

**Board Report**

File #: 2023-0537, **File Type:** Contract**Agenda Number:** 31.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
OCTOBER 19, 2023****SUBJECT: ELEVATOR AND ESCALATOR - VERTICAL TRANSPORTATION MONITORING
SYSTEM****ACTION: APPROVE CONTRACT AWARD****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award a sole source firm fixed price Contract No. PS87784000 to Integrated Display Systems LLC, to provide vertical transportation remote monitoring maintenance support software, hardware, design, and onsite installation oversight services for Elevators and Escalators throughout the Metro System, in the amount of \$3,471,433 for the five-year base period, and \$1,968,134 for a one, three-year option term, and \$367,641 for the five-year on-site maintenance support services, for a combined contract amount of \$5,807,208, subject to resolution of any properly submitted protest(s), if any.

ISSUE

Currently, Metro has 231 elevators and 173 escalators systemwide that are heavily used. Metro has a need for a Vertical Transportation (VT) Monitoring System to monitor the operation of all elevators and escalators throughout the transit system. The monitoring system will be configured so that the status of all Metro escalators and elevators is viewable and controllable from new and existing monitoring stations.

BACKGROUND

Metro's VT performance standard requires that its VT Monitoring System be capable of providing real-time elevator/escalator system condition monitoring and reporting with no delay so that staff can respond quickly to any VT issues. Integrated Display Systems, Inc. is currently the only vendor that is known to provide real-time elevator/escalator status monitoring and reporting software that is capable of relaying immediate alerts when it detects a malfunction. Metro requires elevator and escalator monitoring system software and supporting hardware and three (3) monitoring stations sufficient to provide coverage for the existing 231 elevators and 173 escalators within Metro's system, with an option to provide monitoring services for future Metro expansions. Lift-Net software is a proprietary software of Integrated Display Systems, Inc. and has no authorized third-party provider of its product or service. No other VT monitoring system in today's market is known to offer real-time monitoring and reporting capability equal to that of Lift-Net.

Without a real-time VT monitoring and reporting system, Metro will continue to rely on reports from Metro field staff and patrons to dispatch maintenance personnel. Staff will be unable to monitor degrading key performance parameters in real-time, responding only after a complete unit failure has occurred.

DISCUSSION

The Lift-Net Remote Monitoring System is currently installed and in use at Metro's Gateway Headquarters building. Its ability to monitor status in real-time across different elevator and escalator brands, a feature proprietary to Lift-Net only, and transmit warning signals of potential issues early, has been proven effective in reducing VT downtime and has had a significant positive impact on staff's ability to keep the Gateway elevators and escalators in good operating condition. It is for this reason that Metro staff want to install Lift-Net as the Vertical Transportation Monitoring System throughout the transit system.

There are a total of 404 elevators and escalators within Metro's transit system. On average, these units experience over 28,000 hours of downtime per year. With implementation of this system, staff anticipates an overall 25% improvement in downtime. Out-of-Service elevators and escalators greatly affects users' experience. While temporary shutdowns for repairs happen, it is essential to take the proper measures to bring elevators and escalators back into service as soon as possible to support a positive customer experience and remain compliant with the American with Disabilities Act. The work to be performed under this award is part of Metro's overall efforts to modernize its elevators and escalators.

DETERMINATION OF SAFETY IMPACT

The services provided through this contract enable Metro to maintain a safer and more reliable Elevator Escalator VT system to monitor issues in real-time and respond faster.

FINANCIAL IMPACT

Funding for this contract will come from capital project 204805 - Elevator Modernization and Escalator Replacement. The Board approved Life-of-Project (LOP) budget is \$126,692,000. The amount of \$740,242 is included in the FY24 budget. . Since this is a multi-year contract, the Project Manager will be responsible for budgeting resources in future fiscal years.

Impact to Budget

The current source of funds for this action comes from State and Local funding sources that are eligible for Operating and Capital projects. These funds are eligible for bus and rail operations.

EQUITY PLATFORM

Elevators and escalators are located at Metro facilities throughout Los Angeles County and provide a critical service for people with disabilities, people with rolling devices (e.g., strollers, carts, luggage), people with mobility assistance needs, as well as all Metro customers. Implementing the Lift-Net Monitoring System adds the capability for maintaining the operation of elevators and escalators by

monitoring any interruptions and responding in a timely manner to minimize the impacts.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Approval of this recommendation supports the following Metro Strategic Plan Goals:

1. Provide high-quality mobility options that enable people to spend less time traveling.
2. Deliver outstanding trip experiences for all users of the transportation system.

This contract will help maintain safety, service, and reliability standards in an effort to provide a world-class transportation system that enhances the quality of life for all who live, work, and play within Los Angeles County.

ALTERNATIVES CONSIDERED

Metro may choose to purchase monitoring systems for each brand of elevator and escalator in its system. However, purchasing a monitoring system separately for each elevator/escalator brand is not considered economical as individual brand-specific systems will be limited in application (a brand-specific VT system will only work with the brand/model it is designed for), and can result in duplicated and isolated VT monitoring “islands”. Maintaining multiple VT monitoring systems in optimum condition will result in duplicated efforts and replicated maintenance costs with minimal benefits. More importantly, having multiple VT monitoring systems at the same time does not meet Metro’s requirement for a centralized VT monitoring product that is capable of instantly reporting on the health of Metro’s elevators and escalators, regardless of their brand and model.

The Board may also choose not to proceed with the contract award, however, this is not recommended as Integrated Display Systems, Inc. meets the requirements in the RFP.

NEXT STEPS

Upon Board approval, staff will execute Contract No. PS87784000 to Integrated Display Systems, LLC for the vertical transportation monitoring system and software support services.

ATTACHMENTS

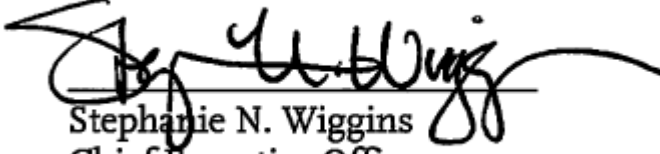
Attachment A - Procurement Summary

Attachment B - DEOD Summary

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