



Emergency Security Operations Center Audio-Visual Systems Maintenance Services Contract Modification

Operations, Safety, & Customer Experience Committee

April 16, 2026



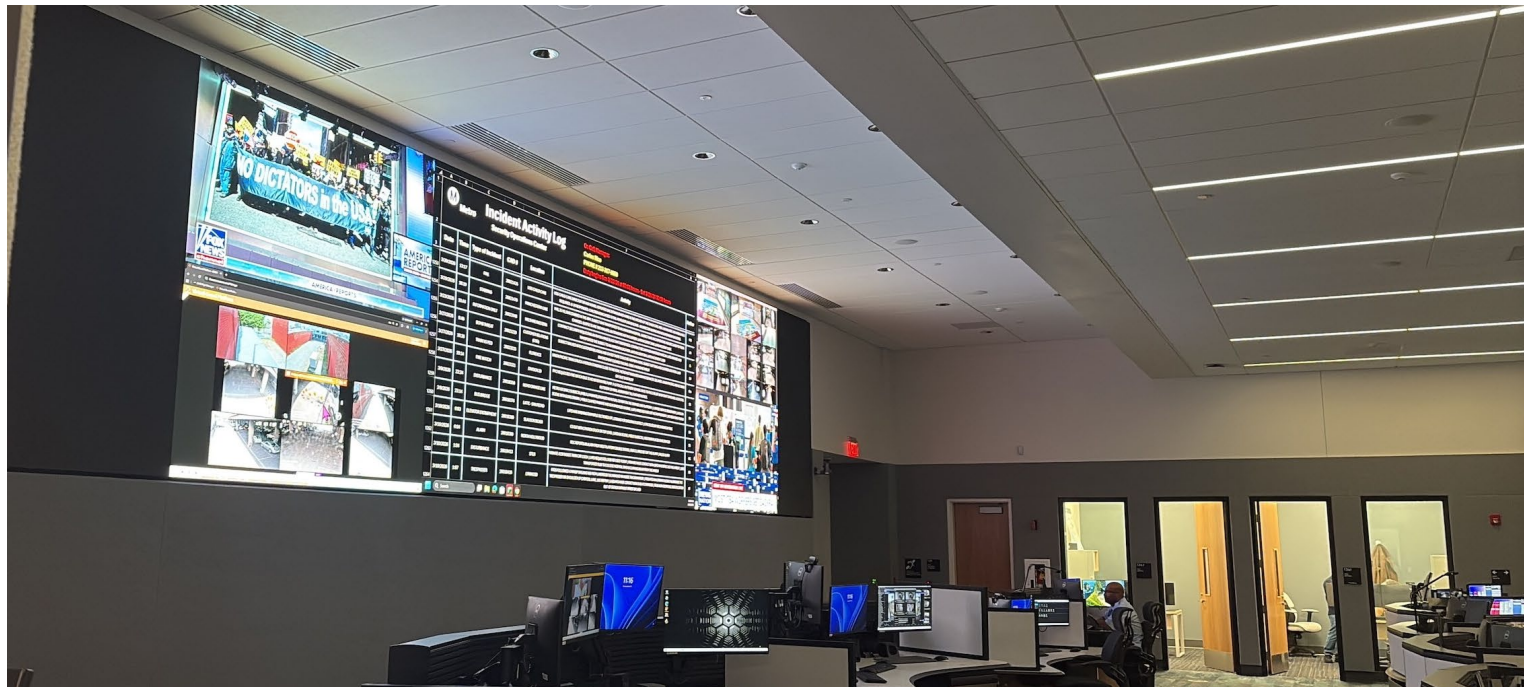
Metro[®]

Staff Recommendation

AUTHORIZE the Chief Executive Officer to execute Modification No. 1 to Contract No. PS136554000 with Advanced Cable Solutions (ACS) to incorporate additional scope and funding associated with the implementation and maintenance of a redundant video wall processor system, in the amount of \$660,785, increasing the total contract Not-To-Exceed (NTE) amount from \$498,000 to \$1,158,785.

Background and Issue

- Metro's ESOC, which supports the Emergency Operations Center and Security Operations Center, relies on the video wall processor to display surveillance feeds and operational information used by the Department of Public Safety (DPS).
- A three-year contract was awarded in February 2026 to provide maintenance and troubleshooting services for the ESOC audio-visual systems.



Background and Issue (cont.)

- However, subsequent assessments by ACS identified a single critical point of failure in the video wall processor that could affect situational awareness during critical incidents.
 - The current setup has just one video processor, so there is no backup system in place, which could cause disruptions during an outage or maintenance.
- **Implementing a fully redundant video wall processor will eliminate the current single point of failure in the ESOC video wall system and ensure uninterrupted operations.**
 - The redundant system will provide automatic failover during hardware failures, system faults, or maintenance, maintaining continuous situational awareness for DPS personnel.

Next Steps

- Upon Board approval, staff will execute Contract Modification No. 1 to Contract No. PS136554000 with Advanced Cable Solutions for the implementation of the redundant video wall processor system.