

**Board Report**

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**File #:** 2022-0253, **File Type:** Contract**Agenda Number:** 1.

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**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE  
JUNE 16, 2022****SUBJECT: NETWORK VIDEO RECORDER KITS****ACTION: APPROVE RECOMMENDATION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a two-year, Indefinite Delivery / Indefinite Quantity (IDIQ) Contract No. MA85485000 to Peacock Systems, the lowest responsive and responsible bidder for Network Video Recorder Kits. The contract includes a one-year base amount of \$2,162,471 inclusive of sales tax, and a one-year option in the amount of \$2,229,880, inclusive of sales tax, for a total contract amount of \$4,392,351, subject to resolution of protest(s), if any.

**ISSUE**

Metro owns and operates about 1,300 buses that were originally equipped with digital video recorders (DVRs) manufactured by Dedicated Micros, Inc. when the buses were purchased between 2008 and 2015. These DVRs are currently failing at unsustainable rates and have proven to be beyond repair and determined obsolete. The manufacturer of these units informed Metro that sales and support for the DVRs would no longer be available as of May 2021.

The DVR systems record incidents and events occurring inside and outside of buses in revenue service, and during operation in the maintenance yards. These incidents and events include vehicle accidents, criminal activity, operator/patron altercations, and other activities requiring video downloads to secure evidence to support subsequent actions associated with the listed activities. Buses with defective DVR systems are held from service to ensure proper documentation of incidents, which can impact the availability of buses for revenue service and service reliability.

In 2021, Metro performed approximately 14,250 downloads to capture footage of such activities. Due to the functional necessity of these systems, it is imperative that Metro buses have working DVRs for the safety and security of our bus operators and the riding public.

**BACKGROUND**

During the past several months, a significant number of Dedicated Micros, Inc. DVR units failed and were not repairable. Metro replaced the failed DVR systems on the bus fleet with the more advanced, reliable, and user-friendly Network Video Recorder Kits during this period. The Network Video Recorder Kits were set up in inventory, purchased, and issued through the standard parts inventory

process.

As the failure rate of the Dedicated Micros DVRs increased, management determined that maintaining inventory stock of the Network Video Recorder Kits could not adequately support the replacement needs for the video recording systems on the bus fleet. In addition, the procurement of Network Video Recorder Kits was approaching the procurement thresholds requiring formal bid for subsequent purchases.

The award of this contract will provide a sufficient number of Network Video Recorder Kits to meet the current demand and ensure that video recording capabilities are available and operational on the impacted bus fleets.

### **DISCUSSION**

The notification by Dedicated Micros Inc that sales and support for their DVR system was no longer available, along with the determination that the digital video recorders used on that system were unrepairable and obsolete, resulted in the requirement that these units be replaced upon failure with the more advanced, reliable, and user-friendly Network Video Recorder Kits. The approval of this contract with Peacock Systems for Network Video Recorder Kits improves the customer experience by ensuring that any incident on a Metro bus is properly documented, thereby improving our customers' safety and security.

Bus maintenance initiated a campaign to replace the failed DVR systems with the Network Video Recorder Kits maintained in stock, and a procurement was established to provide additional stock in sufficient quantities to meet the demand for replacement of the video recording systems as the Dedicated Micros systems continue to fail on the bus fleet.

The Network Video Recorder Kits procured with this award will allow the use of both analog and digital cameras with minimal modification to the existing camera systems for seamless operation. Another benefit of the new Network Video Recorder system is the capability to live-stream video while the bus is in operation on city streets.

The Network Video Recorder Kits will be purchased and maintained in Metro inventory and managed by Material Management. The appropriate budgeted project number and account will be charged as the Network Video Recorder Kits are issued.

### **DETERMINATION OF SAFETY IMPACT**

Award of this contract will ensure that the Metro bus fleet has an operating surveillance and recording system to properly document the bus fleet's incidents. The Network Video Recorder Kits will support Metro's commitment to improving safety and security on the bus system.

### **FINANCIAL IMPACT**

Upon Board approval funding of \$2,162,471 is included in the FY23 budget in various bus operating cost centers, under project 306002 - Operations Maintenance, under line item 50441 - M/S Parts -

Revenue Vehicle.

Since this is a multi-year contract, the cost center managers and Chief Operations Officer will be accountable for budgeting the cost in future fiscal years including any option exercised.

#### Impact to Budget

The current funding source for this action includes Prop C, TDA, and STA. Use of these funding sources maximizes the project funding allocations under established funding provisions and guidelines.

### **EQUITY PLATFORM**

This action is anticipated to support safety and quality of service on the Metro bus fleet, which disproportionately serves marginalized groups and Equity Focus Communities (EFCs). The Network Video Recorder Kits have the capability to record boardings/alightings, which will provide the capability to accurately record Metro bus ridership and increase the agency's capability to meet demand with service. The Metro bus maintenance programs ensure that safety and security systems installed on buses remain in a State of Good Repair to provide uninterrupted transportation services for these underserved communities.

The Diversity and Economic Opportunity Department (DEOD) established a two percent (2%) goal and verified the commitment by the successful bidder, who is a Metro certified DBE, of 100% for this procurement.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Replacement of Digital Video Recorders supports Strategic Goal 2: Deliver outstanding trip experiences for all transportation system users. The Network Video Recorder Kits will improve security on the bus system, provide a deterrent to crime, reduce the transit system's vulnerability to terrorism, and help to enforce Metro's Code of Conduct.

### **ALTERNATIVES CONSIDERED**

Metro may choose not to award the contract and procure the Network Video Recorder Kits on an as-needed basis using the Metro parts inventory "min/max" replenishment system method. This strategy is not recommended since it conflicts with Metro procurement policy and does not provide for a commitment from the supplier to ensure the timely delivery, continued supply, and a guaranteed fixed price for the Network Video Recorder Kits. Further, due to the obsolescence of the existing DVR system, the only solution is to replace the failed/obsolete units with a new video recording system. By not replacing the failed DVRs, Metro risks not being able to provide surveillance video and recording capabilities to meet the safety and security requirements on the Metro bus fleet.

### **NEXT STEPS**

Upon approval of Contract No. MA85485000 to Peacock Systems, the vendor will begin delivery of the Network Video Recorder Kits to Metro when requested, to meet the current demand for

replacement of failed DVR systems.

**ATTACHMENTS**

Attachment A - Procurement Summary

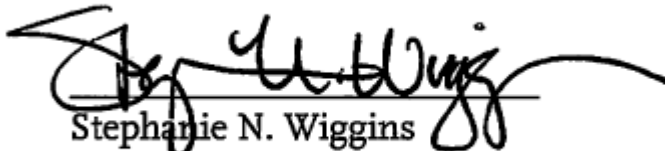
Attachment B - DEOD Summary

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