information of previous or current contracts, and the annual total value must combine for a minimum of \$200,000;
- b) Must submit a report listing all safety training completed by all proposed staff working on the project within the last three (3) years;
- c) Must submit a copy of the Proposer's/Subcontractor's valid and active State of California License for C61/D-38 Specialty License for Sand and Water Blasting;
- d) Must submit a copy of the Proposer's/Subcontractor's valid and active Los Angeles County Waste Hauler's permit;
- e) Must submit a copy of Proposer and all proposed Subcontractor's current Department of Industrial Relations (D.I.R.) certificate or other proof of good standing.

The PET determined the single proposal was responsive to the minimum qualification review.

Phase II – Technical Evaluation: Proposers that meet the Phase I Evaluation were evaluated based on the following evaluation criteria and weights:

- Work Plan/Project Approach 35%

- Price 30%
- Project Manager and Key Personnel Qualifications 20%
- Proposing Teams' (Including Subcontractor/s) Experience and Past Performance 15%
- Local Small Business Enterprise (LSBE) Preference Program (Bonus Points) 5%

The evaluation criteria are appropriate and consistent with criteria developed for other, similar professional service procurements. Several factors were considered when developing these weights, giving the greatest importance to work plan/project approach.

On October 14, 2025, the PET met to review the evaluation package criteria, process confidentiality and conflict of interest forms and take receipt of the proposal to initiate the evaluation phase. Evaluations were conducted from October 14, 2025, through November 7, 2025.

On November 7, 2025, the PET reconvened and determined Parkwood was responsive to the requirements of the RFP and recommended the firm for contract award.

Qualifications Summary of Qualified Firm

Parkwood

Parkwood Landscape Maintenance, Inc., has been providing pressure washing, tunnel washing, and hazardous hauling services in the Los Angeles, Ventura and Orange County areas for over 55 years and has relevant public transit system experience. Its current clients include Metro, the City of Long Beach, the City of Los Angeles, and the City of Palmdale.

1	Firm	Average Score	Factor Weight	Weighted Average Score	Rank
2	Parkwood Landscape Maintenance, Inc.				
3	Work Plan/Project Approach	70.00	35.00%	24.50	
4	Price	100.00	30.00%	30.00	
5	Project Manager and Key Personnel Qualifications	76.67	20.00%	15.33	
6	Proposing Teams' (Including Subcontractor/s) Experience and Past Performance	76.67	15.00%	11.50	
7	Local Small Business Enterprise Preference Program (Bonus Points)	0.00	5.00%	0.00	
8	Total		105.00%	81.33	1

C. Cost/Price Analysis

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

	Proposer Name	Proposal Amount	Metro ICE	Negotiated or NTE amount
1.	Parkwood Landscape Maintenance, Inc.	\$6,129,880	\$5,083,200	\$5,295,000

The Contract Administrator led discussions with Parkwood to address questions and receive clarification of their proposed work plan, scope of service, and direct hourly labor rate within their Proposal. Following these discussions, Parkwood made price adjustments and submitted a revised Best and Final Offer (BAFO) which included a reduced proposal price in the amount of \$5,295,000.

The negotiated BAFO price represents a 13.62% reduction from the initial proposed amount and is 4.17% higher than Metro's ICE, which is determined to be within a reasonable range. Based on historical government pricing, Parkwood's revised final cost is considered fair and reasonable.

D. Background on Recommended Contractor

Parkwood Landscape Maintenance, Inc. (Parkwood), founded in 1967, is located in Van Nuys, California, and has provided professional pressure washing and tunnel washing services in the Los Angeles area for over 56 years. Parkwood currently has contracts with the City of Long Beach, the City of Palmdale, and the City of Los Angeles. The firm is also Metro's current Contractor for tunnel washing services, landscape and irrigation maintenance, and trash and overgrown vegetation removal services.

The Parkwood team includes one SBE firm and one DVBE firm. Both subcontractors have experience providing services to Metro and performance has been satisfactory.

DEOD SUMMARY

TUNNEL WASHING SERVICES / OP122327(4)000

A. Small Business Participation

The Diversity and Economic Opportunity Department (DEOD) established a 12% Small Business Enterprise (SBE) and 3% Disabled Veteran Business Enterprise (DVBE) goal for this solicitation. Parkwood Landscape Maintenance, Inc. (Parkwood) met the goal by making a 12% SBE and 3% DVBE commitment.

Small Business Goal	12% SBE 3% DVBE	Small Business Commitment	12% SBE 3% DVBE
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	SBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	Far East Landscape Maintenance, Inc.	12%	X	
	Total Commitment	12%		

	DVBE Subcontractor	% Committed	LSBE	Non-LSBE
1.	IECLT	3%		X
	Total Commitment	3%		

B. Local Small Business Preference Program (LSBE)

Parkwood Landscape Maintenance, Inc., a non-LSBE prime contractor, subcontracted 12% of the total contract value to an eligible LSBE firm. Because this amount does not meet the 30% minimum subcontracting threshold required to qualify for the LSBE preference, Parkwood is ineligible for the preference.

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.

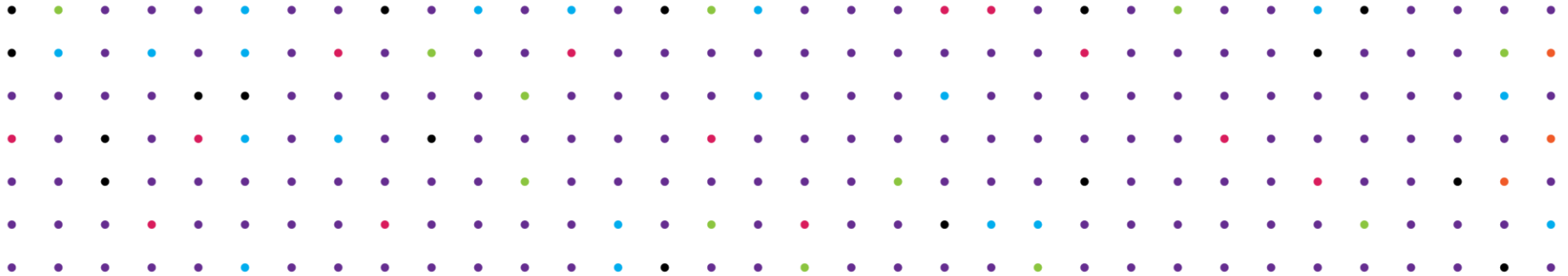
F. Manufacturing Careers Policy

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

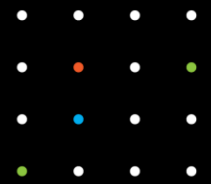
TUNNEL WASHING SERVICES

OP122327(4)0008370



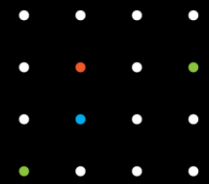
Operations, Safety, & Customer Experience Committee Meeting
April 16, 2026

RECOMMENDATION



AUTHORIZE the Chief Executive Officer to award a firm fixed unit rate Contract No. OP122327(4)0008370 to Parkwood Landscape Maintenance Inc., to provide tunnel washing services systemwide for a Not-To-Exceed (NTE) amount of \$5,295,000.00 for the five-year base term, effective July 1, 2026, subject to the resolution of any properly submitted protests(s), if any.

ISSUE & DISCUSSION



AWARDEE

Parkwood Landscape Maintenance, Inc.

NUMBER OF PROPOSALS – 2

- Parkwood Landscape Maintenance, Inc. – Responsive
- KC Power Clean – Non-Response (Not Submitted Timely)

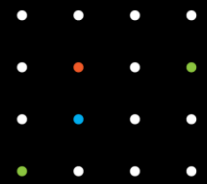
DEOD COMMITMENT

Medium-Sized Business Enterprise Tier 1 (MSZ-1) Program. The Diversity and Economic Opportunity Department (DEOD) established a 12% Small Business Enterprise (SBE) goal and 3% Disabled Veterans Business Enterprise (DVBE) goal. Parkwood Landscape Maintenance, Inc., met the goal by making a 12% SBE and 3% DVBE commitment.

ISSUE

The existing tunnel-washing services contract expires on June 30, 2026. To continue providing these critical services, ensuring compliance with Metro's cleanliness standards, and maintaining safe operations, a new contract award is required, effective July 1, 2026.

ISSUE & DISCUSSION



DISCUSSION

Under the new tunnel washing services contract, Parkwood Landscape Maintenance, Inc., will continue to perform tunnel washing to remove trash and debris necessary to maintain a safe and clean train path and to mitigate potential fire hazards caused by excessive grease and debris accumulation within the rail confined spaces, adjacent to an energized third rail.

These services support critical safety, operational, and maintenance objectives for Metro's station infrastructure. Regular cleanings ensure safe working conditions by removing accumulated soot, exhaust residue, sludge, and grime, maintaining essential visibility, reducing fire hazards, minimizing corrosive damage to extend the lifespan of infrastructure and equipment, and improving air quality and circulation throughout the tunnels, while supporting reliable and uninterrupted transit operations.

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