

**Board Report**

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

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**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.

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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

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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**

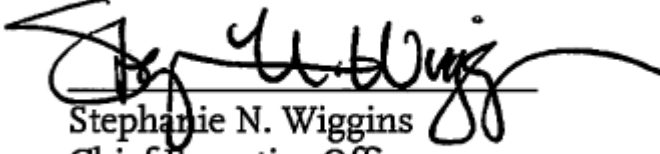
Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## VERTICAL TRANSPORTATION MONITORING SYSTEM / PS87784000

1.	<b>Contract Number:</b> PS87784000	
2.	<b>Recommended Vendor:</b> Integrated Display Systems, LLC	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input checked="" type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> October 5, 2022	
	<b>B. Advertised/Publicized:</b> N/A	
	<b>C. Pre-Proposal Conference:</b> N/A	
	<b>D. Proposals Due:</b> April 17, 2023	
	<b>E. Pre-Qualification Completed:</b> July 6, 2023	
	<b>F. Ethics Declarations Form Submitted to Ethics:</b> April 26, 2023	
	<b>G. Protest Period End Date:</b> N/A	
5.	<b>Solicitations Picked up/Downloaded:</b> N/A	<b>Bids/Proposals Received:</b> 1
6.	<b>Contract Administrator:</b> Aielyn Dumaua	<b>Telephone Number:</b> (213) 922-7320
7.	<b>Project Manager:</b> Rudy Loera	<b>Telephone Number:</b> (213) 617-6225

**A. Procurement Background**

This Board Action is to approve the award of Contract No. PS87784000 to provide a vertical transportation (VT) monitoring system to monitor the operation of elevators and escalators throughout the Metro system. Currently, Metro has 231 elevators and 173 escalators.

Request for Proposal (RFP) No. PS87784000 was issued on October 5, 2022, as a single source procurement in accordance with Metro's Acquisition Policy and the contract type is a firm fixed price. The Diversity and Economic Opportunity Department (DEOD) did not recommend a Small Business Enterprise (SBE) or Disabled Veterans Business Enterprise (DVBE) goal for this procurement due to the lack of subcontracting opportunities.

Two (2) amendments were issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on March 27, 2023, revised the scope of services to clarify the technical requirements, provided a list of existing and future service locations, extended the proposal due date, and revised the schedule of quantities and prices to align with the changes in the scope of services.
- Amendment No. 2, issued on April 10, 2023, revised the scope of services to clarify the required on-site maintenance support, extended the proposal due date, and revised the schedule of quantities and prices to include a line item for the maintenance agreement.

**B. Evaluation of Proposal**

Currently, different brands and types of elevators and escalators are installed throughout the Metro system, including the Metro headquarters and non-revenue facilities. A study conducted by a Metro consultant revealed that no single elevator and escalator equipment manufacturer (OEM) can monitor all types of vertical equipment that Metro has.

Metro staff has determined that Integrated Display Systems, LLC (IDS) is the only vendor that can provide a Vertical and Horizontal Transportation Monitoring System (VHTMS). Lift-Net, IDS's standalone VHTM system, can monitor and control all makes and models of elevators, escalators, and moving walks. It allows different makes of elevators to co-exist on the same network and be viewed and controlled on any network monitoring station. Lift-Net further allows multiple banks of elevators, including multiple buildings, to be monitored and controlled on any network monitoring station.

**C. Price Analysis**

The recommended price has been found to be fair and reasonable based on price analysis, independent cost estimate (ICE), and technical analysis.

	<b>Proposer Name</b>	<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Recommended Amount</b>
1.	Integrated Display Systems, LLC	\$5,807,208	\$8,054,249	\$5,807,208

The recommended contract amount is 28% lower than the ICE because the ICE did not consider economies of scale. A total of 231 existing elevators and 173 escalators are anticipated to be connected to Lift-Net.

**D. Background on Recommended Contractor**

The recommended firm, Integrated Display Systems, LLC, (IDS) is headquartered in Arlington Heights, Illinois and has been in business since 2020. The predecessor business, Integrated Display Systems, Inc. and the Lift-Net product itself, was started in 1992.

IDS is a subsidiary of Hyperion Solutions, LLC, a provider of systems and components, digital solutions and technical services for the vertical transportation industry. Existing clientele include the State of Virginia, Columbia University, Federal Reserve Bank, New York City Transit, San Francisco MTA, airports in Newark, and Cities of Orlando, Tampa, Salt Lake and Kansas.

DEOD SUMMARY

VERTICAL TRANSPORTATION MONITORING SYSTEM / PS87784000

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) / Disabled Veteran Business Enterprise (DVBE) goal for this sole source solicitation due to lack of subcontracting opportunities. It is expected that Integrated Display Systems LLC will perform the services of this contract with their own workforce.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. Project Labor Agreement/Construction Careers Policy is applicable only to construction contracts that have a construction contract value in excess of \$2.5 million.