



**Los Angeles County Service Authority for Freeway Emergencies**  
**Kenneth Hahn Call Box System**

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**SAFE BOARD**  
**FEBRUARY 24, 2005**

**SUBJECT: CONTRACT NO. 05SAFE004**  
**CALL BOX SYSTEM MAINTENANCE AND REPAIR**

**ACTION: AWARD OF A CONTRACT FOR CALL BOX MAINTENANCE AND REPAIR**  
**SERVICES**

**RECOMMENDATION**

Authorize the Executive Officer to award a five (5) year firm fixed unit price indeterminate quantity contract, Contract No. 05SAFE004, to Woods Maintenance Services, Inc. effective March 1, 2005 for call box system maintenance and repair services in an amount not to exceed \$5,112,600, inclusive of a 2-year option and a 20% reserve for site installations, site removals, repair of extensively damaged sites and repairs beyond projected levels.

**RATIONALE**

SAFE is responsible for the maintenance and operation of the Los Angeles County Kenneth Hahn Call Box System. The call box system is comprised of over 4,000 call box sites located throughout the County on freeways, highways and unincorporated County roads. The award of this contract will enable SAFE to fulfill its obligation to effectively maintain the call box system in an efficient manner and to ensure the continued reliable operation of the call box system.

**BACKGROUND**

The maintenance and repair of the call box system is comprised of 4 major categories: preventative maintenance and cleaning; field repair; shop repair; and site installation/removal. On average there are 20 to 30 different call boxes that report in on a daily basis which require some level of response. These reports include: call boxes damaged due to vandalism or knockdowns; cellular transmission problems; power (battery) problems; and other related issues. This contract will ensure that all call boxes that have a reported problem are quickly and effectively visited and repaired. The contract also requires that each call box be visited every six months for a preventive maintenance check and to clean the call box and site. With regards to graffiti, the contract requires that any reported incident of graffiti be responded to within 72 hours of notice. The recommended contractor is currently providing preventative maintenance, cleaning and field repairs services for the call box system.

The reserve of 20% will allow SAFE to install new call box sites, permanently remove existing sites, repair sites with extensive damage and respond to alarms above the projected average. The recent site accessibility improvements, which have been implemented throughout the system, will require the contractor to perform additional work on certain sites that have been damaged beyond normal conditions due to a knockdown. In addition, the ever changing freeway environment, due to Caltrans construction and maintenance activities, will require the contractor on occasion to permanently remove a call box site or install a new call box site at an alternate location. Also, due to the nature of the call box system, it is not an absolute certainty that the call box system will experience the average number of alarms over the life of this contract. Items such as the age of the system, cellular service, weather, Caltrans maintenance activities and other environmental factors greatly affect the number of alarms that the system will receive on a daily basis. Finally, with more motorists relying on methods other than the call box to request assistance and with SAFE working to implement a new service that will allow motorists to request assistance from their wireless phones, staff will monitor the use of the call box system and may recommended the permanent removal of some sites due low usage or other operational factors. The permanent removal of call boxes will reduce the overall operational cost, including maintenance costs, of the system and will also reduce any capital improvement costs associated with the operation of the system. The reserve will enable SAFE to properly respond to all these situations in an expedited and efficient manner.

### **FINANCIAL IMPACT**

Funding of \$1.4 million for call box system maintenance is included in SAFE's approved FY05 budget under cost center 3351, project 300209. Since this is a multi-year contract, the Cost Center Manager and the Executive Officer will be accountable for budgeting the cost in future years, including any option exercised.

### **ALTERNATIVES CONSIDERED**

The Board may not authorize the execution of this contract. This alternative is not recommended as SAFE will not be able to properly perform the required maintenance and repair of the call box system, which will degrade the reliability of the call box system and may in turn pose a safety hazard to motorists.

### **ATTACHMENTS**


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

Prepared by: Kali Fogel, Project Manager  
Mona Ismail, Contract Manager



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Mark Maloney  
Deputy Executive Officer



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Roger Snoble  
Executive Officer

**ATTACHMENT A  
PROCUREMENT SUMMARY**

**CONTRACT NO. 05SAFE004  
CALL BOX SYSTEM MAINTENANCE AND REPAIR**

1.	Contract Number: <b>05SAFE005</b>		
2.	Recommended Vendor: <b>WOODS MAINTENANCE SERVICES, INC.</b>		
3.	Cost/Price Analysis Information:		
	A. Bid/Proposed Price: <b>\$5,105,500</b>	Recommended Price: <b>\$5,112,600</b>	
	B. Details of Significant Variances are in Attachment A-1.D		
4.	Contract Type: <b>Firm Fixed Unit Prices Indeterminate Quantity (Services)</b>		
5.	Procurement Dates:		
	A. Issued: <b>September 1, 2004</b>		
	B. Advertised: <b>September 1, 2004 through November 1, 2004</b>		
	C. Pre-proposal Conference: <b>September 14, 2002</b>		
	D. Proposals Due: <b>November 1, 2004</b>		
	E. Pre-Qualification Completed: <b>N/A</b>		
	F. Conflict of Interest Form Submitted to Ethics: <b>December 17, 2004</b>		
6.	Small Business Participation:		
	A. Bid/Proposal Goal: <b>10% SBE of total contract award</b>	Date Small Business Evaluation Completed: <b>December 15, 2004</b>	
	B. Small Business Commitment: <b>0% (Woods passed the Good Faith Efforts requirements.)</b>		
7.	Invitation for Bid/Request for Proposal Data:		
	Notifications Sent: <b>14</b>	Bids/Proposals Picked up: <b>4</b>	Bids/Proposals Received: <b>3</b>
8.	Evaluation Information:		
	A. Bidders/Proposers Names: <b>Comarco, Irvine, CA Technicians Group, Whittier, CA Woods Maintenance, N. Hlywd, CA</b>	Bid/Proposal Amount: <b>\$6,709,720.00 \$4,308,440.00 \$5,105,500.00</b>	Best and Final Offer Amt: <b>\$8,241,325.00 N/A \$4,260,500.00</b>
	B. Evaluation Methodology: Details are in Attachment A-1.C		
9.	Protest Information:		
	A. Protest Period End Date: <b>February 11, 2005</b>		
	B. Protest Receipt Date: <b>TBD</b>		
	C. Disposition of Protest Date: <b>TBD</b>		
10.	Contract Administrator: <b>Mona Ismail</b>	Telephone Number: <b>213/922-6966</b>	
11.	Project Manager: <b>Kali Fogel</b>	Telephone Number: <b>213/922-2665</b>	

**ATTACHMENT A-1  
PROCUREMENT HISTORY**

**CONTRACT NO. 05SAFE004  
CALL BOX SYSTEM MAINTENANCE AND REPAIR**

**A. Background on Contractor**

Woods Maintenance Services, Inc., (Woods) located in North Hollywood, California, specializes in providing a variety of quality cleaning services, particularly graffiti removal and abatement. They have also performed a variety of maintenance services for SAFE, including preventative maintenance, cleaning, and field repair of call boxes. The business was established in 1975, has annual sales of approximately \$5 million, and has developed numerous municipal and corporate clients in Los Angeles, Orange, and San Diego counties. Woods has performed satisfactorily on several MTA contracts and on three SAFE contracts. Dunn and Bradstreet report a composite credit appraisal rating of 3.

**B. Procurement Background**

SAFE used a “best value” approach with this procurement since performance ability and management skills were judged to be more important than cost. The performance period included a base period of three years and an option for two additional years. SAFE believes the longer performance period will encourage a stronger sense of responsibility for system upkeep and operations. The Schedule includes estimated quantities for cleaning services, field repairs, and shop repairs; offerors were asked to propose on the estimated median quantity where the actual quantities were indeterminate. The Schedule also includes unit prices for the installation of new call box sites and the permanent removal of an existing site, as well as a fully loaded hourly rate to accommodate additional work, which may be required to repair a site with extensive damage. The hourly rate includes the cost of the additional labor as well as any specialized equipment that may be needed to repair the site.

The Diversity and Economic Opportunity Department (DEOD) recommended a ten percent (10%) Small Business Enterprise (SBE) participation goal for this procurement. Woods Maintenance did not meet the goal. However, Woods was deemed responsive to the SBE program requirements by demonstrating and passing the Good Faith Efforts (GFE) requirements. Pursuant to the SBE Program requirements, the Prime is expected to afford maximum opportunities to SBEs for any future identified subcontract and supply service areas.

**C. Evaluation of Proposals**

Proposals were evaluated according to SAFE’s policies and procedures for competitive procurements. A technical evaluation team comprised of staff from LA SAFE, MTA and the Riverside SAFE evaluated each proposal against the stated criteria and prepared a written summary of their findings. Of the three proposals received, The Technicians Group proposal was deemed non-responsive because the proposal was incomplete and scored poorly on the technical evaluation criteria. Proposal strengths and weaknesses were

discussed with the remaining two offerors and a Request for Best and Final Offers (BAFOs) were issued. Two responses were received and final negotiations were conducted with Woods due to the difference in pricing between the two BAFOs.

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

The recommended price has been determined to be fair and reasonable based on comparisons to current costs, internal estimates and the offers received.

The variance between the BAFO amount documented in the Procurement Summary chart and the recommended award amount is due to the addition of funds to cover the indeterminate number of annual maintenance and repair activities, the installation of new call box sites, the permanent removal or existing sites and the repair of extensively damaged sites. The BAFO was based on unit prices multiplied by the median of the estimated number of maintenance and repair activities. Due to the indeterminate number of actual maintenance and repair activities to be performed, it was recommended that additional funding be added to the contract to enable the contractor to respond automatically to the reported call box alarms. In addition to the daily call box alarms, the reserve will allow for new site installations, permanent removals, and repair of extensively damaged sites. The BAFOs were submitted with a unit price for new site installations and permanent removals, as well as a fully loaded hourly rate for the repair of extensively damaged sites. These prices will be used by the Contractor when installing new sites, permanently removing existing sites and/or repairing a site with extensive damage. These items are not routine activities and will only be conducted with prior authorization from SAFE.

**ATTACHMENT A-2  
LIST OF SUBCONTRACTORS**

**CONTRACT NO. 05SAFE004  
CALL BOX SYSTEM MAINTENANCE AND REPAIR**

**PRIME CONTRACTOR –**  
Woods Maintenance Service, Inc.

Small Business Commitment

0%