

Monday, June 10, 2013
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Metro Customer Call Center Services Now Available in Ten Languages

As part of Metro's ongoing commitment to ensure meaningful access to our services for all members of our community and visitors to Los Angeles County, Civil Rights, Operations and Communications has collaborated to create a business sized card for bus and rail operators to hand out to patrons in need of assistance. The phrase "For Metro information in English, please call the phone number below:" is written in English, and translated into nine other languages on the card. The nine languages were determined after extensive analysis of the demographics and needs of limited English populations in Los Angeles County. The phone number listed on the card directs the caller to Metro's Customer Call center where operators now have the ability to contact translators who will aid in communicating with patrons with limited English proficiency. The cards will be distributed to bus and rail operators over the next few weeks and will join other translated publications including the Civil Rights Notices and TAP brochures recently distributed in preparation for the gate latching. To view the card, please click [here](#).

http://libraryarchives.metro.net/DB_Attachments/130610_MSC_LEP_Assistance_Card.pdf

Procurement Postings

Westside Subway Extension Project, Section 1 – Design/Build (RFP)

The Request for Proposals (RFP) was released June 10, 2013 and is available for pick-up at Metro Headquarters on the 9th floor. The Design/Build Project is for construction of a heavy rail transit subway extension of the existing Purple Line from its current terminus at Wilshire/Western Station to a new Wilshire/La Cienega station. The extension (also called Section 1) travels westerly beneath Wilshire Blvd. for approximately 3.9 miles and will include a total of three (3) new stations: Wilshire/La Brea, Wilshire/Fairfax, and Wilshire/La Cienega. The release of the RFP is the second phase of a two-step process to select a design-build Contractor for the project. The first step sought Statement of Qualifications and resulted in the following teams qualifying as proposers:

- Impregilo S.p.A., Samsung E & C America, Inc., and Salini USA, Inc. (Westside Transit Partners)
- Shimmick Construction Company, Inc.; Obayashi Corporation; and FCC Construccion, S.A. (Shimmick / Obayashi / FCC, a Joint Venture)
- Skanska USA Civil West California District Inc., Traylor Bros., Inc., and J.F. Shea Construction, Inc. (Skanska, Traylor and Shea, a joint Venture)
- Dragados USA, Inc. (DUSA), Southland Contracting, Inc., and Astaldi Construction Corporation (Dragados / Southland / Astaldi (DSA) a Joint Venture)

The issuance of the RFP continues the procurement black-out period which is expected to last through July 2014. Any inquiries concerning this procurement action during the black-

out period must be directed to and may only be answered by Eva Rodriguez, Contract Administrator at (213) 922-1034 or at rodrigueze@metro.net.

Mitigation of Microbiologically Influenced Corrosion (MIC) Metro Red Line Fire Suppression System (IFB)

Procurement has released an Invitation for Bids (IFB) for a contractor to perform construction work for the detail inspection, mitigation and treatment of Metro Red Line (MRL) Fire Protection Sprinkler Systems and deluge systems at MRL passenger stations, MRL tunnels on all tracks (AR track, AL track and BR track, BL track, approximately 17 miles of tunnel per track) and cross passages (approximately 168 cross passages) operated by the Los Angeles County Metropolitan Transportation Authority. The procurement process blackout period is expected to run from June 6, 2013 through August 16, 2013. Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Deneise Glover, Contract Administrator at (213) 922-7302.

Replacement of Corroded Equipment in Metro Red Line Tunnel Crosspassages (Design/Build) (IFB)

Procurement has released an Invitation for Bids (IFB) for a contractor to perform construction work for the complete design, construction, construction management to furnish and replace corroded electrical equipment, rail communication equipment, fire suppression equipment, tunnel ventilation equipment, lighting, resurfacing of tunnel walls and ceilings, as well as design & implementation of system to capture water leakage from the ceilings and drainage system in nine (9) Metro Red Line Cross Passages. The procurement process blackout period is expected to run from June 6, 2013 through September 6, 2013. Any inquiries concerning this procurement action during the blackout period must be directed to and may only be answered by Deneise Glover, Contract Administrator at (213) 922-7302.

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Los Angeles County Metropolitan Transportation Authority
1 Gateway Plaza
Los Angeles, California 90012-2952
Phone: 213-922-6888 Fax: 213-922-7447