



**Metro**

Metropolitan Transportation Authority

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**32**

**OPERATIONS COMMITTEE  
SEPTEMBER 18, 2008**

**SUBJECT: CONTRACT NO. OP33440667, ELEVATOR ESCALATOR MAINTENANCE AND REPAIR SERVICES, MITSUBISHI ELECTRIC & ELECTRONICS USA, INC.**

**ACTION: APPROVE CONTRACT MODIFICATION AUTHORITY TO CONTRACT NO. OP33440667**

**RECOMMENDATION**

- A. Approve Contract Modification Authority to Contract No. OP33440667 elevator escalator maintenance and repair services with Mitsubishi Electric & Electronics USA, Inc., to provide as-needed elevator/escalator repair services for transit facilities by \$4,709,680, increasing the Total Contract Value from \$29,979,166 to \$34,688,846.
- B. Authorize the Chief Executive Officer to execute future contract modifications to Contract No. OP33440667 up to an amount not to exceed \$4,709,680.

**RATIONALE**

Mitsubishi Electric & Electronics USA, Inc. provides maintenance and repair services for our transit's vertical transportation system which consists of 129 elevators and 124 escalators. Our current maintenance and repair contract requires regular scheduled maintenance and repair services of elevators and escalators per State elevator/escalator safety codes. We are currently halfway through a five-year contract, which was awarded in January 2006. The maintenance portion of this contract can be considered a success to date due to higher "up time" run percentages (99.5% or greater), a reduction in customer complaints, and overall better service to our patrons.

Unfortunately, we are experiencing a high rate of vandalism to our elevators and escalators, which mandates repairs that are above and beyond the contract requirements. Since the start of this contract, data has shown that we are experiencing a steady increase in money spent on vandalism repairs. Our data is based on prior expenditures for task orders, purchase orders, additional manpower requirements and state mandated (Cal-OSHA) citations, which shows a trend that substantiates our request for additional funding to this contract. Examples of vandalism include: urine damage to elevator floors, doors and wall panels; arson; problems related to homeless encampments in our elevators during off hours; cutting of escalator handrails; and escalator step tread damage. Step tread damage has

become increasingly costly as the broken or damaged escalator step becomes an OSHA state violation, and repairs must be done immediately, or the unit will be taken out of service by the state inspector. Items that are dropped on an escalator tread typically become jammed in the comb plate, which creates damage to the units. Items dropped, such as screws, keys, change, earrings and piercings, can create thousands of dollars worth of damage within a few minutes of the item being wedged in the comb plate. Bicycles have become another large contributor to the amount of broken and damaged escalator step treads that we are experiencing. As patrons walk their bicycles onto or off of the escalator, the crank portion of the bicycle hits the leading edge of the step, resulting in a broken or chipped tread(s). Also, a bicyclist can easily inadvertently trip the sensors on the escalator unit by hitting the side panels with the bike while riding the unit which causes the unit to stop and therefore, inconveniences patrons.

Efforts taken to date to decrease the amount of vandalism repairs include the implementation of programs such as:

- 1) Elevator floor redesign and replacement program - The previous design allowed urine and cleaning chemicals to seep through the metal flooring seams, therefore, damaging the sub-floor and floor of the elevator and creating a trip hazard. A new one-piece stainless steel elevator floor prevents seepage and it will not deteriorate as rapidly as lesser priced metals when exposed to urine and other acids. Stainless steel will last five times longer than previously used metals so we are able to reduce the amount of time between replacements, which justifies paying a slightly higher price for the stainless steel because labor costs are greatly reduced. Another benefit is that our patrons experience more unit uptime when floor replacements are less frequent. Fifteen units have been retrofitted under the existing contract with 97 to complete with the contract modification funds.
- 2) Elevator keyed stop switch retrofit - The key switches do not allow the elevator to be shut down by a patron. This discourages camping out in the units, as the elevators cannot be stopped between floors overnight.
- 3) "No bicycles on escalators" decal rollout - Elimination of bicycles on escalators is an attempt to reduce the amount of broken and damaged step treads, as well as reduce possible safety incidents and unit shut down. Decal is in final design process.
- 4) Increased amount of elevator mechanics from 16 to 22, with no additional cost to us - This resulted in faster response times, and less down time of our equipment.
- 5) Step Tread Inventory - To expedite the repair rotation, we have increased our step tread inventory, which enables us to replace damaged treads faster while the damaged step treads are in the repair rotation. This helps us to minimize downtime and have the least amount of impact to our patrons.

The Board authorized amount is sufficient to cover maintenance of the equipment for the remaining term of the contract. An additional authorization of \$4,709,680 is needed for additional equipment repair requirements due to vandalism. This request will also cover additional planned escalator step tread repairs that are mandated by Cal-OSHA, additional floor replacement work, elevator interior stainless steel finishes, increase our step tread inventory for the different types of escalator units, and remote monitoring through the SCADA system at light rail stations.

In support of its mission for the continued improvement of an efficient and effective transportation system for Los Angeles County, we must provide a safe, reliable, clean and accessible public transportation system. Properly functioning elevators and escalators are an integral component of such a system. In order to provide reliable elevator/escalator service for the riding public, funds are necessary to make needed repairs to our equipment and to continue a high level of service to our patrons.

### **IMPACTS TO OTHER CONTRACTS**

None.

### **FINANCIAL IMPACT**

The funding of \$6,790,500 for elevator/escalator maintenance and repair services is included in the FY09 budget in cost centers 3340 and 3960, within operating projects 300011 (Bus Operations), 300014 (Regional Activities), 300022 (Blue Line Operations), 300033 (Green Line Operations), 300044 (Red Line Operations), 300055 (Gold Line Operations) and capital project 205039 System-wide Elevator/Escalator System Monitoring. Since this is a multi-year contract, the cost center manager and Chief Operations Officer will be responsible for budgeting the cost in future years, including any options exercised. In FY08, \$6,750,181 was expended on scheduled maintenance and repairs.

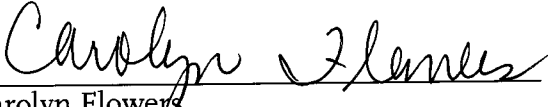
### **ALTERNATIVES CONSIDERED**

One alternative considered is to remove selected escalators from service to be able to utilize parts on other higher utilized escalator units. Only escalators could be removed from service. Elevators cannot be removed because of Americans with Disabilities Act requirements. Shutting off currently operating escalator units would have a negative impact on our patrons and is not recommended.

### **ATTACHMENTS**

- A. Procurement Summary
- A-1. Procurement History
- A-2. List of Subcontractors

Prepared by: Denise Longley, Deputy Executive Officer, Facilities-Operations  
Robert Hupp, Project Manager-Vertical Transportation, Facilities-Operations  
Victor Ramirez, Contract Administration Manager  
Samira Baghdikian, Sr. Contract Administrator



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Carolyn Flowers  
Chief Operations Officer



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Roger Snoble  
Chief Executive Officer

**BOARD REPORT ATTACHMENT A  
PROCUREMENT SUMMARY**

**ELEVATOR ESCALATOR MAINTENANCE AND REPAIR SERVICES**

1.	Contract Number: OP33440667		
2.	Recommended Vendor: Mitsubishi Electric & Electronics USA, Inc.		
3.	Cost/Price Analysis Information:		
	A. Bid/Proposed Price: \$N/A	Recommended Price: \$N/A	
	B. Details of Significant Variances are in Attachment A-1.D		
4.	Contract Type: Firm Fixed Unit Rate with Task Order Elements		
5.	Procurement Dates: N/A		
	A. Issued: N/A		
	B. Advertised: N/A		
	C. Pre-proposal Conference: N/A		
	D. Proposals Due: N/A		
	E. Pre-Qualification Completed: N/A		
	F. Conflict of Interest Form Submitted to Ethics: 9/12/05		
6.	Small Business Participation:		
	A. Bid/Proposal Goal: 5% DBE	Date Small Business Evaluation Completed: 3/14/05	
	B. Small Business Commitment: 5.03% Details are in Attachment A-2		
7.	Invitation for Bid/Request for Proposal Data:		
	Notifications Sent: N/A	Bids/Proposals Picked up: N/A	Bids/Proposals Received: N/A
8.	Evaluation Information:		
	A. Bidders/Proposers Names: N/A	<u>Bid/Proposal Amount:</u> \$ N/A	<u>Best and Final Offer Amount:</u> \$ N/A
	B. Evaluation Methodology: Details are in Attachment A-1.C		
9.	Protest Information:		
	A. Protest Period End Date: N/A		
	B. Protest Receipt Date: N/A		
	C. Disposition of Protest Date: N/A		
10.	Contract Administrator: Samira Baghdikian	Telephone Number: 922-1033	
11.	Project Manager: Robert Hupp	Telephone Number: 922-7307	

**BOARD REPORT ATTACHMENT A-1  
PROCUREMENT HISTORY**

**ELEVATOR ESCALATOR MAINTENANCE REPAIR SERVICES**

**A. Background on Contractor**

Mitsubishi Electric & Electronics USA, Inc. Elevator/Escalator Division (Mitsubishi) is headquartered in Cypress, California. Mitsubishi specializes in the maintenance and repair of various manufacturers' makes of elevators and escalators.

Mitsubishi's performance under Contract OP33440667, awarded in January 2006, has been satisfactory to date.

**B. Procurement Background**

On January 26, 2006 the Board authorized approval of a five-year firm, fixed unit rate contract, with Mitsubishi Electric & Electronics USA, Inc. for transit facilities elevator and escalator maintenance and repair services in an amount not to exceed \$29,979,166, inclusive of two one-year options and a 1.4% contingency for as-needed additional services.

Fifteen contract modifications have been issued to date for repairs to existing equipment for a total of \$843,443 as follows:

Modification #1 for the installation of power efficient motor controllers on 120 escalators in the amount of \$85,000;

Modification #2 for jack assembly emergency replacement and installation at the Vermont/Beverly Station elevator in the amount of \$68,428;

Modification #3 for installation of keyed stop switches and code required circuitry on Metro Green Line elevators in the amount of \$91,080;

Modification #4 to purchase 50 new O&K escalator steps for rotation of damaged step treads on Metro Green Line escalators in the amount of \$57,263;

Modification #5 for the purchase of twenty-eight sets of new stainless steel core hatch and car doors on nine Metro Gold Line elevators in the amount of \$74,823;

Modification #6 for the installation of 28 sets of new stainless steel core hatch and car doors on nine Metro Gold Line elevators in the amount of \$54,291;

Modification #7 for a no cost contract modification;

Modification #8 for emergency repairs at 7<sup>th</sup> and Metro Red Line escalator as a result of water damage sustained from construction at Hope Street in the amount of \$62,700;

Modification #9 for a no cost indemnification clause contract modification;

Modifications #10 for additional hours to complete the installation of 28 sets of new stainless steel core hatch and car doors on nine Metro Gold Line elevators in the amount of \$4,483; and

Modifications #11 through #15 for necessary repairs to Wilshire/Vermont escalators and elevators as a result of Urban Partners/Metro Settlement for a total amount of \$345,376.

The remaining \$1,423,086 in Board approved contingency was expended on task order repairs that included abuse and vandalism repairs, and outsourced step tread repairs.

**C. Evaluation of Proposals**

Not Applicable.

**D. Cost/Price Analysis Explanation of Variances**

The original recommended contract price was determined to be fair and reasonable based upon adequate competition and award to the lowest price offer.

This contract has firm fixed priced hourly rates for as needed maintenance and repair for each year of the five-year term of this contract. All established rates of the contract would be used to define the actual cost of any additional and future work.

**BOARD REPORT ATTACHMENT A-2  
LIST OF SUBCONTRACTORS**

**ELEVATOR ESCALATOR MAINTENANCE REPAIR SERVICES**

**PRIME CONTRACTOR – Mitsubishi Electric & Electronics USA, Inc.**

**SMALL BUSINESS PARTICIPATION (Contract OP33440667)**

This Contract has a Disadvantaged Business Enterprise (DBE) participation commitment of 5.03%. The contract was awarded to Mitsubishi Electric and Electronics USA, Inc. on January 26, 2006, and is approximately 42% complete. Current DBE attainment<sup>1</sup> based on the current contract amount<sup>2</sup> is 2.93%. The DBE participation<sup>3</sup> based on total actual amount paid-to-date to Contractor and total actual amount paid-to-date to DBE firms is 7.06%. The two DBE firms are performing as listed below.

<b>Original Award Amount *</b>	\$27,661,253.25
<b>Current Contract Amount<sup>2</sup></b>	\$27,661,253.25
<b>Total Actual Amount Paid to Date to Prime</b>	\$11,465,865.61

<b>Subcontractor's Name</b>	<b>Commitment</b>	<b>Current Attainment<sup>1</sup></b>	<b>Current Participation<sup>3</sup></b>	<b>Current Status</b>
Plummer Elevator Service	3.44%	2.18%	5.26%	Performing
Elite Escalator Inc.	1.59%	0.75%	1.80%	Performing
<b><i>TOTAL</i></b>	<b>5.03%</b>	<b>2.93%</b>	<b>7.06%</b>	<b>Performing</b>

<sup>1</sup>Current Attainment = Total Actual Amount Paid-to-Date to DBE Subs ÷ Total Current Contract Amount

<sup>2</sup>Current Contract Amount = Original Contract Amount + Contract Cost Modifications

<sup>3</sup>Current Participation = Total Actual Amount Paid-to-Date to DBE Subs ÷ Total Actual Amount Paid-to-Date to Prime

\*Indicates that this amount is inclusive of the three-year contract with two one-year options.