

REQUEST FOR PROPOSALS

Transit Facilities Maintenance and Signposting Services
RAMP ID #216028



CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION

Caltrans Building
100 South Main Street, 10TH Floor
Los Angeles, California 90012

IMPORTANT DATES:

RFP Published: Wednesday, February 18, 2026, at 12:00 PM PT

Mandatory Pre-Proposal Conference: Wednesday, March 4, 2026, at 10:00 AM PT

BIP Outreach Deadline: Wednesday, March 18, 2026, at 12:00 AM PT (**midnight**)

Proposal Submission Deadline: Wednesday, April 1, 2026, at 3:00 PM PT

REQUEST FOR PROPOSALS (RFP) OVERVIEW

RFP PUBLISHED:	Wednesday, February 18, 2026, at 12:00 PM PT
RAMP ID NUMBER:	RAMP ID Number 216028
TITLE:	RFP Transit Facilities Maintenance and Signposting Services
DESCRIPTION:	The City of Los Angeles Department of Transportation is seeking proposals from qualified Proposers to manage, maintain, and landscape twelve (12) LADOT facilities. The facilities include: five (5) Metrolink Stations, two (2) Park-and- Ride lots, one (1) Passenger Transit Hub, and one (1) vacant lot. In addition to these nine (9) facilities, work shall be completed at three (3) additional facilities on an as-needed basis. The Proposer shall also conduct sign management and maintenance.
MANDATORY, VIRTUAL PRE-PROPOSAL CONFERENCE:	<p>Wednesday, March 4, 2026, at 10:00 AM PT</p> <p>Register in advance for the Mandatory Pre-Proposal Conference using the following link:</p> <p>https://us02web.zoom.us/webinar/register/WN_Okh_kNKLTlefEtbm5huJiQ</p> <p>Prospective respondents who fail to attend or meet the following attendance requirements for this conference will not be eligible to submit a response to this RFP.</p> <ul style="list-style-type: none"> ● Attendance is mandatory ● Attendees who are more than fifteen (15) minutes late from the scheduled start time of the conference will not receive attendance credit ● At least one (1) representative from each proposer’s company shall be present and remain logged into the conference from the start of the meeting until the conference is officially concluded by the LADOT.
DEADLINE FOR PROPOSERS QUESTIONS:	<p>Wednesday, March 11, 2026, at 5:00 PM PT</p> <p>Proposers shall submit all questions and inquiries regarding this RFP, in writing, via Google Form, https://forms.gle/zGQpfCTaChUCtAey8. Questions received after the deadline will remain unanswered.</p>
RESPONSES TO PROPOSERS QUESTIONS:	<p>Friday, March 20, 2026, at 5:00 PM PT (Tentative)</p> <p>LADOT will answer all questions from proposers or announce any revisions to the RFP on the RAMP website, https://www.rampla.org/s/, in the RFP Opportunity Listing, through written Addenda. No individual responses will be given.</p> <p>LADOT is unable to provide assistance to users that need help with their BIP Outreach, Summary Issues, or RAMP Business Profiles. For RAMP assistance, please visit the RAMP website and click on Support or navigate to https://www.rampla.org/s/support. There are a number of manuals published on the RAMP website that may provide instructions to resolve issues that users may experience. If these manuals do not work, please submit a RAMP help ticket for additional assistance, by visiting https://cityoflaprod.service-now.com/rampla.</p>

REQUEST FOR PROPOSALS (RFP) OVERVIEW

BIP OUTREACH DEADLINE:	<p>Wednesday, March 18, 2026, at 12:00 AM PT (midnight)</p> <p>It is recommended that all Proposers begin the BIP Outreach Process as soon as the determination is made to participate in this contractual opportunity. The BIP Outreach Process is lengthy and failure to comply with the BIP Outreach requirements shall result in the Proposal being deemed non-responsive and will eliminate the Proposer from the selection process.</p> <p>Refer to the RAMP Business Inclusion Program (BIP) Walkthrough Manual for BIP program information and outreach instructions.</p>
PROPOSAL SUBMISSION DEADLINE:	Wednesday, April 1, 2026, at 3:00 PM PT
PROPOSAL DELIVERY ADDRESS:	<p>All solicitation responses shall be received by the proposal deadline and submitted electronically through Hightail (https://www.hightail.com/lite-signup) to lindsey.estes@lacity.org and ladot.transitcontracts@lacity.org.</p> <p>LADOT will not accept hard copy proposal responses, including those delivered by hand, USPS, or other mail couriers.</p>
PROJECT MANAGER:	<p>Bryan Ochoa Supervising Transportation Planner I Bureau of Transit Programs, Mobility Management Office</p> <p>Kari Derderian Supervising Transportation Planner II Bureau of Transit Programs, Mobility Management Office kari.derderian@lacity.org</p>
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1. Introduction and Background

1.1 Objective of the Request for Proposals (RFP)

The City of Los Angeles Department of Transportation (hereinafter interchangeably referred to as “City” or “LADOT”) is seeking proposals, via the competitive contracting process, from qualified Proposers (hereinafter interchangeably referred to as “Proposer,” “Contractor,” or “Firm”) to manage, maintain, and landscape LADOT Transit Facilities and to manage transit bus sign maintenance fabrication and installation. LADOT intends to award one (1) five (5) year contract to the best qualified Proposer.

- 1.1.1** The ensuing contract is expected to extend through a series of national and international sporting events — the 2027 Super Bowl at SoFi Stadium, and the 2028 Summer Olympic and Paralympic Games in Los Angeles, LA28. By driving tourism in Los Angeles and increasing visitors it’s essential that public transportation is prepared to adapt. This Request for Proposals (RFP) is intended to provide flexibility and to prepare the City and LADOT for an increase and change in services that will be brought about by these sporting events. This RFP therefore attempts to account for this increase in locations serviced and an increase in the scale and/or scope of work regarding facilities management, maintenance, and landscaping and sign management, maintenance, fabrication, and installation. It is desirable that the Proposer similarly have the ability to increase work operations and is open to impromptu, special work requests.
- 1.1.2** The Contractor shall develop a Facilities Management Plan, which shall be carried out at the minimum by: one (1) full-time, one-hundred percent (100%) dedicated Facilities Project Manager; one (1) full-time, one-hundred percent (100%) dedicated Facilities Manager; one (1) full-time, one-hundred percent (100%) dedicated Head or Lead Service Technician; one (1) full-time, one-hundred percent (100%) dedicated Landscape Supervisor or Head Landscaper; and full-time, part-time, and/or subcontracted staff to manage and complete facilities maintenance, landscaping, irrigation, janitorial services, capital improvements, and other tasks.
- 1.1.3** The Contractor shall also develop and implement a Sign Management and Maintenance Plan, with a single Project Manager responsible for the operation of that plan.
- 1.1.4** One (1) Firm shall be selected to fulfill all the tasks outlined in Section 4 - Scope of Work. The selected Contractor may utilize subcontractors to assist with completing tasks and objectives defined in Section 4 - Scope of Work. The Contractor shall provide details on how they will effectively and efficiently accomplish all tasks and deliverables. The Contractor should also include details and demonstrate its ability to complete unscheduled and as-needed work required for the current projects as well as how it will support program goals. Lastly, the Contractor should demonstrate and/or explain its ability to increase the work scale and/or accommodate a change/addition to the scope of work currently required.
- 1.1.5** This RFP details the requirements for consideration and provides instructions on the submission and evaluation process of this contracting opportunity. All firms that meet the minimum qualifications outlined in Section 7 - Evaluation and Selection Process of this RFP are invited to submit proposals.
- 1.1.6** This is a best-value procurement. This is not a low-bid procurement.

1.2 Program Background

LADOT Transit manages twelve (12) facilities. The first eight (8) facilities are located in the San Fernando Valley and require daily site visits and inspections and regular and as-needed maintenance. These eight (8) facilities include five (5) Metrolink Stations, two (2) Park-and-Ride lots, one (1) transit hub. The ninth (9th) facility, located at 23903 Normandie Avenue, Harbor City, California 90710, is a vacant lot which, unlike the other facilities, will need site visits three (3) times a month and maintenance/cleaning as-needed. The remaining three (3) facilities are parking areas or vacant lots and will only need work on an as needed basis.

- 1.2.1** The first eight (8) facilities, located in the San Fernando Valley, provide inter-modal transfers for commuters in Los Angeles. They offer a range of transportation options, including trains, buses, shuttles, taxis, bicycles, and automobiles, and are designed to provide a safe, clean, and welcoming transit experience for passengers accessing LADOT's commuter and local buses; urban, commuter, and regional rail; as well as over 20 other public transit systems across Los Angeles County. LADOT is committed to keeping its transit services organized and easy to navigate. To achieve this, LADOT ensures that accurate and well-maintained signs are posted throughout the facilities, guiding passengers through Community DASH, DASH Downtown, Commuter Express, Cityride fixed-route service, and LAnow.
- 1.2.2** Between 1992 and 2001, LADOT and LA Metro developed five (5) Metrolink Stations in the City of Los Angeles. These stations include the Chatsworth Station, Van Nuys Station, Northridge Station, Sylmar/San Fernando Station, and Sun Valley Station. Metrolink regional commuter rail service is owned and operated by the Southern California Regional Rail Authority (SCRRA), a joint powers agency composed of five county members from Los Angeles, Orange, Riverside, San Bernardino and Ventura Counties.
- 1.2.3** In 2005, the City partnered with other public and private agencies to develop the Warner Center Transit Hub, located in the southwestern San Fernando Valley area, to encourage public transit use in that region. These jointly owned properties are governed by a Memorandum of Understanding (MOU) that assigned responsibility for management and maintenance of station components, as described in Section 4 - Scope of Work.
- 1.2.4** The City owns or leases and operates the Encino Park-and-Ride, the Granada Hills Park-and-Ride, and the St. Stephens Lutheran Church Park-and-Ride. These Park-and-Ride locations are transfer points for San Fernando Valley passengers commuting to downtown Los Angeles using LADOT's Commuter Express bus service.
- 1.2.5** LADOT is committed to maintaining a cohesive and navigable transit environment that adapts to the City's evolving mobility needs. Beyond facility management, this contract encompasses the fabrication, installation, and ongoing maintenance of street-level signage for LADOT's current transit portfolio—including Community DASH, DASH Downtown, Commuter Express, Cityride, and LAnow—as well as any future transit programs or pilot initiatives implemented during the term of this agreement.
 - 1.2.5.1** These assets include bus stop blades, route information panels, and specialized service markers. Given the high-traffic urban environment and environmental exposure across the service areas, all signage must be fabricated to high durability standards, utilizing UV-resistant materials and anti-graffiti coatings, while remaining strictly compliant with City branding and ADA accessibility requirements. The contractor will be responsible for the full lifecycle of these signs, providing both the

manufacturing of new units for service expansions and the rapid repair or replacement of damaged or weathered assets to ensure seamless wayfinding for the public.

1.3 Program Goals

The goals LADOT seeks to achieve in issuing this RFP and entering into an Agreement with a Proposer are:

- 1.3.1** To encourage transit use by providing safe, hygienic, and welcoming surroundings for transit users,
- 1.3.2** To provide high-quality first and last mile transit solutions for transit users, including parking, transit connections, bicycle parking, and more,
- 1.3.3** To build engaging public spaces where transit users can convene and establish connections, and users can easily access their local destinations, and
- 1.3.4** To install clear and accurate signage at Community DASH, DASH Downtown, Commuter Express, Cityride fixed-route service, and LAnow locations.

2. Schedule for the RFP Process

The schedule in the table below highlights key steps for the RFP and contracting process. The City and LADOT reserve the right to adjust this schedule when appropriate or necessary.

RFP Published	Wednesday, February 18, 2026, at 12:00 PM PT
Deadline to Protest RFP Content (Section 12.2 - Protest of Content)	Protests shall be sent certified mail and postmarked no later than seven (7) calendar days after the solicitation posting on the RAMP website. Protests shall also be emailed to dot.contracts@lacity.org , lindsey.estes@lacity.org , and ladot.transitcontracts@lacity.org . LADOT will respond, in writing, by certified mail, to protestor(s) within fifteen (15) calendar days of receipt of the protest(s) received via certified mail. If LADOT determines that a revision to the procurement process is appropriate, LADOT shall either extend the procurement process timeline or withdraw and reissue the solicitation. In either case, any revisions to the procurement process will be posted in the Opportunity Listing for this RFP, on RAMP, at https://www.RAMP.org/s/ .
Mandatory, Virtual Pre-Proposal Conference	Wednesday, March 4, 2026, at 10:00 AM PT
Deadline for Proposers' Questions	Wednesday, March 11, 2026, at 5:00 PM PT
BIP Outreach Deadline	Wednesday, March 18, 2026, at 12:00 AM PT (midnight)
Responses to Proposers' Questions Posted By	Friday, March 20, 2026, at 5:00 PM PT (Tentative)
RFP Proposal Deadline	Wednesday, April 1, 2026, at 3:00 PM PT

Proposer Interviews (If deemed necessary)	Late April to early May 2026 (Tentative) Proposers that are evaluated and score within the competitive range will be invited to participate in the interview process. Proposers will be provided with at least five (5) business days notice if invited to participate in an interview.
Notification of Contract Award	July 2026 (Tentative)
Deadline to Protest Selection (Section 12.5 - Selection Process Protest)	Protests shall be sent certified mail and postmarked no later than seven (7) calendar days after the RAMP notification to Proposers of a change in the solicitation status to “bidder selected.” Protests shall also be emailed to dot.contracts@lacity.org , lindsey.estes@lacity.org , and ladot.transitcontracts@lacity.org . Upon receipt of any protests of the specific selection process, the Standing Protest Committee shall review the protest(s).
Contract Execution Date	October 1, 2026 (Tentative)

3. Personnel

3.1 Staffing Requirements

- 3.1.1** The Contractor shall comply with the City of Los Angeles employment related requirements, as described within this RFP and Appendix A - Mandatory City Contracting Requirements (July 2024), attached hereto and incorporated herein. The Contractor shall be solely responsible for maintaining a qualified labor force and ensure satisfactory work performance of all employees and subcontractors, as described by this RFP and performance standards established by the City.
- 3.1.2** The Contractor shall comply with the rules and regulations City’s Living Wage Ordinance and Worker Retention Ordinance, as described within Appendix A - Mandatory City Contracting Requirements (July 2024), Section .J. Living Wage Ordinance and Worker Retention Ordinance. The proposal shall include information on employees’ wages, benefits, and incentives, and subcontractors’ costs to minimize turnover and retain a qualified labor force.
- 3.1.3** The Contractor shall be solely responsible for payment of all employees’ wages and benefits and subcontractors’ costs. Without any additional expense to the City, the Contractor shall comply with the requirements of employee liability, worker’s compensation, employment insurance, and Social Security. The Contractor shall defend, indemnify, and hold the City harmless from any liability, damages, claims, costs, and expenses, of any nature, arising from alleged violations of personnel practices. The City has the right to demand removal from the Project, for reasonable cause (to be determined by the City), of any personnel furnished by the Contractor.
- 3.1.4** All Proposers shall be aware that the City’s Service Contract Worker Retention Ordinance (SCWRO) requires that when a City contract has been terminated and will be replaced by a new contractor for the same services, the outgoing contractor shall provide the successor contractor with a list of employees who meet certain requirements. The successor contractor shall retain these employees for a 90-day transition period. For more details and forms related to this ordinance, reference Appendix A - Mandatory City Contracting Requirements (July 2024), Section .J. Living Wage Ordinance and Worker Retention Ordinance.
- 3.1.5** Upon awarding the Contract and during the term of the Agreement, the Contractor is responsible for notifying the City in writing of any new hires or reassignments of management

project personnel changes and any changes in proposed personnel duties or hours that deviate from the original proposal. The Contractor shall notify the City within forty-eight (48) hours of change. The City reserves the right to approve any changes to the Proposer's proposed Key Project Personnel and other staff and any changes in the proposed personnel duties or hours.

3.2 Facilities and Signs Management, Subcontractor Relationships and Specialized Expertise

The Contractor shall provide comprehensive facilities and signage management services across City-owned transportation infrastructure. This includes, but is not limited to, maintenance, landscaping, custodial services, and upkeep of commuter rail stations, Park-and-Ride lots, bus stops, and associated public areas.

3.2.1 Base Services

The Contractor shall self-perform or manage the following core services on a routine, scheduled basis:

- 3.2.1.1** Routine Maintenance: Preventative and corrective maintenance of facilities systems, including HVAC, lighting, plumbing, electrical, security, and parking lot infrastructure.
- 3.2.1.2** Landscaping: Grounds maintenance including mowing, irrigation, tree trimming, and seasonal plantings.
- 3.2.1.3** Custodial Services: Daily and periodic cleaning of station interiors, restrooms, waiting areas, and parking lot common areas.
- 3.2.1.4** Signage: Installation, maintenance, and fabrication of public-facing signs.

3.2.2 As-Needed Services and Capital Improvement

3.2.2.1 The Contractor shall demonstrate proven expertise—either in-house or through subcontractors—in performing work in active public and transit environments, including:

- Commuter rail stations and Park-and-Ride lots
- Public transit infrastructure
- Commercial-grade sign fabrication and installation

3.2.2.2 Subcontractors or internal staff shall have documented experience with:

- Commercial electrical systems (e.g., switchgear, transformers, control panels)
- Commercial plumbing systems (e.g., sump pumps, backflow valves, drainage)
- Rail-specific components (e.g., ADA tactile strips, platform surfacing, thermoplastic pavement markings)
- Compliance with ADA, OSHA, and transit-related safety protocols

3.2.3 Subcontractor Prequalification and Commitments

3.2.3.1 To support specialized or non-self-performed tasks described in Section 3.2.2 - As-Needed Services and Capital Improvements, the Contractor shall maintain formal, pre-established relationships with subcontractors qualified to work in active transit environments. Minimum qualifications include:

- Relevant experience working on or near live rail platforms and transit facilities
- Proven history securing Right of Entry and similar permits
- Certification in Rail Safety Training (or equivalent)
- Regulatory compliance and performance history free from default or debarment

3.2.3.2 Subcontractors shall be pre-identified in the proposal with letters of commitment or existing agreements included. The Contractor shall update the list annually or upon request and notify the City immediately of any changes affecting subcontractor availability.

3.3 Required Staffing Plan and Required Key Project Personnel

The Proposer shall provide a Staffing Plan in their proposal that describes in detail the performance, function, tasks, and requirements necessary of Key Project Personnel, supervisory staff, and other personnel as deemed necessary for the services described in this RFP. An essential component of this Staffing Plan requires a list of necessary positions and an organizational chart to support provisions of services (Refer to Section 6.1.6 – Staffing and Organization).

3.3.1 Key Project Personnel

The City expects that the proposed personnel will commence the work upon award of contract. Key Project Personnel positions shall be filled by the first day no later than two weeks after contract award. The Proposer shall not change the Contractor's Key Project Personnel unless there is a compelling reason. Should there be a change to the proposed personnel, the Proposer shall immediately notify LADOT in writing and explain the reason for the change. The Contractor's Key Project Personnel shall include, at a minimum:

- Contractor's Facilities Project Manager (PM)
- Facilities Manager
- Facilities Head or Lead Service Technician
- Facilities Landscape Supervisor or Head Landscaper
- Contractor's Project Manager (PM) assigned to Sign Management and Maintenance
- All Primary and Alternate or replacement personnel for these positions

Deliverables - Task 3.3.1 Key Project Personnel:

- *Staffing Plan that describes the performance, function, tasks, and requirements of Key Project Personnel, supervisory staff, and other personnel, including subcontractor(s), that is deemed necessary for the services described in the RFP.*
- *A listing of all required personnel and qualifications for each position, including Key Project Personnel position, supervisory staff, and other personnel, including subcontractors.*
- *An organizational chart of all required personnel, including subcontractors.*
- *Resumes and contact information of all Key Project Personnel, including subcontractors*
- *Describe the arrangement of all subcontractors as well as their role in the Project*

3.3.2 Contractor's Facilities Manager

The Contractor shall provide one Facilities Manager. The Contractor's Facilities Manager shall be a full-time Key Project Personnel staff member. The Facilities Manager's role shall be one hundred percent (100%) dedicated to the performance, function, tasks, and requirements required of this position as described within this RFP.

- 3.3.2.1** The Contractor shall designate alternate(s) to act as the Facilities Manager when the Facilities Manager is unavailable for more than one (1) business day.
- 3.3.2.2** The Facilities Manager and designated alternate(s) shall be assigned to work and be available Mondays through Fridays. The Facilities Manager and designated alternate(s) shall be able to effectively communicate in English, both in writing and verbally.
- 3.3.2.3** The Contractor's Facilities Manager and the designated alternates shall act as a central point of contact with the City. The Facilities Manager and designated alternates shall have full authority to act on behalf of the Contractor on all matters relating to the daily operation of the Contract. The Facilities Manager and designated alternate(s) shall respond to all communications from the City within one (1) business day.
- 3.3.2.4** The Contractor's Facilities Manager shall have at least five (5) years of experience managing facilities of similar scope and size.
- 3.3.2.5** The Facilities Manager shall understand the design of all LADOT facilities and structures, as well as major components and subcomponents including but not limited to: HVAC, lighting, electrical, plumbing, mechanical systems, drainage and stormwater systems, irrigation systems, fire protection, substructures, shells, interiors, etc.
- 3.3.2.6** The Facilities Manager shall know and understand all applicable Federal, State, and Local Municipal laws and ordinances, as well as all applicable industry codes and standards (e.g. Metrolink), including the Americans with Disabilities Act (ADA), Environmental Protection Agency (EPA) requirements, Occupational Safety and Health Administration (OSHA), and Centers for Disease Control and Prevention (CDC) policies
- 3.3.2.7** The Contractor's Facilities Manager's key functions shall include but are not limited to the following:
 - 3.3.2.7.1** *Facilities Site Visits and Inspections:* The Facilities Manager shall conduct Facilities Site Visits and Inspections (Section 4.1, Subtask 1.3: Facilities Site Visits and Inspections). The Facilities Manager shall be responsible for having a dedicated, operational vehicle to respond to and conduct field service on a daily basis.
 - 3.3.2.7.2** *Point of Contact for the City:* The Facilities Manager shall be equipped with a cell phone, whereby the Facilities Manager can contact the City or be contacted by City during work hours.

- 3.3.2.7.3** *Landscaping and Irrigation:* The Facilities Manager shall manage and oversee the Contractor's work in Section 4.2, Task 2: Landscaping and Irrigation.
 - 3.3.2.7.4** *General Maintenance:* The Facilities Manager shall manage and oversee the Contractor's work in Section 4.3, Task 3: Cleaning and Maintenance.
 - 3.3.2.7.5** *Janitorial Maintenance:* The Facilities Manager shall manage and oversee the Contractor's work in Section 4.3, Task 3: Cleaning and Maintenance.
 - 3.3.2.7.6** *Personnel and Subcontractor Management:* The Facilities Manager shall manage the activities of all Contractor personnel and subcontractors assigned to work at the facilities defined within this RFP.
 - 3.3.2.7.7** *Stakeholder Coordination:* LADOT shall coordinate with City representatives, security personnel, facilities tenants and stakeholders (e.g. LACMTA, Metrolink, Caltrans, Amtrak, LADWP), for facilities operations, maintenance, safety, and/or special on-site events.
- 3.3.2.8** The Contractor's Facilities Manager and/or the designated alternates shall be available twenty-four (24) hours a day, seven (7) days a week, three hundred sixty-five (365) days a year for emergency situations. The Facilities Manager or the designated alternates shall respond to emergency communications within one (1) hour.
- 3.3.2.8.1** Note: The term "emergency" shall mean a condition requiring immediate repair, replacement or other actions: (a) to prevent damage to any portion of the Property or the Improvements; (b) to prevent damage to any neighboring property or portion thereof; (c) for the safety of Occupants or any other Person; (d) to avoid the suspension of any necessary service in the Project; or (e) to comply with Environmental Laws.

Deliverables - Task 3.3.2 Contractor's Facilities Manager:

- *Identification of qualified Facilities Manager and alternates*
- *Contact information for Facilities Manager and alternates*

3.3.3 Replacement of Personnel

Personnel changes may not proceed without the City's prior written approval and submission of the replacement employee's qualifications.

- 3.3.3.1** The Contractor shall notify the City in writing of any changes to proposed Key Project Personnel, including new hires, reassignments, or changes in hours or duties.
- 3.3.3.2** The Contractor shall submit the new employee's resume and required documentation at least 15-business days prior to their proposed start date.

3.3.3.3 The City reserves the right to approve or reject any proposed personnel and may request the removal of any employee from the project.

3.3.4 Personnel Work Schedules

The Contractor shall ensure that LADOT is apprised at all times of the work schedule of all required and key personnel. If any Contractor employee is absent for more than one (1) workday, the Contractor shall provide an approved alternate or replacement staff member. All alternates or replacements shall be pre-approved by the City.

Deliverables - Task 3.3.4 Personnel Work Schedules:

- *The Contractor shall submit proposed work schedules to the City in their Proposal.*

3.3.5 Subcontractor Requirements for Specified and Non-Self-Performed Work

The Contractor shall comply with the subcontractor requirements described in Section 3.2 - Facilities and Signs Management, Subcontractor Relationships and Specialized Expertise. In addition:

3.3.5.1 The Contractor shall engage qualified subcontractors to perform:

3.3.5.1.1 Any work the Contractor is not licensed or certified to self-perform; and

3.3.5.1.2 Any specialized or transit-adjacent work described in Section 3.2 - Facilities and Signs Management, Subcontractor Relationships and Specialized Expertise, including but not limited to: ADA tactile paving, thermoplastic pavement markings, electrical repairs, asphalt resurfacing, and related improvements.

3.3.5.2 All subcontractor relationships shall be formalized through current, verifiable written agreements, such as binding letters of intent, executed subcontracts, or teaming agreements.

3.3.5.3 Subcontractors are subject to City's approval, which may be withheld at the City's sole discretion based on qualifications, regulatory compliance, or performance history.

4. Scope of Work

This Section and Subsections describe the tasks that the awarded Contractor shall perform and deliver. The awarded Contractor may propose any optional work that better achieves the objectives of this contracting opportunity. The awarded Contractor shall be responsible for operating in compliance with governmental codes, regulations, and directives applicable to all programs, projects, and tasks defined in this RFP, Exhibits, Forms, Appendices, Attachments, Addendums, Contract Agreement, and any Contract Amendments.

4.1 Task 1: Facilities Management

The Contractor shall coordinate and manage all tasks and subtasks for the City facilities, as described in this RFP and further detailed in Exhibits 1-13, attached hereto and incorporated herein.

4.1.1 Subtask 1.1: Develop Facilities Management Plan

The Contractor shall develop a Facilities Management Plan that describes standards in facilities management, maintenance, landscaping upgrades, cleanliness, and safety. The Contractor shall describe in detail the methods and resources to be used to perform each task and subtask requested within this RFP.

4.1.1.1 At a minimum, the Facilities Management Plan shall include:

- Landscape and Irrigation Asset Inventory,
- Start-Up Landscape Clean-up and Plant Replacement Plan,
- Facilities Systems and Components Asset Inventory, and
- Facilities Systems and Components Asset Management Plan.
- All other tasks and subtasks described in Section 4 - Scope of Work under:
 - Section 4.1, Task 1: Facilities Management,
 - Section 4.2, Task 2: Landscaping and Irrigation, and
 - Section 4.3, Task 3: Cleaning and Maintenance.

4.1.1.2 This work shall include, but not be limited to, responsibilities for each task, level of effort in terms of work hours, and cost per task.

4.1.1.3 During the term of the Contract, the Contractor Project Manager (PM) shall update the Facilities Management Plan annually, based on feedback from LADOT and the Contractor.

4.1.1.3.1 The updated Facilities Management Plan shall be approved by LADOT.

4.1.1.3.2 Any changes to the Facilities Management Plan initiated by the Contractor shall first be approved by LADOT.

Deliverables - Subtask 1.1 Develop Facilities Management Plan:

- *Facilities Management Plan*
- *Annual Updates to the Facilities Management Plan*

4.1.2 Subtask 1.2: Project Kick-off Meeting

Within ten (10) days of the contract execution, the Contractor PM shall schedule and conduct a meeting in coordination with the LADOT PM and other appropriate staff, as determined by LADOT.

4.1.2.1 The meeting shall include a review of Key Project Personnel roles, work plans, approval processes, invoicing, and other relevant information.

- 4.1.2.2** The Contractor PM shall work with the LADOT PM to develop an agenda at least two (2) business days prior to the meeting, and shall prepare and distribute meeting minutes and action items within five (5) business days of the meeting.

Deliverables - Subtask 1.2: Project Kick-off Meeting:

- *Project kick-off meeting, meeting agenda, meeting minutes*

4.1.3 Subtask 1.3: Facilities Site Visits and Inspections

Site Visit and Inspections will be required by the Contractor's Facilities Manager and/or Alternate, as referenced in Exhibit 3 - Site Visits and Inspections Frequency, attached hereto and incorporated herein.

- 4.1.3.1** The five (5) Metrolink train stations, two (2) Park-and-Ride lots, and one (1) transit hub, the Contractor shall conduct a Site Visit and Inspection daily, during the daytime at each of these eight (8) facilities. These eight (8) facilities will also require a nighttime site visit twice a week.
- 4.1.3.2** The 9th facility, 23903 Normandie Avenue, Harbor City, California 90710, the Contractor shall conduct a daytime Site Visit and Inspection two times a calendar month and a nighttime Site Visit and Inspection once a calendar month.
- 4.1.3.3** The last three (3) facilities (St. Stephens Lutheran Church, Mangrove, and Hollywood) the Contractor shall conduct Site Visits and Inspections on an as-needed basis, determined by the LADOT PM and/or the Contractor Facilities Manager.
- 4.1.3.4** Daytime Site Visits and Inspections shall occur between the hours of 6:00 AM PT and 5:00 PM PT . Nighttime Site Visit and Inspections shall be conducted between the hours of 10:00 PM PT and 4:00 AM PT.
- 4.1.3.5** The Facilities Manager shall complete a methodology report outlining all steps of assessment and inspection and write and provide an online form (the Site Visit and Inspection Form) to confirm site visits were completed and indicate whether any issues were identified and at which Facilities.
- 4.1.3.6** The Site Visit and Inspection Form shall be an electronic form accessible through a Google Drive platform (or a similar platform/format). It is recommended that the Contractor create the Site Visit and Inspection Form using Google Sheets (or a similar program). The Contractor shall ensure that each form is downloadable and exportable in a CSV and PDF format and displays each item in a separate field for each facility.
- 4.1.3.7** The Site Visit and Inspection Form shall have the ability for real-time updates and inputting of information. The Site Visit and Inspection Form shall be accessible to the City, the Contractor, the City's Facilities Manager, and any other individuals as determined by the City.
- 4.1.3.8** The methodology of the Facilities Manager's Site Visit and Inspections shall be included within the Contractor's Proposal as part of the Facilities Management Plan and shall include a draft Site Visit and Inspection Form.

4.1.3.9 The Site Visit and Inspection Form shall, at a minimum, include the following:

- Name of Facilities Manager conducting site visit
- Name of Site
- Start and end time of site visit
- If a City designated Security Guard or parking lot uniformed attendant was seen or interacted with and on-duty
- List each asset that was visually inspected or manually tested.
- Indicate any issues or changes of condition found for each asset
- Estimate vacancy of the parking lot (when applicable)
- Count and describe trailers/RVs parked at facilities and describe their location
- Count and describe number of unhoused persons and describe their location
- Describe any repairs and work completed in the Facilities Manager's presence
- List company and/or name of subcontractors working at site
- Describe any maintenance needed
- Describe all improvement projects on the facilities and a change or update in its status or condition
- Document other miscellaneous information requested by the City
- Pictures of any item above (as requested by the City)
- Other information about the site requested by the City

4.1.3.10 Required Site Visits and Inspections for Facilities 1-9 (Exhibit 3 - Site Visits and Inspections Frequency) will be included as part of Fixed Costs. Additional Site Visits for these facilities as well as as-needed site visits for Facilities 10-12 will be billed as part of Variable Costs. Refer to Form F-4 - Variable Costs & Additional Work.

Deliverables - Subtask 1.3: Facilities Site Visits and Inspections:

- *Methodology for conducting daily, biweekly, and semimonthly site visits*
- *Create and implement the Site Visit and Inspection Form, shall be accessible by both City and the Contractor online*
- *Online form for each daytime Site Visit and Inspection*
- *Online form for each nighttime Site Visit and Inspection*

4.1.4 Subtask 1.4: Weekly Facilities Management Meetings

The Contractor PM shall schedule and lead weekly Facilities Management Meetings with the City and other staff, as determined by LADOT.

4.1.4.1 A draft agenda shall be emailed to the City at least two (2) business days prior to each meeting, with an opportunity for the City to provide feedback and add items that will be discussed.

4.1.4.2 The Contractor shall document the attendees of each meeting and take meeting minutes.

4.1.4.3 The Contractor shall draft and distribute an attendance roster, meeting minutes, and action items via email within two (2) business days of each meeting.

4.1.4.4 At the minimum, the Contractor PM and Facilities Manager or designated alternate, shall be present at each weekly Facilities Management Meeting.

- 4.1.4.5** The City reserves the right to call additional meetings as necessary to address any facilities related issues or concerns.

Deliverables - Subtask 1.4: Weekly Facilities Management Meetings:

- *Weekly Facilities Management Meeting attendance roster, agendas, and meeting minutes*

4.1.5 Subtask 1.5: Monthly Facilities Management, Progress, and Budget Report (Monthly Report)

4.1.5.1 The Contractor shall create the Facilities Management, Progress, and Budget Report (Monthly Report) and include this form in the Facilities Management Plan. The Contractor shall revise the Monthly Report as needed, or as requested by the City. At the minimum, the following information shall be included within the Monthly Report:

- List and describe the tasks and subtasks described in the Scope of Work that are in progress or completed with any deliverables made to the City,
- Detail daily inspection findings,
- Catalog repairs that are completed or in progress,
- Identify needed improvements to the facilities,
- Provide photos to the Monthly Report to illustrate issues and needed repairs, as well as completed repairs,
- Provide tracking of all expenditures including routine preventive and corrective maintenance, repairs, planned replacement, major maintenance, and deferred deficiencies,
- Provide a list of comments and complaints received and how each comment and complaint was resolved/addressed (refer to Subtask 1.11: Customer Comments and Complaints),
- Material purchases, and
- All subcontractor work including materials procured and hours worked
- A summary of the number of inspections per facility for the month shall be included in the monthly report.

4.1.5.2 The Monthly Report shall be submitted with all monthly invoices.

Deliverables - Subtask 1.5: Monthly Facilities Management, Progress, and Budget Report (Monthly Report):

- *Facilities Management, Progress, and Budget Report Template*
- *Monthly Reports submitted via email with monthly invoice*

4.1.6 Subtask 1.6: Budget Management

The Contractor shall track and communicate to the City, in the Monthly Facilities Management, Progress, and Budget Report and upon request, all expenditures including routine preventive and corrective maintenance, repairs, planned replacement, major maintenance, and deferred deficiencies.

4.1.6.1 The Contractor shall use best practices to manage the budget and ensure work performed does not exceed each line item budget.

- 4.1.6.2 The Contractor shall make the budget tracking spreadsheet (or similar document) available to the City at all times in the cloud-based project work folder. The budget sheet shall follow the cost sheet that is submitted with percent to completion.
- 4.1.6.3 The budget sheet shall be submitted to the LADOT PM for approval.

Deliverables - Subtask 1.6: Budget Management:

- *Budget tracking sheet*

4.1.7 Subtask 1.7: Digital Facilities Management System

The Contractor shall establish, lease or purchase, a digital facilities management system to catalog Facilities equipment, manage work orders, schedule routine tasks, schedule preventative maintenance, and track and address routine and emergency service requests from Metrolink, Metro, Tenants, Stakeholders, City-contracted security providers, and City staff and/or representatives.

- 4.1.7.1 The Contractor shall ensure the digital facilities management system is operational within seven (7) calendar days of the contract execution date.
- 4.1.7.2 The Contractor shall provide City staff full access to the digital facilities management system.
- 4.1.7.3 The Contractor shall generate progress reports of scheduled and unscheduled work, monthly and upon request by LADOT.

Deliverables - Subtask 1.7: Digital Facilities Management System:

- *Digital Facilities Management System*
- *Deliver reports monthly and upon request to LADOT*

4.1.8 Subtask 1.8: Cloud-Based Project Folder

- 4.1.8.1 The Contractor shall create a cloud-based Project folder and organizational system for electronic record keeping and electronic sharing of Facilities files and documents with the City and electronic submission to the City. The cloud-based Project folder shall be updated monthly and created by the Contract start date.
- 4.1.8.2 LADOT recommends that Google Workspace is utilized as the platform for the cloud-based folder system, but the Contractor may propose alternate solutions subject to City approval. The cloud-based folder system shall at the minimum use: end-to-end encryption and be encrypted at the storage layer using the Advanced Encryption Standard (AES) algorithm, AES-256. Additional information on the City's data licensing and sharing requirements can be found in Appendix A - Mandatory City Contracting Requirements (July 2024), Attachment A - Standard Provisions for City Contracts (Rev. 1/25 [v.2]).
- 4.1.8.3 The cloud-based Project folder shall contain the Facilities Management Plan and annual updates (Subtask 1.1: Develop Facilities Management Plan); Weekly Facilities Management Meetings agendas and minutes; all site visit and inspection forms

(Subtask 1.3: Facilities Site Visits and Inspections); Monthly Facilities Management, Progress, and Budget Reports (Subtask 1.6: Budget Management); the Digital Facilities Management System (Subtask 1.8: Cloud Based Project Folder); monthly invoices and backup documentation, including material purchase receipts and subcontractor invoices (Subtask 1.6: Budget Management); a budget tracking spreadsheet (Subtask 1.7: Digital Facilities Management Meetings); equipment manuals and related documentation; facilities photographs and site plans; and other administrative documents.

Deliverables Subtask 1.8: Cloud-Based Project Folder:

- *Cloud-based Project folder and organizational system*
- *URL to cloud-based project work folder and organizational system*

4.1.9 Subtask 1.9: Contractor’s Administrative Headquarters

The Contractor shall identify the address and phone number to the corporate/administrative headquarters office where the Contractor conducts business.

- 4.1.9.1** The corporate/administrative office shall have a dedicated phone number, registered to the Contractor’s company/firm, in the corporate/administrative office that is identified as the headquarters office.
- 4.1.9.2** The headquarters office shall be staffed, at a minimum, by at least one employee dedicated to this Contract Monday through Friday (excluding City holidays) between the hours of 7:00 AM PT to 4:00 PM PT or 8:00 AM PT to 5:00 PM PT.
- 4.1.9.3** The Contractor shall ensure that the employee(s) that work in the headquarters office shall be able to respond to inquiries made by the City, Contractor’s personnel, and subcontractors related to the Scope of Work described in the Contract.

Deliverables - Subtask 1.9: Contractor’s Administrative Headquarters:

- *Address and telephone number of the Contractor’s corporate/administrative headquarters where the City can contact the Contractor during business hours*
- *Office employee dedicated to this Contract to staff the headquarters office*

4.1.10 Subtask 1.10: Contractor Hotline and Email for Service Requests

- 4.1.10.1** The Contractor shall provide a 24-hour toll-free and/or local (Los Angeles Area) telephone number and email address at which the Contractor can receive service requests and messages from the City 24-hours a day, 7 days a week, 365 days a year.
 - 4.1.10.1.1** For non-emergency issues, the Contractor shall respond to email and voicemail messages by the next business day.
 - 4.1.10.1.2** For emergency issues, the Contractor shall respond as described within this RFP and subsequent contract.
- 4.1.10.2** Within one (1) business day of receipt of a service request, the Contractor shall document and track all messages in the Digital Facilities Management System

(Subtask 1.7: Digital Facilities Management System). The Digital Facilities Management System database shall be available to the City at all times in the cloud-based Project Folder (Subtask 1.8: Cloud-Based Project Folder).

Deliverables - Subtask 1.10: Contractor Hotline and Email for Service Requests:

- *Telephone number and email address where the City can report issues to the Contractor*
- *Tracking of service requests in the Digital Facilities Management System*

4.1.11 Subtask 1.11: Customer Comments and Complaints

The LADOT Transit Customer Service Center fields customer questions, comments, and complaints via email, online form, and phone call. LADOT's Transit Customer Service contractor currently manages the backend of the Service Center using the internet-based software TransTrack Management System. LADOT strives to provide excellent customer service and thus commits to responding to inquiries received via TransTrack, or any platform deemed necessary during the term of the contract, within three (3) business days. LADOT may amend or change the backend program (TransTrack Management System) during the term of this contract and the contractor shall use the new or any additional programs, as identified by LADOT.

- 4.1.11.1** LADOT shall monitor TransTrack for inquiries and comments regarding the facilities described within this RFP and the subsequent Contract and shall alert the Contractor PM of customer comments and complaints via the City, the LADOT Transit Customer Service Center, and/or its representative(s).
- 4.1.11.2** The Contractor PM shall respond to LADOT regarding all complaints shared by LADOT within one (1) business day of the notification of the complaint.
- 4.1.11.3** The Contractor shall ensure that the Contractor's personnel, subcontractors, and assignees refer all Facilities tenants/customers/patrons to report all comments to the City's Customer Service Center, so comments and complaints can be properly documented, addressed, and tracked.
- 4.1.11.4** The Contractor shall post City customer service center signs and placards (with the City customer service center telephone number and website) at each facility entrance and conspicuous areas throughout each facility described in the RFP and subsequent Contract, to inform patrons how to submit comments/complaints.
 - 4.1.11.4.1** The signs will be provided by the City to the Contractor.
- 4.1.11.5** Should the Contractor, Contractor's personnel, or subcontractors become aware of patron comments or complaints directly, the Contractor shall direct tenants and patrons to the City customer service center and the Contractor shall report the comment or complaint directly to the City within one (1) business day via email.

Deliverables - Subtask 1.11: Customer Comments and Complaints:

- *Response via email to complaints shared by LADOT within one (1) business day of receipt*
- *LADOT Transit Customer Service Center signs posted at all facilities*
- *Procedure for informing LADOT of passenger comments, complaints, and operational issues*

4.1.12 Subtask 1.12: Outages, Disruption of Services, and Emergencies

- 4.1.12.1** The Contractor shall provide notification to the City and all tenants and/or organizations on the facilities premises at least three (3) business days prior to any planned disruption of Facilities building services.
- 4.1.12.2** The Contractor shall coordinate scheduled outages with the City and provide an anticipated schedule.
- 4.1.12.3** Outages may include, but not limited to utility outages, road or facilities closures, or disruptions caused by maintenance or construction work (such as blocked access, pest or herbicide spraying, HVAC down for service, etc.).
- 4.1.12.4** In the event of an emergency outage or disruption of services, the Contractor shall provide notification of the event and anticipated impact within one (1) hour of discovery first to the City and then to the affected tenant(s) and stakeholders (including but not limited to passengers, Amtrak, Metrolink emergency dispatch for train operations, Metrolink security, the LACMTA's bus dispatch center, LACMTA security, Sheriff or police department) on the premises.
- 4.1.12.5** The Contractor shall respond to outages, incidents, and emergencies that could disrupt service to prevent service interruption. This includes the use of professionally licensed qualified service technicians to complete all work within the response time standards specified in Exhibit 5 - Facilities Standard Response Times, attached hereto and incorporated herein.
- 4.1.12.6** The Contractor shall report to the City all outages (scheduled or emergency) and incidents/accidents, especially those that involve the physical harm of any person(s) at the Facilities, in an Incident Notification and Resolution Report.
- 4.1.12.7** All outages, disruptions of services, and emergencies shall be reported as soon as possible; first to the City and other appropriate LADOT Facilities staff, then to the affected tenant(s) and stakeholders (including but not limited to passengers, Amtrak, Metrolink emergency dispatch for train operations, Metrolink security, the LACMTA's bus dispatch center, LACMTA security, Sheriff or police department) on the premises.
- 4.1.12.8** All notifications shall indicate steps taken to remedy the situation(s).
- 4.1.12.9** The Contractor shall log each scheduled and unscheduled outage, incident, accident, and emergency in the Incident Notification and Resolution Reports via the Contractor's Digital Facilities Management System.
- 4.1.12.10** The Contractor shall include a proposed Incident Notification and Resolution Report template in the Facilities Management Plan. The report template shall be revised by the Contractor to include additional and/or different content at the request of LADOT.

Deliverables - Subtask 1.12: Outages, Disruption of Services, and Emergencies:

- *Incident Notification and Resolution Report template*
- *Incident Notification and Resolution Reports (as requested by LADOT)*

4.1.13 Subtask 1.13: Green Initiatives

The Contractor shall use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits. These efforts should be in line with LA's Green New Deal targets (refer to <https://plan.mayor.lacity.gov/las-green-new-deal/targets>).

- 4.1.13.1 The Contractor shall describe the Contractor’s green initiatives in the Facilities Management Plan.
- 4.1.13.2 Green practices shall include, but not be limited to, the Contractor identifying methods of preventing contamination, segregating paper and plastic found in landscaping waste, removing debris such that those items do not end up contaminating green waste, and use of zero emission vehicles.
- 4.1.13.3 In each annual update to the Facilities Management Plan, the Contractor shall provide a report to the City describing methods the Contractor has used to prevent contamination of green waste.
- 4.1.13.4 As needed, the Contractor shall train staff on environmentally sustainable best practices and any municipal, state, or federal directives.
- 4.1.13.5 The Contractor shall use battery-electric operated hand tools (e.g. blowers and weed-wackers) to provide the services under this Scope of Work.
 - 4.1.13.5.1 The use of gas-powered hand tools to provide the services under this Scope of Work is prohibited.
 - 4.1.13.5.2 The Contractor shall provide a list of the types of battery-electric equipment they intend to use to provide landscaping services within the Facilities Management Plan.
- 4.1.13.6 The Contractor shall identify any environmentally sustainable best practices in which it currently participates or in which it is legally obligated to participate, including procurement of landscaping materials such as mulch and compost.
- 4.1.13.7 Other sustainable best practices include integrated pest management, grasscycling, drip irrigation, composting, environmentally sustainable procurement, using mulch, and using electric powered tools and equipment.

Deliverables - Subtask 1.13: Green Initiatives:

- *Documentation of green tools to be used to complete the Scope of Work of this RFP in the Facilities Management Plan*
- *Documentation of green initiatives to be included in the Facilities Management Plan*

4.1.14 Subtask 1.14: Noise

The Contractor shall not prepare for or initiate any operations or use any equipment that would violate local noise ordinances or noise reduction needs. City Noise Regulations include, but are not limited to, the [Los Angeles City Municipal Code \(LAMC\), Chapter XI \(Noise Regulation\), §112.05 \(Maximum Noise Level of Powered Equipment of Powered Hand Tools\)](#).

4.1.15 Subtask 1.15: Contractor Materials and Equipment

The Contractor shall provide all personnel, equipment, tools, materials, vehicles, supervision, and other items such as necessary Personal Protective Equipment (PPE) (i.e. safety glasses, masks, work boots, ear plugs, reflective vests, gloves, etc.) as necessary to perform all services, tasks, and functions defined in this Scope of Work. The purchase of all materials/equipment to provide the needed services is the responsibility of the Contractor. The Contractor shall use materials and equipment that are safe for the environment and safe for use by employee(s) and subcontractors.

4.1.16 Subtask 1.16: Utilities

The City shall be responsible for direct payment of electric and water utilities at the City Facilities. The Contractor, at its own expense, shall be responsible for payment of utilities for the Contractor's corporate/administrative headquarters and offices.

4.1.17 Subtask 1.17: Special Events and Special Requests

The Contractor shall accommodate special events that may lead to a surge in the use of facilities, such as the 2028 Olympic and Paralympic Games or any other unforeseen event. Accommodations may include additional cleaning, hiring ambassador services, and/or extra security. Refer to Section 4.5, Task 5: Additional Facilities & Additional Signs (Variable Costs).

4.1.17.1 LADOT PM will notify the Contractor of the events they will need to accommodate for.

4.1.17.2 The Contractor is also to notify LADOT PM of any special requests they may receive.

4.1.18 Subtask 1.18: Security and Uniformed Attendant Coordination

Security guard services are provided under a separate City contract at the five (5) Metrolink Stations. Uniformed attendants are provided under a separate City contract at the two (2) Park & Ride lots. Security guards and uniformed attendants are on duty Monday through Friday, except the six (6) national holidays of New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

4.1.18.1 The Contractor's Facilities Manager shall know the hours, duties and responsibilities of the security guards so the Contractor, Contractor's personnel, or subcontractors can assist security guards with problems and questions, as well as provide information to the City.

4.1.18.2 Security guards are expected to perform the following services:

- Enforce safety rules and regulations for Metrolink passengers
- Maintain the orderly function of the City Facilities
- Prevent unauthorized access to vehicles or buildings
- Report hazardous items or conditions to proper law enforcement agencies
- Provide emergency assistance to persons at the Facilities
- Patrol the Facilities on foot or by other conveyance
- Issue parking violation warnings and have unauthorized vehicles towed, if necessary

- Provide transit information to the public
 - Handle “Lost and Found”
- 4.1.18.3** If the Contractor’s Facilities Manager, Contractor’s personnel, or subcontractors observe a security incident, including safety/security threats, verbal/physical incidents, crime, or vandalism, the Contractor shall immediately contact the appropriate security company assigned to the facility, LADOT, and, if necessary, the Los Angeles County Sheriff or Los Angeles Police Departments.
- 4.1.18.4** The Contractor shall report all security-related incidents in the Incident Notification and Resolution Report referenced in Subtask 1.12: Outages, Disruption of Services, and Emergencies.
- 4.1.18.5** Any and all security incidents observed and/or reported by the Contractor, Contractor’s personnel, or subcontractors to on-site security staff and/or sheriff/police departments shall be reported to LADOT staff within one (1) hour of the incident that was reported.

Deliverables - Subtask 1.18: Security and Uniformed Attendant Coordination:

- *Any security incidents observed and reported by the Contractor shall be noted in the Incident Notification and Resolution Report*
- *Any security incidents observed and/or reported by the Contractor, Contractor’s personnel, or subcontractors to on-site security staff and/or sheriff/police departments shall also be reported to City staff within one (1) hour of being shared with on-site security staff/or sheriff/police departments*

4.2 Task 2: Landscaping and Irrigation

This Section and Subsections describe the Contractor’s requirement to complete the Landscape Elements and Irrigation Systems and Assets Inventory and a Start-Up Landscape Clean-Up and Plant Replacement Plan. This Section also includes Scheduled and As-Needed Landscaping subtasks. Unless explicitly stated otherwise, the Contractor shall maintain all landscaping at the facilities described within this RFP in order to maintain each facilities’s day-to-day operations, safety, and appearance, as required by standards of health and safety and/or at the instruction of LADOT.

4.2.1 Subtask 2.1: Landscape Elements and Irrigation System and Assets Inventory

- 4.2.1.1** The Contractor shall include an inventory and map of landscape elements and irrigation system components and assets that are present at each facility in the Facilities Management Plan. Landscape elements include, but are not limited to, all plants, trees, shrubs, turf, hardscapes, and other outdoor elements and irrigation system components.
- 4.2.1.2** The Contractor shall annually re-inventory all landscape elements and irrigation system components and assets.

Deliverables - Subtask 2.1: Landscape Elements and Irrigation System and Assets Inventory:

- *Landscape elements and irrigation system components and asset inventory to be included in the Facilities Management Plan*

- *Annual re-inventory of all landscape elements and irrigation system components and asset inventory*

4.2.2 Subtask 2.2: Start-Up Landscape Clean-Up and Plant Replacement Plan

The Contractor shall develop a Start-Up Landscape Clean-Up and Plant Replacement Plan that shall be included in the Facilities Management Plan. Elements of the Start-Up Landscape Clean-Up and Plant Replacement Plan shall include replacing plants and irrigation as needed to re-establish landscaping to original specifications in as-builts or equivalent documentation identifying such original specifications.

- 4.2.2.1** The Contractor shall propose equipment upgrades that increase the security (e.g. resistance to vandalism) of any irrigation equipment.
- 4.2.2.2** The Contractor may recommend additional plants to improve the facilities landscape.
- 4.2.2.3** The Landscape Clean-Up and Plant Replacement Plan shall be updated annually by the Contractor and approved by LADOT.
- 4.2.2.4** The Contractor shall implement the Start-Up Landscape Clean-up and Plant Replacement Plan within three (3) months after the Contract execution date.

Deliverables - Subtask 2.2: Start-Up Landscape Clean-Up and Plant Replacement Plan:

- *Start-Up Landscape Clean-up and Plant Replacement Plan to be included in the Facilities Management Plan*
- *The Landscape Clean-Up and Plant Replacement Plan shall be updated annually*
- *All documentation, including photographs or renderings, of work completed or in progress, as described in the Start-Up and subsequent Landscape Clean-Up and Plant Replacement Plans, shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*

4.2.3 Subtask 2.3: Scheduled Landscaping

The Contractor shall complete all subtasks detailed in Subtask 2.3: Scheduled Landscaping and listed in Exhibit 4 - Facilities Management Schedule and Details, attached hereto and incorporated herein, at the frequencies listed in order to ensure the good health and attractive appearance of landscaping at the facilities described in the RFP.

- 4.2.3.1** The Contractor shall recommend additional scheduled landscaping tasks consistent with best practices and based on any additional needs the Contractor identifies.

Deliverables - Subtask 2.3: Scheduled Landscaping:

- *List of Subtask 2.3: Scheduled Landscaping tasks completed shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*

4.2.4 Subtask 2.4: As-Needed Landscaping Under \$10,000

The Contractor shall complete all subtasks detailed in Subtask 2.4: As-Needed Landscaping Under \$10,000 and listed in Exhibit 4 - Facilities Management Schedule and Details. This includes monitoring all landscaping for as-needed work, including dead or infested plant removal and replacement; irrigation repairs or improvements; treatment for disease, insects, or rodents.

- 4.2.4.1 The labor and materials for as-needed landscaping estimated to cost ten thousand dollars (\$10,000) or less are a fixed cost and are the responsibility of the Contractor.
- 4.2.4.2 Minor landscaping repairs shall be completed by the Contractor or subcontractor within forty-eight (48) hours of discovery, unless otherwise stated in Exhibit 4 - Facilities Management Schedule and Details.

Deliverables - Subtask 2.4: As-Needed Landscaping Under \$10,000:

- *All documentation, including photographs or renderings, of work completed or in progress, as described in the As-Needed Landscaping Under \$10,000, shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*

4.2.5 Subtask 2.5: As-Needed Landscaping Exceeding \$10,000

- 4.2.5.1 For unscheduled landscaping where the cost exceeds ten thousand dollars (\$10,000), the Contractor shall obtain three (3) bids/vendor estimates for the City's review and approval.
 - 4.2.5.1.1 The Contractor shall prepare and submit a written description of the proposed work (Scope of Work) to the City with the three (3) bids/vendor estimates of the costs of labor and materials.
 - 4.2.5.1.2 The City shall make the selection of the most appropriate vendor to perform the work.
 - 4.2.5.1.3 The Contractor shall invoice labor and materials as a separate Variable Cost.
- 4.2.5.2 If the Contractor cannot obtain three (3) bids, the Contractor shall provide email(s) and/or supporting documentation to the City, demonstrating that the Contractor has made all reasonable efforts to receive three (3) bids.
- 4.2.5.3 If during the execution of the City-approved repair work, the Contractor or Vendor identifies necessary additions or changes that increase the Cost Estimate, or significantly change the Scope of Work, a Change Order request shall be submitted and approved by the City prior to any additional work being performed.
- 4.2.5.4 If a condition exists wherein there is imminent danger of injury to the public or damage to facilities, the Contractor shall immediately perform unscheduled work.
- 4.2.5.5 The Contractor shall contact the City for approval, when reasonably possible, and provide a written estimate within twenty-four (24) hours for approval.

- 4.2.5.6** The Contractor shall submit an invoice to the City within five (5) working days after completion of the work.
- 4.2.5.7** The term "Emergency" shall mean a condition requiring immediate repair, replacement or other actions: (a) to prevent damage to any portion of the property or the improvements; (b) to prevent damage to any neighboring facilities or portion thereof; (c) for the safety of occupants or any other person; (d) to avoid the suspension of any necessary service in the Project; or (e) to comply with environmental laws.

Deliverables - Subtask 2.5: As-Needed Landscaping Exceeding \$10,000:

- *Scope of Work and three (3) bids/vendor estimates for any unscheduled, non-emergency as-needed landscaping incidents exceeding \$10,000*
- *Written estimates and requests for approval any emergency landscaping exceeding \$10,000, when reasonably possible*
- *All documentation, including photographs or renderings, of work completed or in progress, as described in the As-Needed Landscaping Exceeding \$10,000, shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*

4.3 Task 3: Cleaning and Maintenance

This Section and Subsections describe the requirements to complete the Facilities Systems and Components Asset Inventory and a Facilities Systems and Components Asset Management Plan. The Proposer shall include Scheduled, Preventative, and As-Needed Maintenance subtasks designed to maintain all station assets and ensure a safe and beautiful environment for all Facilities users and passengers. Maintenance subtasks are further specified by station components: (1) Boarding Platforms, Exterior Passenger Areas and Parking; (2) Buildings at Chatsworth and Sylmar/San Fernando Stations; and (3) LACMTA Facilities.

Unless explicitly stated otherwise, the awarded contractor shall be responsible for making all Facilities repairs and replacements, maintenance, improvements, and preventative and as-needed work, to all portions and fixtures of the Facilities within a timely manner (e.g. canopies, benches, pavement, depot building or other Facilities components) in order to maintain the Facilities' day-to-day operations, safety and appearance, and as required by standards of health and safety and/or at the instruction of the LADOT.

4.3.1 Subtask 3.1: Facilities Systems and Components Asset Inventory

- 4.3.1.1** The Contractor shall inventory all Facilities components, including but not limited to: parking lot; road signs and markings; lighting and fixtures by type, manufacturer/model, general location, and condition/useful life; furniture and office equipment; drainage and storm water systems; and all electrical, plumbing, and mechanical systems.
- 4.3.1.2** The Contractor shall update the Facilities Systems and Components Asset Inventory annually as part of the Facilities Management Plan (refer to Subtask 1.1: Develop Facilities Management Plan) to account for any replacements, improvements, or additional assets added in the previous year.

Deliverables - Subtask 3.1: Facilities Systems and Components Asset Inventory:

- *Facilities Systems and Components Asset Inventory by facilities to be included in Facilities Management Plan*
- *Annual update of the Facilities Systems and Components Asset Inventory by facilities*

4.3.2 Subtask 3.2: Facilities Systems and Components Asset Management Plan

- 4.3.2.1** The Contractor shall create a five (5) year Facilities Systems and Components Asset Management Plan for each facility described within this RFP.
- 4.3.2.2** The Contractor shall monitor and address the remaining useful life of all facilities components in the Facilities Systems and Components Asset Management Plan by estimating replacement times based on condition assessments.
- 4.3.2.3** The Contractor shall build on the 2022 Facilities Inspection Report completed by the City, Exhibit 6 - 2022 Facilities Conditions Assessments Report, attached hereto and incorporated herein, which identified components and their useful life.
- 4.3.2.4** The Contractor shall minimize service downtime, increase asset performance, and help extend life cycles of all assets. This may include preemptively upgrading existing systems, components and subcomponents prior to the end of their useful life or failure, in order to minimize potential service downtime and/or to extend the life of the costlier major component.

Deliverables - Subtask 3.2: Facilities Systems and Components Asset Management Plan:

- *Facilities Systems and Component Asset Management Plan shall be included in Facilities Management Plan*
- *Annual update of the Facilities Systems and Component Asset Management Plan*

4.3.3 Subtask 3.3: Preventative Maintenance

- 4.3.3.1** The Contractor shall complete a Preventative Maintenance Plan that incorporates the preventative maintenance program of all areas of each facility described within this RFP and as detailed in Subtask 3.3: Preventative Maintenance and Subtask 3.3: Preventative Maintenance - Chatsworth Metrolink Station Depot Building, listed in Exhibit 4 - Facilities Management Schedule and Details.
- 4.3.3.2** The Preventative Maintenance Plan shall be incorporated into the Facilities Management Plan.
- 4.3.3.3** The Preventative Maintenance Plan shall be updated monthly or at any time the City deems necessary.
- 4.3.3.3.1** At all exterior station areas, including but not limited to the boarding platforms, passenger areas, and parking lots, the Contractor shall develop and carry out a preventative maintenance program for the subcomponents described in this RFP and Exhibit 4 - Facilities Management Schedule and Details, and any other components identified by the Contractor or the City consistent with best practices.

4.3.3.3.2 At the Chatsworth Station Depot building, the Contractor shall develop and carry out a preventative maintenance program for the subcomponents described in this RFP and any other components identified by the Contractor or the City consistent with best practices.

4.3.3.4 The Contractor may be penalized if deferred maintenance is found to have increased repair or replacement costs or subjected the City to any liability.

Deliverables - Subtask 3.3: Preventative Maintenance:

- *Preventative Maintenance Plan to be included in Facilities Management Plan*
- *The Preventative Maintenance Plan, shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*

4.3.4 Subtask 3.4: Scheduled Maintenance

The Contractor shall complete a Maintenance Schedule that incorporates the maintenance schedule of all areas of each facility described within this RFP and as detailed in Subtask 3.4: Scheduled Maintenance - Boarding Platforms, Exterior Passenger Areas and Parking and Subtask 3.4: Scheduled Maintenance - Depot Building at the Chatsworth Metrolink Station, listed in Exhibit 4 - Facilities Management Schedule and Details.

4.3.4.1 The maintenance schedule shall be incorporated into the Facilities Management Plan.

4.3.4.2 The maintenance schedule shall be updated annually or at any time the City deems necessary.

4.3.4.3 The Contractor shall complete the scheduled tasks described in this RFP and Exhibit 4 - Facilities Management Schedule and Details, in order to keep the exterior of the facilities clean and free from dirt, spills, debris, vermin and infestations at all times.

4.3.4.4 The Contractor shall use janitorial staff or maintenance staff for regularly scheduled upkeep, as defined within this RFP.

4.3.4.5 The Contractor shall recommend additional scheduled maintenance tasks or recommend modifications to the below maintenance tasks consistent with best practices and based on any additional needs the Contractor identifies, subject to the approval of LADOT.

Deliverables - Subtask 3.4: Scheduled Maintenance:

- *Maintenance schedule to be included in the Facilities Management Plan*
- *Annual update of the maintenance schedule*
- *The maintenance schedule, shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*

4.3.5 Subtask 3.5: Scheduled and As-Needed Work, Maintenance and Janitorial

The Contractor shall create an as-needed work schedule that incorporates the maintenance and janitorial requirements of all areas of each facility described within this RFP and as detailed in Subtask 3.5: Scheduled and As-Needed Maintenance and Janitorial - LACMTA Childcare Facilities, listed in Exhibit 4 - Facilities Management Schedule and Details.

4.3.5.1 The work schedule shall be incorporated into the Facilities Management Plan.

4.3.5.2 The work schedule shall be updated annually or at any time the City deems necessary.

4.3.5.3 The Contractor shall clean the station areas (including Boarding Platforms, Exterior Passenger Areas, Interior Areas, and Parking), at each facility described within this RFP, according to the tasks described in this RFP and Exhibit 4 - Facilities Management Schedule and Details.

Deliverables - Subtask 3.5: Scheduled and As-Needed Work, Maintenance and Janitorial:

- *The work schedule, shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*

4.3.6 Subtask 3.6: As-Needed Facilities Maintenance and Capital Improvements Less Than \$10,000

4.3.6.1 The Contractor shall create an as-needed maintenance list that incorporates the as-needed maintenance and janitorial tasks equal to or less than ten thousand \$10,000 that were completed in all areas of each facility described within this RFP and as detailed in Subtask 3.6: As-Needed Facilities Maintenance and Capital Improvements Less Than \$10,000 and Subtask 3.7: Capital Improvements, listed in Exhibit 4 - Facilities Management Schedule and Details.

4.3.6.2 The as-needed maintenance list shall be incorporated into the Facilities Management Plan.

4.3.6.3 The as-needed maintenance list shall be updated monthly or at any time the City deems necessary.

4.3.6.4 The Contractor shall monitor the Facilities for work and services, which may be required from wear and tear, accident, or vandalism. In order to maintain the security and appearance of each facility, the Contractor shall repair or replace any portion or fixture of the facilities and adjacent areas, at the instruction of LADOT.

4.3.6.4.1 **Repairs or replacements estimated to cost ten thousand dollars (\$10,000) or less shall be completed by the Contractor** within forty-eight (48) hours of discovery.

4.3.6.4.2 Repairs to chain link fences shall be made by the Contractor within seventy-two (72) hours of discovery.

4.3.6.4.3 Repairs to wrought iron and all other fences (other than chain link) shall be made by the Contractor within seven (7) calendar days of discovery.

4.3.6.4.4 If a broken or damaged component impedes facilities operations or poses a threat to health or safety, a repair or replacement shall be made by the Contractor within three (3) hours of discovery.

4.3.6.4.4.1 In such cases, a temporary repair or replacement may be made to restore operations, safety, or health with a permanent repair or replacement made as soon as commercially possible.

4.3.6.5 As-needed maintenance costs less than or equal to ten thousand dollars (\$10,000) shall include, but are not limited, to the subtasks described in this RFP and Exhibit 4 - Facilities Management Schedule and Details.

4.3.6.6 The labor and materials for as-needed maintenance estimated to cost ten thousand dollars (\$10,000) or less are considered Fixed Costs and are the responsibility of the Contractor.

Deliverables - Subtask 3.6: As-Needed Facilities Maintenance and Capital Improvements Less Than \$10,000:

- *The as-needed maintenance list, shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*

4.3.7 Subtask 3.7: As-Needed Facilities Maintenance and Capital Improvements Over \$10,000

The Contractor shall create an as-needed maintenance list that incorporates the as-needed maintenance and janitorial tasks that exceed ten thousand \$10,000 that were completed in all areas of each facility described within this RFP and as detailed in Subtask 3.7: As-Needed Facilities Maintenance and Capital Improvements Over \$10,000 and Subtask 3.7: Capital Improvements, listed in Exhibit 4 - Facilities Management Schedule and Details.

4.3.7.1 The as-needed maintenance list shall be incorporated into the Facilities Management Plan.

4.3.7.1.1 The as-needed maintenance list shall be updated monthly or at any time the City deems necessary.

4.3.7.1.2 The Contractor shall monitor the buildings at each facility described in this RFP for as-needed maintenance and improvements resulting from wear and tear, accident, or vandalism.

4.3.7.1.3 As-needed maintenance costs over ten thousand dollars (\$10,000) may include, but are not limited, to the subtasks described in this RFP and Exhibit 4 - Facilities Management Schedule and Details.

4.3.7.2 The Contractor shall develop, manage, and execute a Capital Improvement Plan for each facility described within this RFP, on behalf of the City.

4.3.7.2.1 The Capital Improvement Plan shall be incorporated into the Facilities Management Plan, and shall be approved by LADOT.

- 4.3.7.2.2** Once approved by LADOT, the Contractor shall manage and execute the projects according to the schedule outlined in the plan.
 - 4.3.7.2.3** The Contractor shall provide LADOT with an updated schedule of all capital improvements on an annual basis.
 - 4.3.7.2.4** The Capital Improvement Plan and the updated schedule of all capital improvements shall be reviewed in the Monthly Facilities Management Meetings. Exhibit 6 - 2022 Facilities Conditions Assessments Report, attached hereto and incorporated herein, identified capital improvements needed at the Facilities described within this RFP.
- 4.3.7.3** For facilities work and services where the cost exceeds ten thousand dollars (\$10,000) and there is no imminent danger of injury to the public or damage to property, the Contractor shall, within one (1) month, obtain three (3) bids/vendor estimates for the City's review and approval.
- 4.3.7.3.1** The Contractor shall prepare and submit a written description of the proposed work (Scope of Work) to the City with the three (3) bids/vendor estimates of the costs of labor and materials.
 - 4.3.7.3.2** The City shall make the selection of the most appropriate vendor to perform the work.
 - 4.3.7.3.3** The Contractor shall invoice labor and materials as a separate variable cost.
 - 4.3.7.3.4** If the Contractor cannot obtain three (3) bids, the Contractor shall provide email(s) and/or supporting documentation to the City, demonstrating that the Contractor has made all reasonable efforts to receive three (3) bids.
 - 4.3.7.3.5** If during the execution of the City-approved facilities work or services, the Contractor or Vendor identifies necessary additions or changes that increase the Cost Estimate, or significantly change the Scope of Work, a Change Order request shall be submitted and approved by the City prior to any additional work being performed.
- 4.3.7.4** If a condition exists wherein there is imminent danger of injury to the public or damage to property, the Contractor shall immediately perform the work or services.
- 4.3.7.4.1** The Contractor shall contact the City for approval, when reasonably possible, and provide a written estimate within twenty-four (24) hours for approval.
 - 4.3.7.4.2** The Contractor shall submit an invoice to the City within five (5) working days after the completion of the work.
- 4.3.7.5** The term "Emergency" shall mean a condition requiring immediate repair, replacement or other actions: (a) to prevent damage to any portion of the property or the improvements; (b) to prevent damage to any neighboring facilities or portion

thereof; (c) for the safety of occupants or any other person; (d) to avoid the suspension of any necessary service in the Project; or (e) to comply with environmental laws.

Deliverables - Subtask 3.7: As-Needed Facilities Maintenance and Capital Improvements Over \$10,000:

- *The as-needed maintenance list, shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*
- *The Capital Improvement Plan shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*
- *Annual update of the Capital Improvement Plan*

4.3.8 Subtask 3.8: Waste Removal and Hazardous Materials

The Contractor is responsible for waste disposal at the facilities described within this RFP. All regular, green, and recyclable waste removed by the Contractor shall be disposed of by certified dumpsites off the LADOT Facilities premises, at the cost of the Contractor. Waste disposal shall include trash generated by tenants at the Chatsworth Depot, with the exception of the childcare center.

- 4.3.8.1** The Contractor shall create a Waste Removal Plan to be included in the Facilities Management Plan. The Waste Removal Plan shall include a list of tasks and schedule/due dates for each task.
- 4.3.8.2** The Waste Removal Plan shall be updated monthly or at any time the City deems necessary.
- 4.3.8.3** The Contractor shall list hazardous materials and dumped items in the Monthly Facilities Management, Progress, and Budget Report to be submitted with all monthly invoices.
- 4.3.8.4** The Contractor shall immediately notify LADOT for assistance of any materials found on or near the facilities that are suspicious, may be suspected of contamination, or in any way may be considered dangerous or unusual.
- 4.3.8.4.1** The Contractor shall include pictures of the said materials when notification is made.
- 4.3.8.5** The Contractor shall not move nor handle any suspect material until it is pronounced safe by City authorities.
- 4.3.8.6** Items such as discarded furniture, automobile parts, or other unauthorized items deposited on facilities premises should be removed to a certified waste disposal location within twenty-four (24) hours of the discovery of the item.

Deliverables - Subtask 3.8: Waste Removal and Hazardous Materials:

- *The Waste Removal Plan shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with monthly invoice)*
- *The list of hazardous materials and dumped items disposed of shall be included in the Monthly Facilities Management, Progress, and Budget Report (to be submitted as an attachment via email with the monthly invoice)*

4.4 Task 4: Sign Management and Maintenance

This Section and Subsections describe the Contractors responsibility for the development and upkeep of the Sign Management and Maintenance Plan, the as-needed installation, removal, or relocation of signs, scheduled transit bus stop sign maintenance, performance standards, as-needed bus stop landscaping, the receipt and storage of sign materials, and other sign work as may be needed. The Contractor shall be responsible for the upkeep of signs for LADOT’s various transit services: Community DASH, DASH Downtown, Commuter Express outside of Downtown LA, Commuter Express in Downtown LA, Cityride fixed-route service, and LAnow.

4.4.1 Subtask 4.1: Develop Sign Management and Maintenance Plan

The Contractor shall develop a Sign Management and Maintenance Plan in their Proposal which outlines how the Contractor shall be responsible for sign work, as-needed fabrication and installation of transit bus stop signs, as-needed maintenance, performance standards, and the secure storage of bus stop signs materials.

- 4.4.1.1** The Sign Management and Maintenance Plan shall be subject to the approval of the City.
- 4.4.1.2** The Contractor shall update the Sign Management and Maintenance Plan annually, incorporating suggestions made by the City and including experiences of the Contractor.
- 4.4.1.3** The Sign Management and Maintenance Plan shall include:
 - 4.4.1.3.1** Description of how the Contractor will keep track of all active signs and sign locations. The Contractor shall include information on the methods for updating content and specify the data to be monitored for every sign and its corresponding location.
 - 4.4.1.3.2** Description of the Personnel Plan: The Contractor shall include information regarding the necessary number of Contractor team members needed to complete all related tasks and shall include descriptions of personnel oversight and management.
 - 4.4.1.3.3** Description of the process of conducting sign maintenance: The Contractor shall include details about how the maintenance of the signs will be carried out and how the performed work will be documented.
 - 4.4.1.3.4** Description of the process of conducting a comprehensive assessment of the current sign inventory, as well as the frequency of reassessments. The Contractor shall include details about how the assessment will be

carried out, what parameters will be evaluated, and how the assessment findings will be documented.

Deliverables - Subtask 4.1: Develop Sign Management and Maintenance Plan:

- *Sign Management and Maintenance Plan*
- *Annual Updates to Sign Management and Maintenance Plan*

4.4.2 Subtask 4.2: As-Needed Installation, Removal, or Relocation of Signs (Variable Costs)

The Contractor shall work with City staff to maintain, replace, and or install signs as City services change.

4.4.2.1 The Contractor shall be responsible for the installation of signs for the City.

4.4.2.1.1 The Contractor shall adhere to all local, state, and federal guidelines.

4.4.2.1.2 All signage and installation by the Contractor shall adhere to the highest standards of accessibility and safety.

4.4.2.1.3 The Contractor shall ensure that each sign, its installation, and its location and placement is fully ADA compliant, meeting all accessibility guidelines to accommodate individuals with disabilities.

4.4.2.1.4 The Contractor shall utilize appropriate poles and brackets, selected for their structural stability and conformity to industry norms, thereby ensuring that the stops are not only structurally sound but also in strict accordance with applicable codes. This commitment to industry standards and safety measures guarantees a transit system that prioritizes the well-being and convenience of all passengers.

4.4.2.2 The Contractor shall be responsible for the removal and or relocation of signages and related posting materials and hardware, as determined by the City.

4.4.2.2.1 The Contractor shall safely and efficiently dismantle existing sign infrastructure, including: signs, brackets, poles, pole sleeves, and any other related elements.

4.4.2.2.2 The Contractor shall ensure the removal and/or the relocation process be executed with care, minimizing disruptions to the surrounding area.

4.4.2.2.3 The Contractor shall properly dispose of or store any removed materials for future reuse in accordance with applicable regulations.

4.4.2.3 The Contractor shall coordinate with the City to ensure seamless installation, removal and or relocation of bus stops in an accurate and timely manner.

Deliverables - Subtask 4.2: As-Needed Installation, Removal, or Relocation of Signs (Variable Costs):

- *List of completed work of installation, removal, replacement, or relocation of Signs and poles*
- *Photos of completed work delivered to the sign maintenance task Project Manager via email or online file sharing platforms (e.g., Google Drive, Drop Box, etc).*

4.4.3 Subtask 4.3: Scheduled Sign Maintenance (Fixed Costs)

- 4.4.3.1** The Contractor shall develop administrative and maintenance procedures for sign work.
- 4.4.3.2** The Contractor shall maintain City signs on a monthly, quarterly, and bi-annual schedule as described in this RFP and Exhibit 11 - Sign Maintenance Schedule and Details, attached hereto and incorporated herein.
- 4.4.3.3** The Contractor shall maintain an inventory of signs and eye-level signs, when applicable.
- 4.4.3.4** Maintenance of LADOT Transit bus stops to include the following tasks:
- 4.4.3.4.1** Clean signs and posts, removing graffiti, tags and any other dirt, grime on specific schedule by route
 - 4.4.3.4.2** Conduct field checks of signs per schedule set forth by route
 - 4.4.3.4.3** Maintain inventory of LADOT Transit signs and eye-level signs
 - 4.4.3.4.4** Repair and/or replace signs or poles which are damaged
 - 4.4.3.4.5** Notify the LADOT Project Manager to get approval on removal, relocation or new installation
- 4.4.3.5** LADOT Transit bus stops are located throughout the City of Los Angeles and are grouped into four (4) Regions of the Los Angeles area: Downtown, North, South, and Mid-City.

Deliverables - Subtask 4.3: Scheduled Sign Maintenance (Fixed Costs):

- *Maintenance schedule*
- *List of tasks completed included in Monthly Facilities Management, Progress, and Budget Reports*
- *URL to cloud-based inventory delivered to the sign maintenance task Project Manager via email or online file sharing platforms (e.g., Google Drive, Drop Box, etc).*

4.4.4 Subtask 4.4: As-Needed Sign & Bus Stop Landscaping (Fixed Cost)

- 4.4.4.1** The Contractor shall be responsible for tree and landscape pruning at sign and bus stop locations. Landscaping that intrudes too close to buses may scrape and damage buses or render bus landing areas difficult for passengers to board and alight. LADOT Transit requires a 4' X 4' passenger landing zone for most stop zones. Any vegetation or debris in the public right-of-way impeding access to the passenger landing zone shall be cleared by the Contractor.

- 4.4.4.2** The Contractor shall identify the need for landscape maintenance during the scheduled route inspection.
- 4.4.4.2.1** The Contractor shall ensure that transit vehicles can approach the stop zone without obstructions.
- 4.4.4.2.2** The Contractor shall maintain the passenger zones in the public right-of-way to meet accessibility standards and compliance with ADA regulations.
- 4.4.4.2.3** If a stop zone is identified as needing landscaping work, the Contractor shall contact the City's Project Manager and/or a City assigned representative(s) to get approval to proceed.
- 4.4.4.3** The Contractor's responsibilities encompass a range of tasks essential to the project's success. As part of this task the Contractor shall perform: (1) trimming and pruning trees, shrubs, and ground cover, and (2) removing weeds and debris from planted areas in close proximity to signage and bus stops.
- 4.4.4.4** The Contractor shall provide all personnel with necessary tools and supplies to prune trees, shrubs, and ground cover at sign and bus stop locations.

Deliverables- -Subtask 4.4: As-Needed Sign & Bus Stop Landscaping (Fixed Cost):

- *List of landscape services performed*
- *Photos of completed work delivered to the City's Project Manager and/or City assigned representative(s) via email or online file sharing platforms (e.g., Google Drive, Drop Box, etc) within ten (10) business days since the completion of the work*

4.4.5 Subtask 4.5: Expedited Service and Emergency Call-Outs (Variable Cost)

The Contractor shall provide a rate for expedited services and emergency call-outs for repairs and maintenance that must be completed within twenty-four (24) hours of notification.

- 4.4.5.1** Variable Cost Structure: These services shall be billed as a variable cost on an as-needed basis. Proposers shall provide a 'Per Call-Out' or 'Hourly Emergency Rate' within their cost proposal for these expedited tasks.
- 4.4.5.2** Service Requirement: This rate shall apply to any repair, fabrication, or installation task deemed urgent by LADOT that requires a guaranteed 24-hour turnaround time.
- 4.4.5.3** Coordination: All expedited requests will be issued via a specific 'Emergency Work Order' to distinguish them from routine, non-expedited facility maintenance.

4.4.6 Subtask 4.6: Receipt and Storage of Sign Materials (Fixed Costs)

- 4.4.6.1** The Contractor shall transfer equipment, including signs, materials, poles and related equipment from the prior LADOT Transit sign contractor for use on this Contract.

- 4.4.6.1.1** The Contractor shall collaborate with LADOT's current contractor and any future contractor deemed necessary by LADOT PM, Inc., for designing, fabricating, receipt, and storage of stop signs.
- 4.4.6.2** The Contractor shall closely cooperate with the City to ensure the creation and maintenance of an inventory of new and replacement signs and sign materials.
- 4.4.6.3** The Contractor is responsible for safe-keeping of the equipment in a storage site that is approved by the City.
- 4.4.6.4** The Contractor shall provide a methodology for the asset management of signs and related materials.

Deliverables - Subtask 4.6: Receipt and Storage of Sign Materials (Fixed Costs):

- *Asset management plan for the safe-keeping of existing materials, including signs, poles, and related equipment in a storage site*
- *Inventory of City materials within twenty (20) business days after the transfer or receipt of sign materials from the incumbent contractor.*

4.4.7 Subtask 4.7: Performance Standards

- 4.4.7.1** The Contractor shall ensure that all sign designs and installations comply with relevant accessibility guidelines and regulations, particularly the Americans with Disability Act.
- 4.4.7.2** The Contractor shall obtain necessary permits and approvals for new sign installations such as contacting dig-alert or working with other transit agencies in multi-agency stop zones.
- 4.4.7.3** The Contractor shall clean and maintain the City signs and poles, and remove any graffiti on the schedule agreed to with City for each of its locations. The schedule is included in Exhibit 11 - Sign Maintenance Schedule and Details.
 - 4.4.7.3.1** If the Contractor does not perform a task in a satisfactory manner within the agreed upon schedule and time frame outlined in Exhibit 11 - Sign Maintenance Schedule and Details, the City shall give a written notice to the Contractor for correction.
 - 4.4.7.3.2** The Contractor will have forty-eight (48) hours to correct the issue and to email photo proof to the City's Project Manager.
 - 4.4.7.3.3** Failure to do so shall result in a performance penalty of \$200 per operating day for each day that one or more of the tasks do not meet the expected standard.
- 4.4.7.4** The Contractor shall provide a methodology for the Corrective Action Protocol for unsatisfactory work and related materials within their proposed Sign Management and Maintenance Plan.

Deliverables - Subtask 4.7: Performance Standards:

- *Draft Corrective Action Protocol addressing how any unsatisfactory maintenance shall be corrected by the Contractor*
- *Final Corrective Action Protocol*
- *Photos of corrected work shall be delivered to the City's Project Manager and/or City's assigned representative(s) via email or online file sharing platforms (e.g., Google Drive, Drop Box, etc.)*

4.5 Task 5: Additional Facilities & Additional Signs (Variable Cost)

Subject to approval by the selected Proposer and LADOT's Chief of Transit Programs or LADOT's General Manager, LADOT may authorize the addition of Facilities serviced by the Contractor and Additional Signs for management, fabrication, installation, and/or maintenance. Such additions will be subject to all applicable terms and conditions of the RFP and Contract, including, but not limited to, the Scope of Work and Appendix A - Mandatory City Contracting Requirements (July 2024), Attachment A - Standard Provisions for City Contracts (Rev. 1/25 [v.2]), and any Contract Amendments.

- 4.5.1** Work for Additional Facilities & Signs may be compensated on a per-task basis based on the rates proposed in Form E, F-4, Facilities Variable Costs & Additional Work or Form F, S-3, Sign Management & Maintenance Variable Costs & Additional Work accordingly. If a requested facilities task is not listed—or if extenuating circumstances arise (e.g., an emergency)—compensation for time and materials will be determined at the sole discretion of the LADOT's Facilities Project Manager and/or designated representative. In such cases, the Contractor may be compensated at the Hourly Labor Rate(s) proposed in Form E, F-4, Facilities Variable Costs & Additional Work or Form F, S-3, Sign Management & Maintenance Variable Costs & Additional Work plus the actual cost of materials.
- 4.5.2** If the Contractor is unable to complete the work due to unforeseen circumstances—or if additional resources are required—LADOT's Facilities Project Manager and/or designated representative may authorize the use of a subcontractor. In such instances, costs incurred for subcontracted work will be processed as a pass-through expense without markup.

4.6 Task 6: Contract Close-Out and Turnover

At the end of the Contract, the Contractor shall be responsible for ensuring all Facilities, landscaping, irrigation, furniture, and equipment are left in good working condition, with general allowances for standard wear and tear.

- 4.6.1** No more than thirty (30) calendar days but no less than twenty-five (25) calendar days prior to the end of the Contract, the Contractor shall complete a preliminary site walkthrough inspection with the City and/or its designee to demonstrate the good working condition of all City property.
- 4.6.1.1** The preliminary site walkthrough shall not include bus signs installed in the public right-of-way, but shall include a walkthrough of the storage facilities where sign materials are held.
- 4.6.1.2** If findings are made to the contrary, the Contractor shall be responsible for repair or replacement costs.

4.6.1.2.1 All repairs or replacements shall be made and approved/accepted by the City prior to the end of the contract and before final payment is made to the Contractor for services rendered.

4.6.2 The Contractor shall be responsible for transferring all City property to the City and/or its designee including but not limited to facilities keys, equipment, inventory, and records, including electronic databases and reports.

4.6.3 The Contractor shall be responsible for transferring bus sign materials, including signs, poles, and related equipment to the City and/or its designee.

Deliverables - Task 6: Contract Close-Out and Turnover:

- *The Contractor shall provide the LADOT Project Manager a comprehensive report of its findings during the site walk-through of all repairs or replacement and the associated costs no more than thirty (30) but no less than twenty-five (25) calendar days prior to the end of the Contract, for review and approval by the City. All completed repairs and replacements require City approval and acceptance prior to final payment. The Contractor shall also transfer all City property including databases and reports.*

5. Performance Standards and Performance Penalties

In addition to each statement that explicitly states “required”, each statement within this Request for Proposal that states “should”, “shall”, “will”, “expects”, “expected”, and/or “must” will be interchangeably understood by the Contractor and City as a requirement and therefore will result in performance penalties.

LADOT monitors and evaluates contractor service in terms of management abilities and adequacies, cost control and overall performance of the Contractor. Performance Penalties will be assessed based on the Contractor’s failure to meet the required tasks and subtasks and established standards as set forth in this section, Exhibit 3 - Site Visits and Inspections Frequency, Exhibit 4 - Facilities Management Schedule and Details, and in Exhibit 5 - Facilities Standard Response Times. These standards and performance penalties will be based on the following performance criteria and assessed based upon LADOT’s inspections or specified number of verifiable patron complaints in each category (if applicable).

The penalty shall be deducted from any amounts otherwise payable to the Contractor. The imposition of this penalty shall not preclude the Owner from pursuing any other rights or remedies available under this Agreement or applicable law.

5.1 Cleanliness and Graffiti Removal

The Contractor shall clean/sweep, remove trash, and remove graffiti as described in Section 4 – Scope of Work and Exhibit 4 - Facilities Management Schedule and Details. Failure to do so will result in a performance penalty of \$100 per operating day for each day that one or more of the tasks that are inspected or reported do not meet the stated standard. Verification by LADOT/LACMTA/Metrolink staff or three (3) verifiable patron complaints will result in the imposition of the performance penalty.

5.2 Adherence to Task Performance Schedule

Tasks shall be performed at scheduled intervals in order to maintain the facilities at an acceptable standard of safety and cleanliness. If within any thirty (30) day period, three of the tasks are not performed as described in Section 4 – Scope of Work or Exhibit 4 - Facilities Management Schedule and Details and non-performance is verifiable by LADOT/LACMTA/Metrolink staff or by two (2) credible patron complaints, the penalty will be \$100 per each task not performed.

5.3 Depot Building Maintenance

Contractor shall clean and maintain the depot building as described under Section 4 – Scope of Work and Exhibit 4 - Facilities Management Schedule and Details. Contractor shall ensure that plumbing, electrical and HVAC and/or other building systems are functioning properly, that the public restrooms are cleaned and stocked daily with soaps and papers as required and trash is removed daily from the public indoor area and outdoor patio. Failure to do so will result in a performance penalty of \$100 per operating day for each day that one or more of the tasks contracted to perform do not meet the stated standards.

5.4 Landscaping and Irrigation

Contractor shall ensure that landscaped areas of the facilities, including any adjacent lots and/or areas and access to roadways/entrances as identified in Section 4 – Scope of Work and Exhibit 4 - Facilities Management Schedule and Details, are cleaned of trash and weeds, the ground is mulched, and plants are fed on a schedule at least twice per month and replaced when necessary. Weed abatement, pre-emergence procedures, plant feeding/amending and tree pruning will be performed on the schedule provided to LADOT by Contractor or as directed by LADOT. Tree pruning and staking are critical at facilities located in high wind areas. The seasonal watering schedule shall be adhered to and all irrigation systems shall be functioning and in good order. Failure to perform any of the tasks will evoke a penalty of \$100 per day for each day the task is not performed as per the Management Plan schedule.

5.5 Mechanical Systems

The Contractor shall ensure that all facilities systems and controls are in good working order. Systems include electrical, air conditioning/heating and lighting (photo cells, timers), irrigation (timers), fire service and/or any other facilities mechanical systems. Failure to repair the system within three (3) days will result in a penalty of \$100 per day for each operating day that the system(s) is not functioning. Contractor shall inform the City if delivery of repair parts exceeds the permitted time and, thereby, unavoidably delays the repair work.

5.6 Notifications

The Contractor's Facilities Manager is responsible for notifying LADOT of all problems or maintenance issues that could constitute a future problem, and suggest ways to correct the potential problem. The contractor is also responsible for notifying LADOT of all outages, disruption of services, and emergencies. Contractor's failure to make a required notification to LADOT within the time requirement stated within this Request for Proposals will result in a \$100 performance penalty per operating day that each required notification is not made. LADOT reserves the right to request the Contractor to replace the Facilities Manager if the person is deemed inadequate in performance.

5.7 Key Project Personnel, Alternate and Replacement Staff

The Contractor shall ensure that all Key Project Personnel positions identified in the proposal are continuously staffed throughout the duration of the contract. This includes providing City-approved alternates or replacements to fill in during any periods of absence or vacancy.

- 5.7.1 Staffing Continuity:** If any Key Project Personnel are unavailable for more than one (1) shift or working day, the Contractor shall provide a qualified and City-approved alternate or replacement. Failure to do so may result in a performance penalty of **\$100 per operating day** for each unfilled position.
- 5.7.2 Extended Vacancies:** If any Key Project Personnel or other required positions remain vacant for more than **ten (10) business days**, without an approved alternate or replacement, the Contractor will be assessed a penalty of **\$100 per vacant position per business day** until the position is adequately staffed with City-approved personnel.
- 5.7.3 City Approval of Personnel:** All primary and alternate Key Project Personnel shall be submitted to the City for **prior review and written approval** before contract commencement or any changes thereafter. The City reserves the sole right to reject any proposed personnel who do not meet the qualifications specified in this RFP or are deemed unsuitable for performing the required services.
- 5.7.4 Responsibility:** Approval by the City does not relieve the Contractor of responsibility for the performance, conduct, or omissions of its personnel or subcontractors.

5.8 Subcontractor Non-Compliance

- 5.8.1** If the Contractor fails to maintain required subcontractor agreements, or uses unapproved subcontractors, the City may assess a penalty of \$1,000 per incident.
- 5.8.2** Continued non-compliance may result in additional remedies, including suspension or termination of the Agreement.

5.9 Cure Period and Repeated Non-Performance

- 5.9.1** The Contractor shall have five (5) business days to cure any identified deficiency upon written notice from the City.
- 5.9.2** Repeated or chronic violations may result in increased penalties, retention of payments, or contract termination for cause.

6. Proposal Format and Submission

The response to this RFP shall be made in accordance with the format set forth in this Section and Subsections. Failure to adhere to the format described within this RFP may cause rejection of the proposal as non-responsive. LADOT reserves the right to ask Respondents to cure non-material deficiencies in their Proposal; non-material deficiencies that are cured shall not be the basis of a proposal being deemed non-responsive.

6.1 Proposal Content

This RFP has been structured to provide specific requirements that function as a standardized framework for evaluating a Proposer's qualifications.

It is the Proposer's responsibility to prepare a proposal that is representative of the Proposer's qualifications. At a minimum, proposals are required to meet all the requirements specified in this RFP and **Proposers shall also answer all questions in Section 7.3 Proposal Evaluation Criteria**. Proposers are allowed to include additional services, equipment, technology, or systems that enhance the proposal's value. If there is any additional information that would assist the City in better assessing the proposal, the Proposer should include all such information in its response under the title, "Additional Information." Refer to Exhibit 13 - Proposal Requirements Checklist, attached hereto and incorporated herein.

Each proposal shall be prepared simply and economically, avoiding the use of elaborate promotional material beyond those sufficient to provide a complete, accurate, and reliable presentation. The responses to this RFP shall be made in accordance with the format outlined in this Section. Failure to adhere to the format described within this RFP may cause rejection of the proposal as non-responsive. Only proposals deemed responsive will be considered for award of Contract

6.1.1 Cover Letter

The proposal shall contain a cover letter, introduction, and a general statement for the purpose of responding to the RFP opportunity listing (limited to one page). The cover letter shall also include:

- 6.1.1.1** Opportunity Title and RAMP ID Number of the RFP, "RFP Facilities Maintenance and Signposting, RAMP ID #216028"
- 6.1.1.2** Legal business name, business address, and telephone number of the Proposer and company RAMP ID profile number
- 6.1.1.3** Legal business status and business structure of the Proposer (Sole proprietorship, partnership, limited liability company, corporation, C-corporation, S-corporation, benefit corporation, close corporation, nonprofit corporation, cooperative, other)
- 6.1.1.4** Name(s), title(s), address(es), telephone number(s), and email address(es) of the person(s) who are authorized to legally represent the Proposer regarding all matters related to the Proposal and contract subsequently awarded to said Proposer, including to enter negotiations with the City. The cover letter shall also indicate any limitation of authority for any person(s) named.
- 6.1.1.5** The cover letter shall be signed by the representative(s), or officer(s), of the Proposer's business who is authorized to legally bind the Proposer to all provisions of this RFP, to all offers, statements, and pricing submitted in the Proposal, to any subsequently awarded Contract(s), and any subsequent changes or Amendments to the Contract(s), if an award is made (Refer to Section 6.9 Execution of Proposals for more information).
 - 6.1.1.5.1** If the Proposer is a partnership, the proposal shall be signed in the name of the partnership by a general partner thereof.

6.1.1.5.2 If the Proposer is a California corporation, the proposal shall be signed on behalf of the corporation by:

6.1.1.5.2.1 Two (2) authorized signatories: One signatory shall be of the Chairman of the Board, President, or Vice-President, and one signatory shall be of the Secretary, Assistant Secretary, Chief Financial Officer, or Assistant Treasurer. The signature of a single individual holding offices in each category is acceptable.

-or-

6.1.1.5.2.2 One signature of a corporate-designated individual together with a properly attested resolution of the Board of Directors, or copy of the Bylaws, authorizing the individual to sign.

6.1.2 Table of Contents

The proposal shall include a table of contents that clearly identifies the materials included in the proposal, ordered and separated by section and page number.

6.1.3 Company Profile

The Proposer shall provide a Company Profile in the format of a narrative summary. The Company Profile shall include:

6.1.3.1 Date and location company was founded/established

6.1.3.2 Type of business (Sole proprietorship, partnership, limited liability company, corporation, C-corporation, S-corporation, benefit corporation, close corporation, nonprofit corporation, cooperative, other)

6.1.3.3 Type of business (Local, national, or international). If national or international, the Proposer shall specify where the Company is headquartered and list all satellite locations.

6.1.3.4 Historical background of the Company

6.1.3.5 Financial Status Report

6.1.3.5.1 It is imperative that the Proposer include adequate information in the Company Financial Status Report, as the City will utilize this information during the evaluation phase of this RFP to determine the Proposer's financial ability to complete the Scope of Work in any awarded Contract(s).

6.1.3.6 The total number of full-time staff employed by the Company across the country

6.1.3.7 The number of full-time staff that will directly provide the services specified within the Scope of Work of this RFP and Proposal.

- 6.1.3.8** Identification of the key individuals who will primarily work with LADOT, including officers, managers, and staff. Refer to Section 3.3 Required Staffing Plan and Required Key Project Personnel for required positions.
- 6.1.3.8.1** Include names, titles, licenses, certificates, fields of expertise, resumes, and relevant experience for all officers, managers, and staff that are required by this RFP.
- 6.1.3.8.2** Resumes of all key personnel shall be included in the Proposal as an attachment.
- 6.1.3.9** If personnel assigned to this project shall be shared with other projects, indicate how much time each person/position will be devoted to this project and to all other projects. The Proposer shall identify the percentage of time dedicated to this project, along with the dedicated time of other projects.
- 6.1.3.10** Proposers shall include a completed Position and Task Report (refer to Exhibit 12 - Personnel and Position Task Report, attached hereto and incorporated herein) for all key personnel working on this project within the Company Profile.
- 6.1.3.11** Proposers are to include a section within the Proposal outlining the methodologies used for hiring and evaluating personnel working on this project.
- 6.1.3.12** A Staffing Plan that shall describe the performance and function of all supervisory personnel and other required/key personnel in detail.
- 6.1.3.13** A project organizational chart of all personnel working on this project, that depicts the project team's organization, including reporting relationships to the Project Manager, supervisory staff, General Manager, and all other key personnel.
- 6.1.3.14** In addition to the information requested within this Subsection, Proposers shall complete Exhibit 12 - Personnel and Position Task Report, Form A - Questionnaire (attached hereto and incorporated herein) and Form D - Financial Background (attached hereto and incorporated herein). The Exhibit and Forms listed here shall be included in the Proposal section titled, "Proposed Costs."

6.1.4 Proposer Qualifications

Proposers shall have at least five (5) years of successful experience in facilities management and maintenance and sign management and maintenance. The Proposer shall demonstrate successful experience in project budgeting, project management, commercial property management (especially of rail stations and Park-and-Ride facilities), construction management, capital improvement project management, asset management, and landscape management. Proposers shall have experience working with subcontractors on rail station capital improvements, and should have relationships or knowledge of local contractors who can maintain any and all parts of the rail stations. Proposers shall have executed a comparable scope of work to that described within this RFP or should consider submitting as a sub-contractor in collaboration with a Prime Proposer that can demonstrate such experience.

6.1.4.1 The Proposer Qualification Section of proposals shall contain a client list of the Proposer's complete history of participation in projects of comparable scope and complexity to those as described in the RFP, including any past LADOT service, with a summary of the results and final work products of each of those projects.

6.1.4.1.1 Proposers shall complete one (1) Form B - Proposer's Past Projects and Experience, attached hereto and incorporated herein, for each separate project or client related services were successfully provided.

6.1.4.1.2 Proposers shall ensure that addresses, phone numbers, and email addresses for all clients' provided are current and operational.

6.1.5 References

The Proposer shall include in the Reference Section of its proposal at least three (3) credible references from municipalities or transit agencies with whom the Proposer has performed services like those described in this RFP within the past five (5) years. LADOT reserves the right to request additional references, to contact and verify all references, and to request additional supporting information from the Proposer as LADOT deems necessary. The information gained through reference checks will be incorporated into the City's evaluation of the Proposer's qualifications.

6.1.5.1 The Proposer shall complete one (1) Form C - Additional Proposer References, attached hereto and incorporated herein, for each reference provided.

6.1.5.1.1 Proposers shall ensure that addresses, phone numbers, and email addresses for all references provided are current and operational. The information gained through reference checks will be incorporated into the City's evaluation of the Proposer's qualifications.

6.1.6 Staffing and Organization

Proposers shall complete and provide a Staffing Plan. The Staffing Plan is an essential component of the proposal and shall describe and detail the performance and function of all management, supervisory, key project personnel, and any other personnel positions deemed critical or necessary for the successful completion of the scope of work described in this RFP.

6.1.6.1 The Staffing Plan shall include a commitment matrix detailing the percentage of time each individual will dedicate to this project. Proposers shall:

6.1.6.1.1 Complete and submit Exhibit 12 - Personnel and Position Task Report, as part of their proposal;

6.1.6.1.2 Included detailed resumes for all required key project personnel; and,

6.1.6.1.3 Include an organizational chart that depicts clear lines of authority between all management, supervisory, and required personnel.

6.1.6.2 At a minimum, the Staffing Plan shall include, but not be limited to, detailed descriptions of the required Key Project Personnel, as described in Section 3.1

Staffing Requirements and other key project personnel or staff the Proposer may deem necessary for the successful completion of this project.

- 6.1.6.3** The Proposer shall identify all Primary and Alternate/Replacement personnel for each of the required positions and other staff as appropriate. Any proposed replacement personnel must possess qualifications and experience equal to or greater than the original personnel submitted in the proposal.
- 6.1.6.4** The Proposer shall notify LADOT, in writing, within five (5) business days, of any changes to the job functions and/or person assigned to these key positions.
 - 6.1.6.4.1** LADOT reserves the right to approve/deny any personnel changes. LADOT may also require the Contractor to remove and replace any personnel deemed unsatisfactory in their performance of the contract.
- 6.1.6.5** If the Proposer includes the use of subcontractors for any position(s)/work described within this RFP, the proposal shall describe the arrangement(s) agreed upon between the Proposer and the subcontractor(s) and the specific tasks and work to be completed by the subcontractor(s).
- 6.1.6.6** All Proposers shall incorporate the personnel retained as required by the City's Service Contract Worker Retention Ordinance (SCWRO), as described in Appendix A - Mandatory City Contracting Requirements (July 2024), Section J. Living Wage Ordinance and Worker Retention Ordinance, within the Staffing Plan.

6.1.7 Operating Methodology & Plans

- 6.1.7.1** Facilities Management Plan
 - 6.1.7.1.1** Landscape and irrigation asset inventory
 - 6.1.7.1.2** Start-Up Landscape Clean-up and Plant Replacement Plan
 - 6.1.7.1.3** Facilities Systems and Components Asset Inventory
 - 6.1.7.1.4** Facilities Systems and Components Asset Management Plan
 - 6.1.7.1.5** Preventative Maintenance Plan
 - 6.1.7.1.6** Maintenance Schedule
 - 6.1.7.1.7** Capital Improvement Plan
 - 6.1.7.1.8** Waste Removal Plan
 - 6.1.7.1.9** Facilities Management, Progress, and Budget Report template
 - 6.1.7.1.10** Incident Notification and Resolution Report template
- 6.1.7.2** Sign Management and Maintenance Plan

6.1.8 Best Value Proposal

This is a best-value procurement. This is not a low-bid procurement. The cost proposal will only account for up to ten (10) points of the total evaluation score. Proposers shall submit a cost proposal that includes pricing to satisfactorily and successfully complete the services described in this RFP and the proposal.

- 6.1.8.1** All costs of this RFP shall be submitted on the appropriate Cost Component Forms and included in the Proposal Section titled, "Proposed Costs." The Cost Component Forms for this RFP include Form E - Cost Component: Facilities, attached hereto and

incorporated herein, and Form F - Cost Component: Sign Management & Maintenance, attached hereto and incorporated herein.

- 6.1.8.2 All Cost Component Forms shall be completed in adherence to the instructions of each Cost Component Form and shall be formatted as shown on each Cost Component Form.
- 6.1.8.3 The costs associated with any optional proposed deliverables shall be clearly separated in the budget.
- 6.1.8.4 All proposals, including associated costs, quotes, and pricing, submitted in response to this RFP shall be binding on the Proposer for a minimum of three hundred sixty-five (365) days from the Proposal Deadline of this RFP.

6.1.9 City Contracting Requirements

All compliance documents listed in Appendix A - Mandatory City Contracting Requirements (July 2024), shall be submitted with the proposal or as indicated. Failure to comply with these requirements may render the proposal non-responsive.

6.1.9.1 [Mayor's Executive Directive No. 14 \(Villaraigosa Series\)](#), requires that all proposers responding to this RFP perform subcontractor outreach to all available MBE, WBE, SBE, EBE, DVBE, and OBE firms which could perform a portion of the scope of work required in this RFP. As proof of the proposer's outreach efforts, the proposer is required to perform the Business Inclusion Program (BIP) Outreach on the City of Los Angeles Regional Alliance Marketplace for Procurement (RAMP) website, at <https://www.rampla.org/s/>.

6.1.9.1.1 All Proposers shall perform and submit the BIP Outreach requirements on RAMP, as described in Appendix A - Mandatory City Contracting Requirements (July 2024), Section A - Business Inclusion Program (BIP). In addition to completing the BIP Outreach requirements on RAMP, Proposers shall download BIP Schedule A from the RAMP website and include BIP Schedule A within the proposal submission.

6.1.9.1.2 **IMPORTANT: The due date to complete BIP Outreach is Wednesday, March 18, 2026, at 12:00 AM PT (midnight). Failure to satisfy the BIP Outreach requirements by the BIP Outreach due date shall result in the proposal being deemed non-responsive and disqualified from being considered.**

6.1.10 Financial Background Statement

The Proposer shall complete and submit Form D - Financial Background, attached hereto and incorporated herein, in addition to submitting a detailed company portfolio demonstrating the Proposer's financial background including the company's financial viability for the past three (3) years; credit references; on-going projects; and all pending litigations which the company may be directly or indirectly involved.

- 6.1.10.1** Proposers shall include financial statements, including balance sheets and income statements prepared by an independent certified public accountant for the past three (3) years to reflect the financial condition of the Proposer.
- 6.1.10.2** Financial background statements shall also include whether the company has ever had a bond or surety canceled or forfeited and whether the company has ever been declared bankrupt.
- 6.1.10.3** Failure to submit the above aforementioned documents, omit or provide misstated information may result in the rejection of the proposal and result in disqualification.

6.2 Submitting Proposals

All proposals shall be submitted no later than **Wednesday, April 1, 2026, at 3:00 PM PT.**

- 6.2.1** Timely submission of proposals is the sole responsibility of the Proposer. All proposals delivered after the deadline will be deemed non-responsive. The City reserves the right to determine the timeliness of all proposal submissions.
- 6.2.2** All solicitation responses shall be received by the deadline stated above and submitted electronically through Hightail (<https://www.hightail.com/lite-signup>), addressed to lindsey.estes@lacity.org, with a copy to ladot.transitcontracts@lacity.org. The file name shall contain the Proposer's company name, RAMP ID Number (Opportunity Number), Request for Proposals Opportunity Title, and Part Number (e.g., `CompanyName_RAMP216028_FacilitiesMaintenance&Signposting_Part#`). LADOT will not accept hard copy proposal responses, including those delivered by hand-delivery, USPS, or other mail couriers.
 - 6.2.2.1** Hightail offers registration for a free account that allows users to upload and send files with a maximum size of 100MB. Senders will receive an email confirmation and the recipient will receive a link to the files. LADOT will confirm the acceptance of proposals to senders by email outside of Hightail. Access to the files will expire after a certain amount of days (auto-generated by Hightail).
- 6.2.3** The proposal shall be in PDF format and include the contents described in this RFP and Exhibit 13 - Proposal Requirements Checklist. Additionally, Proposers shall answer all questions in Section 7.3.4 Qualifications of Proposer (20 points), Section 7.3.5 Qualifications of Staff (10 points), Section 7.3.6 Qualifications of Subcontractors (10 points), Section 7.3.7 Operating Methodology and Work Plans (50 points), and Section 7.3.8 Cost Effectiveness (10 points). All required Exhibits, Forms, and Reports listed in Section 13. Exhibits (attached hereto and incorporated herein), Section 14. Forms (attached hereto and incorporated herein), and Section 15. Appendices (attached hereto and incorporated herein) shall be included in proposal responses. All responses shall not exceed eighty (80) single-sided, or forty (40) double-sided, pages of content, exclusive of cover, dividers, resumes, and other requirements.
- 6.2.4** The proposal shall be in PDF format and submitted in four (4) parts:
 - 6.2.4.1 Part 1 – Proposal**

All documentation requested in Sections 6.1.1 – 6.1.8, Section 7.3 Proposal Evaluation Criteria, Exhibit 12 - Personnel and Position Task Report, and Section 14.

Forms shall be submitted together as Part 1 of the Proposal. Part 1 of the Proposal shall include a table of contents and numbered pages for ease of review by the evaluation committee. Emphasis should be placed upon completeness and clarity of content with sufficient detail to allow for accurate evaluation and comparative analysis. The file name shall contain the Proposer's company name, RAMP ID # (Opportunity Number), Request for Proposals Opportunity Title, and Part Number (e.g., CompanyName_RAMP216028_FacilitiesMaintenance&Signposting_Part1).

6.2.4.2 Part 2 – Mandatory City Contracting Requirements

All City Contracting Requirements specified within Section 6.1.9 City Contracting Requirements and Appendix A - Mandatory City Contracting Requirements (July 2024), (other than those submitted through RAMP) shall be submitted in a separate PDF document as Part 2. The file name shall contain the Proposer's company name, RAMP ID # (Opportunity Number), Request for Proposals Opportunity Title, and Part Number (e.g., CompanyName_RAMP216028_FacilitiesMaintenance&Signposting_Part2).

6.2.4.3 Part 3 - Mandatory FTA Contracting Requirements

All FTA Contracting Requirements specified within Appendix B - Federal Transit Administration (FTA) Contractual Provisions (August 2025), attached hereto and incorporated herein, (other than those submitted directly to FTA) shall be submitted in a separate PDF document as Part 3. The file name shall contain the Proposer's company name, RFP #, Request for Proposals Opportunity Title, and Part 3 (e.g., CompanyName_RAMP216028_FacilitiesMaintenance&Signposting_Part3).

6.2.4.4 Part 4 – Financial Background Statement

All details required under Section 6.1.10 Financial Background Statement shall be submitted in a separate PDF document as Part 4. The file name shall contain the Proposer's company name, RAMP ID # (Opportunity Number), Request for Proposals Opportunity Title, and Part Number (e.g., CompanyName_RAMP216028_FacilitiesMaintenance&Signposting_Part4).

- 6.2.5** For reference, and to assist in preparing all four (4) Parts of the Proposer's response to this RFP, the three (3) checklists are included in this RFP are: Appendix A - Mandatory City Contracting Requirements (July 2024), City Contracting Requirements Checklist; Appendix B - Federal Transit Administration (FTA) Contractual Provisions (August 2025), FTA Checklist - Service/Operations; and, Exhibit 3 - Site Visits and Inspections Frequency.

6.3 Mandatory, Virtual Pre-Proposal Conference

The **mandatory**, virtual Pre-Proposal Conference will be held to clarify the contents of this RFP, the Scope of Work, the RFP process, and requested services.

- 6.3.1** The mandatory, virtual Pre-Proposal Conference will be conducted via the Zoom Platform, on Wednesday, March 4, 2026, at 10:00 AM PT.

- 6.3.2** Interested Proposers shall register for the Pre-Proposal Conference, using the following link:, no later than Tuesday, March 3, 2026, at 4:00 PM PT.

- 6.3.2.1** Registration Link for the Mandatory, Virtual Pre-Proposal Conference: https://us02web.zoom.us/webinar/register/WN_Okh_kNKLTlefEtbm5hujiQ
- 6.3.3** Prospective respondents who fail to attend or meet the following mandatory attendance requirements for this conference will not be eligible to submit a response to this RFP.
- 6.3.3.1** Attendance is mandatory.
- 6.3.3.2** Attendees who are more than fifteen (15) minutes late from the scheduled start time of the conference will not receive attendance credit.
- 6.3.3.3** At least one (1) representative from each proposer’s company shall be present and remain logged into the conference until the conference is officially concluded by the LADOT.

6.4 RFP Questions, Addenda, and Clarifications

- 6.4.1** Proposers shall submit questions, comments, or inquiries through the Google Form only, <https://docs.google.com/forms/d/e/1FAIpQLSfWko9RfBuMyEmETr-SZZuP9V9gc510CqfwHxW6Mr508VqG6g/viewform>. Do not email any questions or request for assistance to any individuals listed within this RFP. The question period is open beginning at the time of the publication of this opportunity listing on RAMP through Wednesday, March 11, 2026, at 5:00 PM PT. Questions received after the deadline will remain unanswered.
- 6.4.2** Answers to all questions will be provided via Addenda posted to the RAMP website in the opportunity listing for this RFP. No individual responses will be provided.
- 6.4.3** LADOT will be unable to answer any questions related to RAMP as this website and portal is operated by a separate City department and contractor. Proposers may reference manuals and other information via the [RAMP Support](#) link. Should additional guidance be needed, proposers may submit a request for help via <https://cityoflaprod.service-now.com/rampla>. Please be aware that it may take up to 10 days for a response from RAMP.
- 6.4.4** The Proposer shall acknowledge any and all addenda posted to the opportunity listing for this RFP by printing and signing all addenda and including the document(s) in the appendix of the proposal. Proposals that fail to acknowledge receipt of any written addendum or addenda may result in the rejection of the proposal as non-responsive.
- 6.4.5** LADOT is unable to provide assistance to users that need help with their BIP Outreach, Summary Issues, or RAMP Business Profiles. For RAMP assistance, please visit the RAMP website and click on Support or navigate to <https://www.rampla.org/s/support>. There are a number of manuals published on the RAMP website that may provide instructions to resolve issues that users may experience. If these manuals do not work, please submit a RAMP help ticket for additional assistance, by visiting <https://cityoflaprod.service-now.com/rampla>.
- 6.4.6** LADOT and the City reserves the right to change or retract this contracting opportunity at any time and for any reason.

6.5 Acceptance of Terms and Conditions

Submission of a proposal pursuant to this RFP shall constitute acknowledgment and acceptance of all terms and conditions hereinafter set forth in this RFP unless otherwise expressly stated in the Proposal.

6.6 Proposal Conditions and Limitations

Proposals that set forth conditions or limitations different from those set forth in the RFP may be considered non-responsive and rejected.

6.7 Conference During the Proposal Period

After expiration of the time to submit proposals and continuing until a contract has been awarded, all City personnel involved in the project are directed **NOT** to hold any meetings, conferences, or technical discussions with any Proposer except as provided in this Section. Proposers shall not communicate in any manner with City personnel regarding the RFP or the proposals during this period of time, unless authorized, in writing, by the Evaluation Committee. Failure to comply with this requirement will automatically terminate further consideration of that bidder's proposal.

6.8 Terms of Withdrawal

6.8.1 Proposers may withdraw their proposal provided that a request is submitted in writing and is received prior to the proposal deadline. A written request to withdraw, signed by an authorized representative of the Proposer, shall be submitted to LADOT Headquarters at 100 South Main Street, 10th Floor, Los Angeles California 90012, with a copy emailed to lindsey.estes@lacity.org and ladot.transitcontracts@lacity.org to ensure timely receipt. After withdrawing a previously submitted proposal, the Proposer may submit another proposal at any time up to the specified submission deadline.

6.8.2 After the Proposal due date/time, no Proposer may withdraw their proposal. A Proposer will not be released on account of errors in its proposal. All proposals shall be firm offers and may not be withdrawn for a period of three hundred sixty-five (365) calendar days following the deadline date for submission of proposals noted herein. All costs associated with the submission of the proposal shall be valid for a period of three hundred sixty-five days.

6.9 Execution of Proposals

If the proposal is submitted by a joint venture, then both firms shall sign the proposal in the name of the joint venture. If the Proposer is a corporation, the proposal shall be signed on behalf of the corporation by two authorized officers (a Chairman of the Board, President or Vice President and Secretary, Treasurer or Chief Financial Officer) or an officer authorized by the Board of Directors to execute such documents on behalf of the corporation. If the Proposer is a partnership, the proposal shall be signed in the name of the partnership by a general partner thereof.

6.10 Disposition of Proposals

6.10.1 All proposals submitted in response to this RFP will become the property of the City and will be a matter of public record. Proposers shall identify, in writing, all copyrighted material, trade

secrets or other proprietary information that it claims are exempt from disclosure under the Public Records Act (California Government Code §6250 et seq.).

- 6.10.2** Any Proposer claiming such an exemption shall identify the specific provision of the Public Records Act that provides an exemption from disclosure for each item that the proposer claims is not subject to disclosure under said Act. Any proposer claiming such an exemption shall also state in its proposal that the proposer agrees to defend, indemnify, and hold harmless the City, and its Officers and employees, from any action brought against the City for its refusal to disclose such material, trade secrets, and other proprietary information to any party making a request therefor. Any Proposer who fails to include such a statement shall be deemed to have waived any right to an exemption from disclosure as provided by said Act.

6.11 Limitations

- 6.11.1** Notwithstanding any other provisions of this RFP, the City reserves the right to reject all proposals and to waive any informality in a proposal when to do so would be to the advantage of the City or its taxpayers.
- 6.11.2** The Proposer understands and agrees that the City shall have no financial responsibility for any costs incurred by the Proposer in responding to this RFP.
- 6.11.3** The [City of Los Angeles Administrative Code, Division 10, Chapter 1, Article 2, §10.15 \(d\)](#) requires that every proposal, bid, or offer shall have thereon or attached thereto the affidavit of the bidder indicating that: such proposal is genuine, not sham or collusive, nor made in the interest of any person not therein named; that the Proposer has not directly or indirectly induced or solicited any other Proposer to submit a sham bid or to refrain from proposing; and that the Proposer has not in any manner sought by collusion to secure for itself an advantage over any other Proposer. Any proposal made without such affidavit, or found to be in violation thereof, shall not be considered (Reference Appendix A - Mandatory City Contracting Requirements (July 2024), Section D. - Non-Collusion Affidavit).
- 6.11.4** The selected Proposer shall stipulate that in any action related to the awarded contract, the venue shall be in the County of Los Angeles, State of California.

7. Evaluation and Selection Process

7.1 Mandatory Requirements

- 7.1.1** All proposals will be reviewed by the City to determine if the proposals contain the minimum essential requirements outlined in this RFP, including instructions governing submission and format, compliance with Mandatory City Contracting Requirements, satisfactorily completing the BIP Outreach requirements [Refer to Appendix A - Mandatory City Contracting Requirements (July 2024)], and satisfactorily completing the FTA Requirements, Appendix B - Federal Transit Administration (FTA) Contractual Provisions (August 2025).
- 7.1.2** Proposals that satisfy all minimum requirements set forth in this RFP will be deemed responsive. LADOT reserves the right to ask Respondents to cure non-material deficiencies in their Proposal; non-material deficiencies that are cured shall not be the basis of a proposal being deemed non-responsive. Any Proposals deemed non-responsive will be notified in writing.

7.2 Evaluation Committee

Evaluation of the proposals will be made by an Evaluation Committee that will consist of at least three members appointed by LADOT.

7.2.1 The Evaluation Committee will rank all responsive proposals according to the guidelines outlined in Sections 7.3, 7.5, 7.6 and 7.7. The successful and most qualified Proposer(s) will be named and selected after all the proposals, as-needed oral interviews, and as-needed presentations are completed and evaluated by the Evaluation Committee. The Evaluation Committee will prepare a report for the General Manager of LADOT that includes the information that was utilized to evaluate all proposals and the explanation for the recommended selection of the most qualified Proposer(s), which will be forwarded to the Mayor and City Council for approval.

7.3 Proposal Evaluation Criteria

The Evaluation Committee will use the evaluation criteria below to examine the submitted proposal(s).

7.3.1 Proposers are reminded that this is a best-value procurement. This is not a low-bid procurement. The cost proposal is only one consideration in the evaluation process. LADOT is interested in cost-effectiveness and will evaluate proposed costs in relation to the quality and level of service to be provided. The qualifications of the Proposer, proposed staff, and the proposed operating plan and methodology will all be considered during the evaluation of the proposal(s). Written proposals from responsive Proposers will be evaluated and awarded points using the criteria described in Sections 7.3.1 through 7.3.5. The maximum points proposers may earn for their written proposals is one hundred (100) points, which becomes the Total Written Proposal Score.

7.3.2 The Total Written Proposal Score excludes any and all preferences or incentives awarded as described in Section 7.6 - Local Business Preference Program Ordinance, and Section 7.7 - California Labor Code §1070-1074 for Public Transit Service Contracts. The Total Final Evaluation Score that Proposers may earn will include the Total Written Proposal Score, any and all applicable Local Business Preference Program (LBPP) awarding preferences, and any and all applicable California Labor Code for Public Transit Service Contracts incentives.

7.3.3 The Evaluation Committee will score and apply a forced rank to all responsive proposals according to the following evaluation criteria and may conduct interviews with each responsive Proposer.

Evaluation Criteria for RAMP Opportunity 216028		
Section	Evaluation Criteria	Points Possible
7.3.4	Qualifications of Proposer	20 Points
7.3.5	Qualifications of Proposed Staff	10 Points
7.3.6	Qualifications of Subcontractors	10 Points
7.3.7	Operating Methodology and Work Plans <ul style="list-style-type: none">● Facilities Management Work Plan● Sign Management and Maintenance Work Plan	50 Points <ul style="list-style-type: none">● 40 Points● 10 Points

Evaluation Criteria for RAMP Opportunity 216028		
Section	Evaluation Criteria	Points Possible
7.3.8	Cost-Effectiveness	10 Points
TOTAL WRITTEN PROPOSAL SCORE		100 Points
7.6	Local Business Preference Program Ordinance*	
7.6	Contractor - Local Business* (Certified and approved by DAA) -or-	Up to 10 Points* (Up to 10% increase added to Total Written Proposal Score)* -and- Up to 10% reduction of total bid price (solely for evaluation purposes, not to exceed \$1,000,000)*
7.6	Contractor - City Business* (Certified and approved by DAA) -or-	Up to 12 Points* (Up to 12% increase added to Total Written Proposal Score)* -and- Up to 12% reduction of total bid price (solely for evaluation purposes, not to exceed \$1,000,000)*
7.6	Contractor - No LBPP Certifications WITH Subcontractor with LBPP Certifications* (Certified and approved by DAA) -or-	Up to 5 Points* (Up to 5% increase added to Total Written Proposal Score)* -and- Up to 5% reduction of total bid price (solely for evaluation purposes, not to exceed \$1,000,000)*
7.7	California Labor Code for Public Transit Service Contracts**	Up to 10% increase added to Total Written Proposal Score**
TOTAL FINAL EVALUATION SCORE		Up to 122 Points***

* Additional awarding preferences will be added to the Total Written Proposal Score as described in the Los Angeles Administrative Code Article 4. Local Business Preference Program, as referenced in Section 6.6 – Local Business Preference Program Ordinance

** Additional points will be added to the Proposers Total Written Proposal Score. Refer to Section 6.7 California Labor Code for Public Transit Service Contracts.

*** Total Final Evaluation Score is a total of the Total Written Proposal Score, all applicable LBPP awarding preferences, and all applicable California Labor Code for Public Transit Service Contracts added together, including any applicable reduction in bid price.

7.3.4 Qualifications of Proposer (20 points)

7.3.4.1 Each Proposer shall demonstrate past and present ability to fulfill the requirements established by this RFP. Each Proposer shall provide detailed information demonstrating an ability to perform the necessary services with specific reference to the activities noted in this RFP in Section 4. Scope of Work.

- 7.3.4.2** Proposals should demonstrate technical ability and experience with projects similar in size and scope, including those related to Facilities, property and/or facilities management, and rail stations. Proposals will be evaluated based on the relevant experience of the firm and the references provided in Form B - Proposer's Past Projects and Experience. Proposals will be evaluated based on past record of performance and familiarity with local, state, and federal policies and procedures.
- 7.3.4.3** Proposers shall furnish proof of ability to perform the terms of this proposal. The Proposer shall include in their proposal a list of clients, the clients' addresses and telephone numbers, for whom the Proposer has performed services similar to those described in this RFP. The Proposer shall also include a description of all those similar services, including dates and duration of work. The Proposer's organizational chart shall be included in this section.
- 7.3.4.4** Proposers shall provide comprehensive answers to the following list of questions. The responses to these questions will be included in the City's evaluation of the proposer. In addition, the response to the questions may be incorporated and made part of the contract. In your proposal, please restate the following questions followed by your response.
- a. What is the general type of work performed by your firm and in what geographical areas do you predominantly work?
 - b. What is your firm's knowledge of and experience in managing and maintaining Facilities as described herein this RFP, or other similar projects?
 - c. What other contracts has your firm negotiated with private or public entities which are similar to this RFP? What are the major differences between the previous work and this RFP? What was the Scope of Work and budget of the other contracts? Provide a detailed list of other companies (including contact person) of similar Scope of Work.
 - d. What research does your firm perform in the area to be served prior to pursuing a service contract? Describe your knowledge of the service area associated with the contract we are evaluating?
 - e. What performance standards has your firm established for its contract operations? What are some of your goals and what has been achieved? Please provide detailed examples.
 - f. How would you respond to emergencies and/or unanticipated events at one of the facilities listed in this RFP? The Proposer should describe any past experiences that would qualify under these evaluation criteria and explain how the events were handled by the Proposer.
 - g. Has your firm ever failed to complete any work awarded to you? Has your firm ever defaulted or been terminated from a contract? If yes, please explain in detail.

- h. Has your firm received any “Cure Notices” or other written notices regarding poor/unsatisfactory performance in the past three years? If yes, please explain in detail.
- i. What is your firm’s previous experience working with the proposed subcontractors? What type of agreement do you have with them? How do you ensure accountability of your subcontractors?

7.3.5 Qualifications of Staff (10 points)

7.3.5.1 The City will be evaluating the proposed staff’s experience, education, and background. The Proposer should identify the Principal, Project Manager/General Manager, Key Project Personnel, all required personnel, and support staff. Background and experience shall be included, as well as their availability and commitment to work on this project. Resumes shall include dates of previous employment history. An organizational chart of all positions with management personnel, Key Project Personnel, and subcontractors’ names indicated should be included in this section. The Proposer should describe the tasks to be assigned to the Principal and the Project Manager, and their percentage of time that they will be dedicated to these tasks.

7.3.5.2 This section of the proposal will include, but be not limited to, a list of all required personnel and subcontractors for the project. If subcontractors are to be used, describe the arrangement as well as their role in the project.

7.3.5.3 Proposers shall provide thorough answers to the following questions. The responses to these questions will be included in the City’s evaluation of the proposer. In addition, the responses to the questions may be incorporated and made part of the contract. In your proposal, please restate the questions followed by the response.

- a. Identify the Facilities Manager who will work 100 percent of his/her time on this project and his/her Alternate(s). Describe the person’s experience and qualifications to perform the work.
- b. Please identify all other staff that will work on this project. What are their backgrounds and what percent of each person’s time will be allocated to the project? (Refer to Section 3 above).
- c. How are staff vacations and emergencies handled? Who performs the duties of a staff member when that person is on vacation?

7.3.6 Qualifications of Subcontractors (10 points)

7.3.6.1 The Proposer shall clearly identify all subcontractors that will be utilized to perform any portion of the work described in this RFP, whether fixed-price or variable, as-needed tasks. The proposal shall include:

- 7.3.6.1.1** A list of proposed subcontractors, organized by type of work (e.g., electrical, paving, signage, specialized transit infrastructure).

- 7.3.6.1.2** An organizational chart showing how subcontractors relate to the prime contractor in both fixed-price and variable-cost work execution.
 - 7.3.6.1.3** A clear explanation of which subcontractors are proposed for specific categories of specialized tasks (e.g., switchgear, thermoplastic rail markings, ADA-compliant transit elements).
 - 7.3.6.1.4** Documentation of subcontractor qualifications and relevant experience performing work in public transportation environments.
 - 7.3.6.1.5** Subcontractor resumes or firm profiles highlighting certifications, rail/transit safety training, or Right-of-Entry permit experience.
 - 7.3.6.1.6** Evidence of **preexisting relationships or commitment letters** from subcontractors confirming availability and agreement to perform services if the contract is awarded.
 - 7.3.6.1.7** An explanation of how subcontractor coordination will be managed, including communication, scheduling, quality control, and compliance oversight.
- 7.3.6.2** Failure to provide clear identification of subcontractors, their roles, qualifications, or proof of commitment may result in disqualification or scoring reductions in this category.

7.3.7 Operating Methodology and Work Plans (50 points)

- Facilities Management Plan (40 points)
- Sign Management and Maintenance Work Plan (10 points)

7.3.7.1 The Proposer shall explain in detail the methods and resources the Proposer will utilize to perform the work, tasks and subtasks, described in this RFP. The Proposer's Work Plans will be evaluated based on the proposer's effective approach and quality of the Plan. Proposers should respond to the following and include any other information that will be relevant to the project:

- a. Describe the number of people allocated to perform the duties, who will be performing the duties, their hourly rates, and what percent of their time is allocated to the project.
- b. What project management techniques, including software, will be used to manage daily tasks, capital improvements, emergency repairs, etc.?
- c. What communication protocols will be used to communicate with LADOT staff?
- d. How will you develop and carry out the Facilities Management Plan and the Sign Management and Maintenance Plan

7.3.8 Cost Effectiveness (10 points)

- 7.3.8.1** The City is interested in cost-effectiveness rather than lowest bid and will evaluate proposed costs in relation to the quality and level of service to be provided. The total cost and hourly rate to conduct the program described in the proposal shall be reasonable and competitive with other proposals without compromising the technical quality of the final products. Hourly rates for each key staff member and adequate supporting information shall be included in the proposal.
- 7.3.8.2** The qualifications of the Proposer and proposed staff, and the proposed operating methodology will all be considered along with the proposed cost component in evaluating cost effectiveness. Cost proposals quoted shall be firm for a period of 365 days from the deadline date of this RFP. If a contract is awarded after 365 days, the City may include a CPI increase to the proposed Year 1 rate, subject to the approval of the City Council.
- 7.3.8.3** Proposers shall complete the cost sheets. As outlined below, the cost proposal should provide the total fixed price for the project, and a detailed cost for each task and (Form E - Cost Component: Facilities and Form F - Cost Component: Sign Management & Maintenance).
- a. All direct and overhead costs.
 - b. Number of task hours and billing rate of each key personnel assigned to the project.
 - c. The cost of each task shown under Section 4 - Scope of Work should be itemized to the individual facilities. These costs may be shown as hourly rate, or may appear as cost for time, materials, tools, supplies and equipment, as for infrequent service such as lighting maintenance or graffiti removal.
 - d. Any other known costs or expenses proposed as part of the project. Variable Costs are unknown, and therefore, will not appear in the total proposal. However, the hourly rate for personnel and equipment shall be indicated in the proposal.

7.4 Oral Interview

Proposers may be required to make oral presentations to the Evaluation Committee and should be prepared to have key management personnel available for these interviews. Interviews may be conducted virtually or in person at the LADOT Headquarters, located at 100 South Main Street, Los Angeles, California 90012. LADOT will provide all proposers at least five (5) days advance notification should interviews become a requisite of the evaluation of proposals. LADOT reserves the right to schedule more than one interview if the City determines that doing so will improve the Committee's understanding of a respondent's proposal.

7.5 Evaluation and Forced Ranking

- 7.5.1** Each Evaluation Committee member shall rank all respondents from highest to lowest based on the Total Final Evaluation Score earned by each respondent. Each Evaluation Committee member shall submit their final scores and summarize their ranking. Equal rankings shall not be allowed.

- 7.5.2** If a consensus forced ranking is achieved (i.e., all Evaluation Committee members rank the same respondent first), then the highest-ranked respondent shall be recommended. Then the Chair shall convene the Evaluation Committee to discuss the strengths and weaknesses of each respondent. After the discussion, each Evaluation Committee member shall privately re-rank all respondents and turn in the rankings to the Chair.
- 7.5.3** If a consensus forced ranking is not achieved, then respondents with the highest forced ranking average forced rank score (with each Evaluation Committee member's ranking weighed equally) shall be recommended.
- 7.5.4** In the event of a tie, the Chair shall recommend the preferred respondent from among the respondents that have a tied force ranking score and shall document, in writing, the reason for the decision. The Chair shall present the Evaluation Committee's recommendation to the General Manager. The General Manager shall make the final decision at LADOT and will submit the Department's recommendation to the Mayor and City Council.
- 7.5.5** Note that Total Final Evaluation Scores will only be used for purposes of forced ranking by each Evaluation Committee member. Under no circumstances will the sum of Total Final Evaluation Scores, the average of Total Final Evaluation Scores, or any other methodology involving the Total Final Evaluation Scores be used to select the recommended respondent.

7.6 Local Business Preference Program Ordinance

Proposers are advised that any proposal submitted and contract awarded from this procurement process shall be subject to the applicable provisions of the Los Angeles Administrative Code, [Article 4, Local Business Preference Program \(LBPP\) Ordinance](#). The City is committed to maximizing opportunities for City and Local businesses, as well as encouraging local businesses to locate and operate in the City of Los Angeles and Los Angeles County. The LBPP Ordinance allows the Department to apply awarding preferences to all proposals submitted by contractors and subcontractors that hold and maintain valid LBPP certifications from the time of the proposal submission due date through the expiration of the term of the Agreement and all Amendments, as certified by the Designated Administrative Agency (DAA) or the Bureau of Contract Administration. LBPP business types and the application of any award preferences are defined in the Los Angeles Administrative Code, [Article 4, Local Business Preference Program Ordinance](#).

- 7.6.1** To be eligible for award preferences, all eligible LBPP proposers and subcontractors must be certified and approved by the DAA, pursuant to its rules and procedures as a Local Business, a City Business, a Local Small Business, or a Local Transitional Employer and two-thirds of the services under the proposal, Agreement, and all Amendments are to be produced or performed in the jurisdiction the award preferences and LBPP certifications are provided. Information and guidance for applying for LBPP certifications can be found in the RAMP Certifications Manual, available at https://www.rampla.org/resource/1709673431000/RAMP_Certification.
- 7.6.2** For a detailed breakdown of the manner in which award preferences, the increase in percentage of Total Written Proposal Score and the bid price reduction (preference applied to a bid price such that the total bid price shall be reduced by 10% of the bid amount, and the reduced bid amount shall be deemed the amount Bid by that proposer, solely for bid evaluation purposes), please reference the Los Angeles Administrative Code [Article 4, Local Business Preference Program Ordinance](#).

7.6.3 It is also important to note that there are ramifications and penalties for the awarded contractor and subcontractors that received LBPP award preferences and fail to maintain their LBPP certifications. These penalties, ramifications, and remedies are defined in the Los Angeles Administrative Code [Article 4, Local Business Preference Program Ordinance](#).

7.6.4 For more information on how to apply for other City of LA certification programs, visit <https://bca.lacity.org/certification>. If you have questions on submitting certifications on RAMP, please reach out to RAMP Support by submitting a SNow web form: <http://snow.lacity.org/rampla>.

7.7 California Labor Code §1070-1074 for Public Transit Service Contracts

[California Labor Code Chapter 4.6 - Public Transit Service Contracts, §1070 to 1074](#), state that if a bidder, as part of the bid for a public transit service contract, follows all provisions of these California Labor Code Sections and declares that they will retain all employees of the prior contractor or subcontractor for a period of not less than 90 days, allows the awarding authority the ability to add up to a ten percent (10%) score incentive to the bidder's Total Written Proposal Score, which is equivalent to up to 10 points.

7.7.1 This RFP is subject to California Labor Code Sections for Public Transit Service Contracts, §1070 through 1074. As defined in California Labor Code Section 1072 (a), a bidder shall declare as part of the bid for a service contract whether or not they will retain the employees of the prior contractor or subcontractor for a period of not less than ninety (90) days. California Labor Code Section 1072 (b), an awarding authority (LADOT) letting a service contract out to bid shall give a ten (10) percent preference to any bidder who agrees to retain the employees of the prior contractor or subcontractor. Per California Labor Code §1071 (d), "employee" means any person who works for a contractor or subcontractor under a contract. *"Employee" does not include an executive, administrative, or professional employee exempt from the payment of overtime compensation.* If the Proposer complies with the California Labor Code Sections for Public Transit Service Contracts, §1070 through 1074, the ten (10) percentage points shall be added to the Proposer's Total Written Proposal Score.

7.8 Los Angeles Administrative Code Article 10 Worker Retention

7.8.1 The Los Angeles Administrative Code [Article 10. Worker Retention](#), Service Contractor Worker Retention Ordinance (SCWRO), requires a successor contractor and its subcontractors to provide employment offers and retain for a 90-day period certain employees who worked for the outgoing contractor or its subcontractors for at least 12 months. A successor contractor is one who has been awarded an agreement to provide services to or for the City that are similar to those that were provided under a recently terminated agreement. Thus, if a Proposer declares to retain all other employees not covered by the SCWRO (except executive, administrative, or professional employees exempt from payment of overtime compensation) shall be entitled to the ten (10) percentage points as specified under California Labor Code §1070 through 1074.

7.8.1.1 For more details and forms related to this ordinance, reference Appendix A - Mandatory City Contracting Requirements (July 2024), Section J. Living Wage Ordinance and Worker Retention Ordinance.

7.8.2 Upon awarding the Contract and during the term of the Agreement, the Contractor is responsible for notifying the City in writing of any new hires or reassignments of management project personnel changes and any changes in proposed personnel duties or hours that deviate from the original proposal. The Contractor shall notify the City within forty-eight (48) hours of

change. The City reserves the right to approve any changes to the Proposer's proposed Key Project Personnel and other staff and any changes in the proposed personnel duties or hours.

- 7.8.3** The Contractor shall comply with the rules and regulations City's Living Wage Ordinance and Worker Retention Ordinance, as described within Appendix A - Mandatory City Contracting Requirements (July 2024), Section J. Living Wage Ordinance and Worker Retention Ordinance. The proposal shall include information on employees' wages, benefits, and incentives, and subcontractors' costs to minimize turnover and retain a qualified labor force.

7.9 Data

All rights, title and interest in City data will remain the property of the City. The Contractor has no intellectual property rights or other claims to city data that is hosted, stored, or transferred to and from the products or the cloud services platform utilized by the Contractor, or to the City's confidential information. The Contractor will cooperate with the City if the Contractor becomes aware of any potential infringement of those rights in accordance with the provisions listed in this RFP.

7.10 Confidentiality

- 7.10.1** All documents, records, and information provided by the City to the Contractor, or accessed or reviewed by the Contractor, during the performance of the services will remain the property of the City. All documents, records, and information provided by the City to the Contractor, or accessed or reviewed by the Contractor and any of its employees during the performance of services are confidential (from now on collectively referred to as "Confidential Information"). The Contractor agrees not to provide Confidential Information, nor disclose their content or any information contained in it, either orally or in writing, to any other person or entity. The Contractor agrees that all Confidential Information used or reviewed in connection with the Contractor's work for the City will be used only to carry out City business and cannot be used for any other purpose. The Contractor will be responsible for protecting the confidentiality and maintaining the security of City documents and records in its possession.
- 7.10.2** Any Confidential Information provided by the City to the Contractor, or accessed or reviewed by Contractor, during the performance of services, will be made available to its employees, agents, and subcontractors only on a need to know basis. Further, the Contractor will provide written instructions to all of its employees, agents, and subcontractors, with access to the Confidential Information about the penalties for its unauthorized use or disclosure.
- 7.10.3** The Contractor must not remove Confidential Information or any other documents or information used or reviewed in connection with the Contractor's work for the City from City facilities without prior approval from the City. At no cost to the City the Contractor will, at the conclusion of services, or at the request of the City, promptly return in an organized manner that preserves and protects the documentation, any and all Confidential Information and all other written materials, notes, documents, or additional information obtained by the Contractor during the course of work under the contract. The Contractor will not make or retain copies of any such information, materials or documents. The Contractor and its employees, agents, and subcontractors may have access to confidential employee personnel information; misuse of such information may adversely affect the subject individual's privacy rights and may violate various federal and State statutes. The Contractor will implement reasonable and prudent measures to keep secure personal employee information accessed by its employees, agents, and

subcontractors during the performance of services. The Contractor will advise its employees, agents, and subcontractors of this confidentiality requirement.

7.10.4 The Contractor shall disclose the intent to use any service provider outside the continental United States of America to handle any aspect of the work within the scope of services, and shall describe to the City's satisfaction the methods which will be used to protect the City's interests and confidentiality of City records and information in doing so. The City reserves the right to approve any such service provider throughout the term of the contract at its sole and absolute discretion.

7.10.5 Any breach of security that occurs through the Contractor's website, offices or network shall require Contractor to be responsible for notifying City and all applicants affected by such breach. Contractor shall also be responsible for all costs associated with such notification. The Contractor shall indemnify the City for any breaches of its security and the improper disclosure of confidential information.

8. Term of Contract

8.1.1 Subject to the approval of the Mayor and City Council, and subject to the approval of the City Attorney as to form and legality, the City intends to enter into a contract with one (1) Contractor. The selected Contractor shall be required to enter into a written contract with LADOT in a form approved by the City Attorney.

8.1.1.1 The contract shall be in effect for a period of five-years (5-years). The City tentatively anticipates this personal service contract to commence October 1, 2026, and continue through September 31, 2031.

8.1.2 This RFP, all exhibits, forms, attachments, addenda, all other associated documentation, and the submitted proposal(s), or any part thereof, shall be incorporated by reference in the final contract. However, LADOT reserves the right to further negotiate the terms and conditions of the Contract with the selected Contractor. In the event of any conflict, the terms of the Contract shall prevail unless expressly stated otherwise. In drawing the Agreement, Sections 1 through 15, all Exhibits, Forms, Appendices, Attachments, Addenda of the RFP, as well as the Proposal, are to be considered part of the Contract.

8.1.3 All project findings, reports, data sets, documents, surveys, studies, drawings, maps, brochures, photographs, video footage, or any work produced by the Contractor, as part of this RFP, shall become the property of the City.

9. Compensation, Payment Incentives, & Invoicing

The City's obligations under this RFP are contingent upon the City's ability to obtain the funds from the funding agencies and/or the availability of City funds to finance the cost of these services.

9.1.1 The City shall pay the Contractor based on the costs contained in the submitted cost proposal, but not to exceed the budget approved by the City, for the complete and satisfactory performance of the terms and conditions of the Agreement for the period agreed upon. The contract ceiling for the contract will be determined by the awarded proposal and the final cost proposal.

- 9.1.2** The Contractor shall submit all invoices within thirty (30) days in arrears to the City. Invoices shall include documents supporting all charges and eligible expenses incurred by the Contractor. The Contractor shall submit separately a package of invoices for: (1) Facilities work under the Facilities Management Plan and (2) Sign Management and Maintenance work. Invoices for work under Section 4.5 Task 5: Additional Facilities & Additional Signs (Variable Cost), shall be invoiced as a separate package, or combined with the Facilities work invoice package and/or Sign Management and Maintenance work invoice package, as appropriate, at the discretion of the City's Project Manager and/or a City designated representative. Work completed by a subcontractor shall be charged to the Contractor who, in turn, will invoice LADOT for payment.
- 9.1.3** Invoices for Facilities work shall be accompanied with a completed Monthly Facilities Management, Progress, and Budget Report.
- 9.1.4** All monthly invoice package at the minimum, shall include:
- 9.1.4.1** Invoice summary sheet signed by the Contractor's Project Manager
 - 9.1.4.2** Invoice and supporting documents, including hourly rates
 - 9.1.4.3** Capital expenditures and supporting documents
 - 9.1.4.4** Schedule B
 - 9.1.4.5** Personnel Position and Task Report
 - 9.1.4.6** Copies of any penalty letters assessed during the invoice period
- 9.1.5** The City will review invoices and supporting documents for approval and accuracy. The City agrees to pay undisputed invoices within sixty (60) days upon receipt of invoices. If invoices are disputed, the City has the right to require additional evidence to determine invoices' validity and accuracy. The City has the right to withhold any and all payments to the Contractor until such evidence is received and the City accepts the corrections.
- 9.1.6** The City has the authority to withhold funds under the Agreement pending a final determination by the City of questioned expenditures or indebtedness to the City arising from past or present agreements between the City and the Contractor. Upon final determination by the City of disallowed expenditures of indebtedness, the City may deduct and retain the amount of the disallowance or indebtedness from the amount of the withheld funds.
- 9.1.7** The City may withhold payments to the Contractor if the Contractor fails to comply with the provisions of the Agreement.

9.2 Firm Fixed Prices and Annual Price Adjustments (Years 2-5)

- 9.2.1** The Proposer shall propose firm, fixed prices for all services for Contract Year 1, broken down by general task category and facilities. For Contract Years 2 through 5, prices shall be adjusted annually based on the U.S. Bureau of Labor Statistics Consumer Price Index for All Urban Consumers (CPI-U), Los Angeles-Long Beach-Anaheim area, All Items, using the most recently available 12-month average published prior to the anniversary of the Contract start date.
- 9.2.2** Annual increases shall not exceed five percent (5%) per year. No adjustment shall be made if the CPI-U change is negative or zero. The City reserves the right to deny or delay any CPI-based increase based on contractor performance or available budget.

9.3 As-Needed Work and Additional Facilities & Signs

- 9.3.1** Work performed on a per-task basis shall be compensated at the rates outlined in Cost Component forms: Form E - Cost Component: Facilities, Form E, F-4 Facilities Variable Costs & Additional Work and Form F - Cost Component: Sign Management & Maintenance, Form F, S-3 Sign Management & Maintenance Variable Costs & Additional Work. If a requested task is not listed—or if extenuating circumstances such as emergencies arise—compensation for time and materials will be determined by the Agency’s Facilities Project Manager or designated representative. In such cases, the Contractor may be compensated at the corresponding Hourly Labor Rates plus the actual cost of materials (Refer to, Form E - Cost Component: Facilities and Form F - Cost Component: Sign Management & Maintenance). Labor time will be rounded to the nearest quarter hour in accordance with contract terms.
- 9.3.2** If the Contractor is unable to complete the work due to unforeseen circumstances or requires additional resources, subcontracting may be authorized by the Agency’s Facilities Project Manager. Subcontractor costs will be treated as pass-through expenses without markup.

9.4 Advanced and Progress Payments

- 9.4.1** The City may, at its sole discretion, authorize limited advance payments for material procurement or progress payments for subcontractor-performed work associated with as-needed facilities repair and maintenance services.
- 9.4.1.1** All such payments shall be subject to conditions set forth in the final Contract, including requirements for Contractor responsibility, verification of material delivery or work completion, and other City protective measures. Proposers should structure their pricing and subcontractor arrangements accordingly.

9.5 Commissions and Markups

- 9.5.1** The Contractor shall not charge commission for the performance of subcontracted work nor apply any percentage mark-up to either task work, labor or materials acquired for tasks, variable work, and improvements under the contract.
- 9.5.2** Where the Contractor proposes to use a subcontractor for specialized services beyond its internal capabilities, such subcontractor costs shall be purely passed through at cost.

9.6 Early Payment Incentives

The City considers payment as being made on the day a check is dated or the date of an electronic funds transfer. The Contractor may offer incentives for the City to make an early payment of the City’s monthly invoice(s). Any proposed payment discount by the Contractor should be included in the Contractor’s proposal. (I.E. Contractor may propose payment discounts, e.g. 2%/10 Net 30, providing the City a 2% discount for payment of invoice in 10 days)

10. General Terms and Conditions

10.1 Standard Provisions for City Contracts

During the term of the Contract, the Contractor and its subcontractors shall abide by Appendix A - Mandatory City Contracting Requirements (July 2024), Attachment A - Standard Provisions for City Contracts (Rev. 1/25 [v.2]).

10.2 City Contracting Requirements

Compliance documents required by the Mandatory City Contracting Requirements shall be submitted with the proposal and/or through RAMP, <https://www.rampla.org/s/>, as specified in Appendix A - Mandatory City Contracting Requirements (July 2024), City Contracting Requirements Checklist.

10.2.1 For consistency of reference, proposers shall include all documents required by the Appendix A - Mandatory City Contracting Requirements (July 2024) within Part 2 - Mandatory City Contracting Requirements of the Proposal. Additionally, all required documents shall be marked with the corresponding letter designation and be placed in the order listed on the Appendix A - Mandatory City Contracting Requirements (July 2024), City Contracting Requirements Checklist. Failure to comply with these requirements may render the proposal non-responsive.

10.2.2 As some of the requirements will take extensive time to complete, the City strongly encourages Proposers to commence these activities prior to the mandatory, virtual Pre-Proposal Conference.

10.3 Insurance Requirements

10.3.1 The Contractor shall ensure that mandatory insurance coverage is maintained throughout the term of the Contract. The mandatory insurance coverage required during the entire term of the Contract Agreement and any subsequent Contract Amendments are defined in Appendix A - Mandatory City Contracting Requirements (July 2024), Attachment A - Standard Provisions for City Contracts (Rev. 1/25 [v.2]), Exhibit 1 - Form Gen. 146 - Required Insurance and Minimum Limits.

10.3.2 The Contractor or its designated insurance broker shall upload proof of insurance and all subsequent insurance renewals into the City's insurance compliance system, KwikComply, at <https://www.kwikcomply.org>, prior to the execution of the Contract Agreement and at the time of renewal.

10.3.3 Note: The City of Los Angeles shall be named as an additional insured during the entirety of the Contract Agreement term.

10.4 Business Inclusion Program (BIP)

It is the policy of the City of Los Angeles to provide Minority-owned Business Enterprises (MBEs), Woman-owned Business Enterprises (WBEs), Small Business Enterprises (SBEs), Emerging Business Enterprises (EBEs), Disabled Veteran-Business Enterprises (DVBES), Local Business Enterprises (LBEs), Local Small Business Enterprises (LSBs), Local Transitional Employers (LTE), and all Other Business Enterprises (OBEs)* an equal opportunity to participate in the performance of City contracts. Bidders

and proposers shall assist the City in implementing this policy by taking all reasonable steps to ensure that all available business enterprises, including MBEs, WBEs, SBEs, EBEs, DVBEs, LBEs, LSBs, LTEs and OBEs have an equal opportunity to compete for and participate in City contracts. A prime bidder's Outreach efforts in reaching out to MBEs, WBEs, SBEs, EBEs, DVBEs, LBEs, LSBs, LTEs and OBEs shall be determined by the level of effort put into achieving the BIP Outreach indicators. Failure to meet anticipated MBE/WBE/SBE/EBE/DVBE/LBE/LSB/LTE participation levels will not by default be the basis for disqualification or determination of non-compliance with this policy. However, **failure to complete the BIP Outreach as directed in the bid specifications will render the bid non-responsive and will result in its rejection.**

*OBEs are businesses that are either uncertified or do not have a Verified recognized City of LA certification.

10.4.1 For contracting opportunities where BIP applies, all Proposers shall complete outreach to potential subcontractors on RAMP (<https://www.rampla.org>), following the instructions provided in the RFP and in the [Business Inclusion Program \(BIP\) Walkthrough Manual](#).

10.4.2 LADOT is unable to provide assistance to users that need help with their BIP Outreach, Summary Issues, or RAMP Business Profiles. For RAMP assistance, please visit the RAMP website and click on Support or navigate to <https://www.rampla.org/s/support>. There are a number of manuals published on the RAMP website that may provide instructions to resolve issues that users may experience. If these manuals do not work, please submit a RAMP help ticket for additional assistance, by visiting <https://cityoflaprod.service-now.com/rampla>.

10.5 Executive Directive 35 Requirements

Respondents are advised, pursuant to [Executive Directive 35](#), if a proposer is selected and awarded a contract, and if the Contractor is a for-profit company or corporation, the Contractor shall, within thirty (30) days of the effective date of the Contract and on an annual basis thereafter (i.e., within thirty (30) days of the anniversary of the effective date of the Contract), report the following information to the City, via RAMP, <https://www.rampla.org/s/>, or via another method specified by the City: Contractor's and any subcontractor's annual revenue, number of employees, location, industry, race/ethnicity, and gender of majority owner ("Contractor/Subcontractor Information"). On an annual basis, the Contractor shall further request that any subcontractor input or update its business profile, including the Contractor/subcontractor information, on RAMP, or via another method prescribed by City.

10.6 Contractor Non-Compliance of Scope of Work

The Contractor is required to reasonably comply with all Sections in the Scope of Work in this RFP. If the Contractor is unable or refuses to comply with the Scope of Work for any reason, the City reserves the right to hire another party to perform the work at the Contractor's expense in addition to any penalties assessed to the Contractor.

10.7 Project Findings and Ownership of Work Produced by the Contractor

All finished, or unfinished documents, data sets, surveys, studies, drawings, maps, brochures, photographs, video footage, reports, or any work produced by the Contractor as part of this RFP shall become the City's property. Upon request, the Contractor shall provide LADOT with any work produced

by the Contractor for the City in native and finished format, free of any Contractor watermark, branding, or encryption. The City reserves the right to use, alter, and edit any work the Contractor produces as it sees fit within reasonable bounds.

10.7.1 Any reports, data, or other information given to, prepared, or assembled by the Contractor under the RFP shall, if requested by the City, be kept confidential and shall not be published or made available to any individual or organization by the Contractor without prior written approval by the City.

10.8 Evaluation of City Personal Services Contractors

At the end of this contract, the City will conduct an evaluation of the Contractor's performance. The City may also conduct evaluations of the Contractor's performance during the term of the Contract. As required by the [City of Los Angeles Administrative Code §10.39.2, Evaluation of City Personal Services Contractors](#), evaluations will be based on a number of criteria, including the quality of work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the Contractor assigns to the Contract.

10.8.1 A Contractor who receives a "Marginal" or "Unsatisfactory" rating will be provided with a copy of the final City evaluation and any response from the Contractor, to evaluate proposals and to conduct reference checks when awarding other personal services contracts.

10.9 FTA Contractual Provisions and FTA Certifications and Forms

10.9.1 The Contractor shall comply with all Federal Transit Administration (FTA) contractual provisions and contracting requirements, as referenced in Appendix B - Federal Transit Administration (FTA) Contractual Provisions (August 2025) that are required for agencies that accept Federal Grant Funds. The City is a recipient of Federal Grant Funds.

10.9.2 The City acknowledges that this request for proposals for goods, services, or construction is funded with Federal Grant Funds. The Proposer shall complete the following certifications and/or forms and submit them with the response to the RFP:

10.9.3 The Contractor shall complete and submit all FTA Certifications and Forms, as referenced in Appendix B - Federal Transit Administration (FTA) Contractual Provisions (August 2025), listed below:

- 10.9.3.1** Certification of Compliance with Federally Required Contract Clauses
- 10.9.3.2** DUNS and E-mail Information
- 10.9.3.3** Lobbying Requirements
- 10.9.3.4** Certificate of Compliance with 49CFR Part 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations
- 10.9.3.5** Buy America Requirements (Applicable to all procurement in excess of \$150,000)
- 10.9.3.6** Worksite Federal Transit Administration Compliance Officer
- 10.9.3.7** Certification for Suspension and Debarment (Applicable to all procurement in excess of \$25,000)

11. General City Reservations

All Proposers shall acknowledge all the General City Reservation listed within this Section.

- 11.1.1** The City reserves the right to verify the information in the Response.
- 11.1.2** If a respondent knowingly and willfully submits false information or other data, the City reserves the right to reject that response. If a contract was awarded as a result of false statements or other data submitted in response to this procurement process, the City reserves the right to terminate that contract.
- 11.1.3** Submission of a response to this procurement process constitutes acknowledgment and acceptance of the terms and conditions set forth herein. Responses and the offers contained therein shall remain valid for a period of three hundred sixty-five (365) calendar days from the date set for receipt of responses. Proposers selected for a contract award pursuant to this procurement process will be required to enter into a written contract with the City approved as to form by the City Attorney. This solicitation and the Response, or any parts thereof, may be incorporated into and made a part of the final contract. The City reserves the right to further negotiate the terms and conditions of the Contract. The final Contract offer of the City may contain additional terms or terms different from those set forth herein.
- 11.1.4** The City reserves the right to waive any informality in the process when to do so is in the best interest of the City.
- 11.1.5** The City reserves the right to withdraw this solicitation at any time without prior notice and the right to reject any and all responses. The City makes no representation that any contract will be awarded to any Proposer responding to this procurement process.
- 11.1.6** The City reserves the right to extend the deadline for submission. Proposers will have the right to revise their Response in the event the deadline is extended.
- 11.1.7** All costs of response preparation are the responsibility of the Respondent. The City, in any event, is not liable for any pre-contractual expenses incurred by the Respondent in the preparation and/or submission of the Response.
- 11.1.8** Responses will be reviewed and rated by the City as submitted. Firms may make no changes or additions to the Proposal after the deadline for receipt.
- 11.1.9** A proposer will not be recommended for a contract award, regardless of the merits of the Response submitted, if it has a history of contract noncompliance with the City or other funding sources or poor past or current performance with the City or other funding sources.
- 11.1.10** The City reserves the right to retain all responses submitted and the Responses shall become the property of the City. Any department or agency of the City has the right to use any of the ideas presented in the Responses submitted in response to this procurement process. All responses received by the City will be considered public records subject to disclosure under the Public Records Act (California Government Code §6250 et seq.). Applicants shall identify any material they claim is exempt from disclosure under the Public Records Act. In the event such exemption is claimed, the applicant will be required to state in the Response that the applicant will defend any action brought against the City for its refusal to disclose such material to any party making a

request thereof. Failure to include such a statement shall constitute a waiver of the Proposer's right to exemption from disclosure.

11.1.11 Upon completion of all work under the Contract, ownership and title of all reports, documents, plans, drawings, specifications, and estimates produced as part of the contract will automatically be vested in the City of Los Angeles, and no further agreement will be necessary to transfer ownership to any City entity. Copies made for the Contractor's records shall not be furnished to others without written authorization from the City of Los Angeles Department of Transportation.

11.1.12 The City may award a contract solely on the basis of the Responses submitted, without discussions, or may negotiate further with those Respondents within a competitive range. Responses should be submitted on the most favorable terms for the City the Respondent can provide.

11.1.13 The City's obligations under this RFP are contingent upon the City's ability to obtain the funds from the funding agencies and/or the availability of City funds to finance the cost of these services. The City reserves the right to delay the awarding of Contract, terminate the Contract, and modify the Scope of Work and term under this RFP, when to do so would be to the advantage of the City in response to an epidemic or pandemic, such as or similar to COVID-19 and its by-products (e.g.: shelter-in-place orders, quarantines, government shutdowns, etc.), or other emergencies, whether a declared emergency or a non-declared emergency.

11.1.14 The selected Proposer shall stipulate that in any action related to the awarded contract, the venue shall be in the County of Los Angeles, State of California.

12. Protest Procedures

These procedures and time limits set forth in this Section provide a method for resolving, prior to award, protests regarding the award of Contract. These procedures are the Respondents' sole and exclusive remedy in the event of a protest. These procedures are for the benefit of the City and are not intended to establish an administrative requirement that shall be exhausted by the protesting respondent prior to pursuing any legal remedy which may be available. For this reason, no Respondent shall have any right to due process should the City fail to follow these procedures for any reason within its discretion. However, failure by a party originating a protest to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including filing a Government Code claim or legal proceedings. These procedures will enable the City to ascertain all of the facts necessary to make an informed decision regarding the award of Contract.

12.1 Protest Timeline and Submission

Any protest relative to this solicitation shall provide details of the facts that support the basis for the protest. Protests shall be submitted in writing and be postmarked by the deadline described in the Subsections below for the specific protest. Protests shall also be emailed to dot.contracts@lacity.org, lindsey.estes@lacity.org, and ladot.transitcontracts@lacity.org.

12.1.1 All protests shall be emailed and sent by certified mail with return receipt to:

City of Los Angeles
Department of Transportation
Attention: General Manager Laura Rubio-Cornejo
% Lindsey Estes, Department Contracts Coordinator
100 South Main Street, 10th Floor
Los Angeles, California 90012

12.1.2 At a minimum, the protest document shall include the following:

- 12.1.2.1** Name, address, and telephone number of the protesting party and/or person representing the protesting party
- 12.1.2.2** Title and Opportunity Number of the solicitation
- 12.1.2.3** Detailed statement specifying the legal and factual grounds of the protest and copies of all relevant documents supporting the argument
- 12.1.2.4** Statement as to the form of relief sought

12.2 Protest of Content

Protests shall be sent certified mail and postmarked no later than seven (7) calendar days after the solicitation posting on the RAMP website. Protests shall also be emailed to dot.contracts@lacity.org, lindsey.estes@lacity.org, and ladot.transitcontracts@lacity.org. LADOT will respond, in writing, by certified mail, to protestor(s) within fifteen (15) calendar days of receipt of the protest(s) received via certified mail. If LADOT determines that a revision to the procurement process is appropriate, LADOT shall either extend the procurement process timeline or withdraw and reissue the solicitation. In either case, any revisions to the procurement process will be posted in the Opportunity Listing for this RFP, on RAMP, at <https://www.RAMP.org/s/>.

12.3 Protest Against Another Respondent

Protests shall be sent certified mail and postmarked between the date of the solicitation posting on the RAMPLA website and before the date LADOT changes the RAMPLA solicitation status to “bidder selected.” Protests shall also be emailed to dot.contracts@lacity.org, lindsey.estes@lacity.org, and ladot.transitcontracts@lacity.org. If filing a protest against another respondent, LADOT will only consider such protests if it appears that either respondent may have a substantial and reasonable prospect of receiving an award if the protest is denied or sustained.

12.4 Contract Compliance Protest

Protests shall be sent certified mail and postmarked before the date LADOT changes the RAMP solicitation status to “bidder selected.” Protests shall also be emailed to dot.contracts@lacity.org, lindsey.estes@lacity.org, and ladot.transitcontracts@lacity.org. These protests will receive due consideration if the Respondent submits the protest in a timely period and such protest affects a Respondent who appears to have a substantial and reasonable prospect of receiving an award if the protest is denied or sustained.

12.5 Selection Process Protest

Protests shall be sent certified mail and postmarked no later than seven (7) calendar days after the RAMP notification to Proposers of a change in the solicitation status to “bidder selected.” Protests shall

also be emailed to dot.contracts@lacity.org, lindsey.estes@lacity.org, and ladot.transitcontracts@lacity.org. Upon receipt of any protests of the specific selection process, the Standing Protest Committee shall review the protest(s).

12.6 Protest Review Process

- 12.6.1** Protests meeting the above criteria will be analyzed by LADOT personnel and any recommended actions will be presented in a written report to the Mayor's Office. Protesting parties and firms protested against will be notified of the time and date that the written report will be discussed in a public session by the Standing Protest Committee. This Committee will consist of two (2) members of the City's Board of Transportation Commissioners and at least two (2) members of LADOT senior management staff not otherwise involved with the Response evaluation.
- 12.6.2** A protest hearing will be convened at a publicly noticed meeting with a specific date, time, and location, where protesting parties and firms protested against will be given the opportunity to present their arguments at the public session. LADOT will conduct the hearing within thirty (30) calendar days of the protest submission deadline.
- 12.6.3** The findings of the Committee will be presented to the City's Board of Transportation Commissioners for consideration at one of its scheduled public meetings. For contract awards involving approval by the City Council, any adopted findings and/or recommendations of the Board of Transportation Commissioners concerning the protest review will be forwarded to the City Council's Transportation Committee for its consideration. The decision made by the Board of Transportation Commissioners or City Council's Transportation Committee regarding a protest will be final and may not be appealed further.
- 12.6.4** LADOT's final written report of the procurement process and staff recommendation of the Contract award will contain an account of all protest(s) filed based on solicitation content and shall include the City's response(s) to the protest(s). LADOT's report shall be forwarded to the Mayor and City Council, and/or the City's Board of Transportation Commissioners (as appropriate) for their consideration.

12.7 Protests and Subcontractors

Prime Contractors are requested to advise their potential subcontractors of this protest policy. In addition, a subcontractor protesting against a Prime Contractor has direct financial interest and may be adversely affected by the determination of the protest; therefore, LADOT may consider the protest beyond the protest period.

13. Exhibits

- Exhibit 1 - Facilities List Summary Table
- Exhibit 2 - Facilities Overview
- Exhibit 3 - Site Visits and Inspections Frequency
- Exhibit 4 - Facilities Management Schedule and Details
- Exhibit 5 - Facilities Standard Response Times
- Exhibit 6 - 2022 Facilities Conditions Assessments Report
- Exhibit 7 - SCRRRA Metrolink RWP (Rail Worker Program) Safety Manual
- Exhibit 8 - SCRRRA Metrolink ROW (Right-of-Way) Encroachment Process

Exhibit 9 - SCRRRA Form No. 6 -Metrolink Temporary Right-of-Entry Agreement
Exhibit 10 - SCRRRA Form 37 - Rules and Requirements for Construction on SCRRRA Right-of-Way
Exhibit 11 - Sign Maintenance Schedule and Details
Exhibit 12 - Personnel and Position Task Report
Exhibit 13 - Proposal Requirements Checklist

14. Forms

Form A - Questionnaire
Form B - Proposer's Past Projects and Experience
Form C - Additional Proposer References
Form D - Financial Background
Form E - Cost Component: Facilities
 F-1 Fixed Cost Totals
 F-2 Fixed Costs by Task
 F-3 Fixed Cost Sheet, YR-1
 F-4 Variable Costs & Additional Work
Form F - Cost Component: Sign Management & Maintenance
 S-1 Fixed Cost Totals
 S-2 Fixed Costs by Task
 S-3 Variable Costs & Additional Work

15. Appendices

Appendix A - Mandatory City Contracting Requirements (July 2024)

- City Contracting Requirements Checklist
- Request for Proposal City Contracting Requirements
- Standard Provisions for City Contracts (Rev. 1/25 [v.2])
- Form Gen. 146 - Required Insurance and Minimum Limits

Appendix B - Federal Transit Administration (FTA) Contractual Provisions (August 2025)

- FTA Checklist - Service/Operations
- Part 1 - Federal Transit Administration (FTA) Contracting Requirements
- Part 2 - Federal Transit Administration (FTA) Required Clauses (Rev. 8/25)

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