

**Board Report**

File #: 2016-0616, **File Type:** Contract**Agenda Number:** 29.

**REGULAR BOARD MEETING
OCTOBER 27, 2016****SUBJECT: DIGITAL INCIDENT MANAGEMENT SYSTEM****ACTION: AWARD AN 18-MONTH CONTRACT TO DESIGN AND IMPLEMENT A DIGITAL INCIDENT MANAGEMENT SOLUTION****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award an 18 month firm-fixed price Contract No. PS5782700 to **Axiom xCell Inc. in the amount of \$746,160 to design and implement a digital incident management solution.**

ISSUE

The manual process of downloading and distributing video is time consuming and inefficient for staff. Valuable maintenance time is spent supporting the video download process, administrating and managing the video distribution and storage of the various videos clips once they are received for follow up investigations. Metro currently manages approximately 15,000 video clips per year related to accidents, customer inquiries, on-board law enforcement issues and related operator training issues. Streamlining Metro's video process will save time and help us meet the increasing demand for incident based video inquiries.

Over time Metro has acquired multiple and disparate video systems. Bus, Rail, Facilities and security systems are provided by different vendors. The recommended contractor will implement an agency-wide, integrated, video file management solution to support the video incident management process regardless of vendor and type. This single source of management will replace the largely manual process currently deployed with an electronic process.

Under this initiative, Metro will implement an integrated video file management software and solution to achieve Metro's Digital Incident Management System (DIMS) objectives. The DIMS core features include the following capabilities:

1. Process user video requests and fetch bus, rail and fixed facility video segments from a central database through a common system.
2. Transfer a copy of video files which have evidentiary value from the source DVR or intermediate storage device to a central DIMS file repository.
3. Provide features to securely manage, with chain of custody, these video files throughout their

lifecycle from acquisition to deletion regardless if the files are downloaded via Wi-Fi or manually added to DIMS.

4. Securely delete the video files after the assigned retention period.

Metro expects a full chain of custody over the DIMS video files including the logging of user access, file usage, metadata/attributes changes, distribution and disposition of the video files managed through DIMS.

DISCUSSION

The current process for collecting and distributing videos on the bus is primarily manual. Once the bus pulls into a division, an Electronic Communication Technician has to manually download and burn the video to a CD and distribute it. This requires large number of labor-hours and limits the capability of Metro to meet the increasing demand of incident based video. There are approximately 1200 downloads requested per month for bus operations alone. Even though Metro is moving toward automatic download of video through Wi-Fi, video distribution process is still manual and time consuming.

Rail video is currently being collected through various systems. There are new California Public Utility Commission (CPUC) requirements to review operator activity on rail via video. The system needs to be able to document this information based on the operator review. Currently there are different methods for requesting rail versus bus video. Staff has to either contact different departments or go through different systems to get videos for incidents.

Videos collected from cameras at various Metro facilities are currently stored on different storage devices. A work order is created to download and burn the videos as needed.

The intent of the new system is to streamline this process for rail, bus and various Metro facilities as required and to use a common entry request and processing system for video.

Future Network Infrastructure Improvements

DIMS will provide improvement via the centralized, integrated management of video files using the current network infrastructure. That said, future investment in wireless network improvements at bus and rail facilities would further streamline the collection of relevant video files. The current Wi-Fi networks at bus and rail locations can download video using the current infrastructure when the bus or rail car is parked close to a Wi-Fi access point. However, if the bus or rail car is parked in the middle or at the outer edges of the parking area the current Wi-Fi signal coverage cannot support the DIMS system because the bandwidth requirements. Therefore, as a separate, future initiative the ITS and Operations teams will refine detailed requirements to improve the Wi-Fi coverage at the divisions to support this and other initiatives as funding and resources become available.

DETERMINATION OF SAFETY IMPACT

DIMS will help Metro streamline the digital video collection and distribution process. Streamlining and centralizing the digital video management process allows Metro to expedite video requests as well as

address potential hardware maintenance issues with the video system. Digital videos are critical in resolving safety concerns to transit riders. The timely turnaround of video requests helps Metro improve safety on our transit systems as well as fixed facilities by allowing law enforcement and operational staff to review and address potential safety issues for our passengers.

FINANCIAL IMPACT

Funding for this service has been approved under a capital project (CP 207120) and is included in the FY17 budget under cost center 9210, Information Management - Transit Applications. Since this project will span over one year, the project manager and the Chief Information Officer will be responsible for budgeting the cost in future years.

Impact to Budget

The funding for this action is TDA Article 4 which is eligible for bus and rail operations and capital.

ALTERNATIVES CONSIDERED

The alternative is to not award a contract for the Digital Incident Management System and continue to use the current systems. This option is not recommended because of the current deficiencies of having multiple systems and the current labor costs of downloading the approximate 15,000 video clips per year.

NEXT STEPS

Upon approval by the Board, staff will execute Contract No. PS5782700 with Axiom xCell, Inc. for the implementation of Digital Incident Management System. Staff expects to come back to the Board to request authorization for a Wi-Fi improvement project to increase the coverage area at the divisions to enhance DIMS and other initiatives.

ATTACHMENTS

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Phillip A. Washington
Chief Executive Officer

PROCUREMENT SUMMARY

DIGITAL INCIDENT MANAGEMENT SYSTEMS (DIMS) / PS5782700

1.	Contract Number: PS5782700	
2.	Recommended Vendor: Axiom xCell, Inc.	
3.	Type of Procurement (check one): <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	Procurement Dates:	
	A. Issued: February 19, 2016	
	B. Advertised/Publicized: February 20, 2016	
	C. Pre-Proposal/Pre-Bid Conference: March 1, 2016	
	D. Proposals/Bids Due: April 4, 2016	
	E. Pre-Qualification Completed: June 30, 2016	
	F. Conflict of Interest Form Submitted to Ethics: August 2, 2016	
	G. Protest Period End Date: September 27, 2016	
5.	Solicitations Picked up/Downloaded: 24	Bids/Proposals Received: 4
6.	Contract Administrator: Mark Lu	Telephone Number: (213) 922-4689
7.	Project Manager: Bahram Chaudhry	Telephone Number: (213) 922-6411

A. Procurement Background

This Board Action is to approve Contract No. PS5782700 issued in support of furnishing, implementing, and maintaining an enterprise-wide video file management solution to support the incident management process.

Request for Proposals (RFP) No. PS25055 was issued in accordance with Metro's Acquisition Policy and the contract type is firm fixed price. The RFP was issued as a small business prime and was open to SBE certified small businesses only.

One amendment was issued during the solicitation phase of this RFP. Amendment No. 1, issued on March 23, 2016, extended the proposal due date from March 28, 2016 to April 4, 2016.

On March 1, 2016, a pre-proposal conference was held and representatives from three firms attended the meeting. Potential firms submitted 21 questions that were asked during the meeting and submitted via e-mail, and answers to those questions were provided in writing on March 17, 2016.

A total of four proposals were received on April 4, 2016. The four proposals are listed in alphabetical order:

1. Axiom xCell, Inc.
2. JM Fiber Optics, Inc.
3. Synexus Inc.
4. Zehner Group

Staff received a protest of award from Synexxus, Inc. on September 12, 2016. Metro responded to the protest on October 6, 2016 and the protest was denied. Synexxus did not file an appeal to the protest decision.

B. Evaluation of Proposals/Bids

A Proposal Evaluation Team (PET) consisting of staff from Information Technology Services (ITS), System Security & Law Enforcement, Revenue Collection Equipment Maintenance, and Rail Communications was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

- | | |
|--|------------|
| • Contractor's Business & Service Profile | 10 percent |
| • Contractor's Resource's Skillsets & Experience | 20 percent |
| • Technical Solution | 30 percent |
| • Project Methodology, Approach & Schedule | 20 percent |
| • Price | 20 percent |

The evaluation criteria are appropriate and consistent with criteria developed for other, similar type of procurements. Several factors were considered when developing these weights, giving the greatest importance to the Technical Solution.

The PET conducted the initial independent technical evaluation of the four proposals received and determined that one firm did not meet the minimum requirements listed in the RFP.

The three firms within the competitive range are listed below in alphabetical order:

1. Axiom xCell, Inc.
2. JM Fiber Optics, Inc.
3. Synexxus Inc.

During the weeks of May 16 and May 23, 2016, the PET met and interviewed the three firms. The firms' project managers and key team members had an opportunity to present each team's qualifications and respond to the evaluation committee's questions.

In general, each team's presentation addressed the requirements of the RFP, experience with all aspects of the required tasks, and stressed each firm's commitment to the success of the project. Also highlighted were staffing plans, work plans, schedule, and perceived project issues. Each team was asked questions relative to each firm's proposed alternatives and previous experience. The firms were asked to submit Best and Final Offers (BAFO) based on the discussions and clarification communicated in the interviews.

Qualifications Summary of Firms Within the Competitive Range:

Axiom xCell, Inc.

Axiom xCell, Inc. (Axiom) is located in San Diego, California. Axiom was founded in 2004 to provide testing services and qualifying applications for the Qualcomm BREW mobile eco-system. Due to customers' demand, Axiom's integration, design, development and hosting services evolved into server, database, iOS, Android, Windows Mobile, and support services. For over 10 years, Axiom has provided these services to Hewlett Packard, Disney, Qualcomm, Electronic Arts, Warner Brothers, Yahoo!, Real Networks, LA Metro, LA SAFE, Hawaii DOT, Nevada DOT, and the Federal Highway Administration.

For this project, Axiom proposed as a Metro certified Small Business Enterprise (SBE) prime contractor to manage the contract and serve as client interface to Metro. Axiom proposes TASER International, Inc. (TASER) as its subcontractor.

TASER is a 22 year old publicly traded company focused exclusively on making communities safe through innovative public safety solutions. TASER has a proven track record of successfully implementing and supporting video solutions for agencies of all sizes.

JM Fiber Optics, Inc.

JM Fiber Optics, Inc. was established in 1992, with headquarters located in Chino, California. JM Fiber Optics provides fiber optic communication and security products, integrated systems, and technician certification training to customers worldwide, and is a full service communications company servicing commercial and governmental agencies.

JM Fiber Optics is a Metro certified SBE, and has been providing fiber optic communication and security products and related training services to Metro since 1996.

For this project, JM Fiber Optics proposed as the prime contractor and partnered with LexRay, to manage the contract and team as a whole, and serve as the client interface to Metro.

LexRay specializes in video integration and customization. The firm began as a company with heavy engineering culminating from requests received from Naval Research and other Department of Defense projects. LexRay's clients range from law enforcement to public transportation and Major League Baseball. Since 2013,

Metro has awarded contracts to LexRay for land-based camera integration on Metro Rail Lines and related projects.

Synexxus Inc.

Synexxus is an electronic software and hardware design, manufacturing, data collection, and system integration company founded in 2006. Headquartered in Arlington, Virginia, with assembly facilities in Chantilly, Virginia, Synexxus specialized in military mobile sensor integration, video and data distribution systems that connect, collect, integrate, display and access any sensor or communication device on military vehicles.

Synexxus has the ability to leverage its ten years of Department of Defense combat experience in designing, manufacturing, and fielding complex sensor and video storage, retrieval and access architectures on military vehicles and apply to the Integration of Metro video into a seamless DIMS architecture.

Synexxus is a disabled veteran owned small business and a Metro certified SBE. For this project, Synexxus proposed as the prime contractor to provide hardware, software and integration services, and partnered with Microsoft for the video repository by using Microsoft Azure cloud service.

As a result of the proposals, interviews, and BAFO responses, the PET recommendation for contract award is the following:

1	FIRM	Average Score	Factor Weight	Weighted Average Score	Rank
2	Axiom xCell, Inc.				
3	Contractor's Business & Service Profile	95.00	10.00%	9.50	
4	Contractor's Resource's Skillsets & Experience	87.50	20.00%	17.50	
5	Technical Solution	85.00	30.00%	25.50	
6	Project Methodology, Approach & Schedule	90.00	20.00%	18.00	
7	Price		20.00%	20.00	
8	Total		100.00%	90.50	1
9	Synexxus, Inc.				
10	Contractor's Business & Service Profile	82.50	10.00%	8.25	
11	Contractor's Resource's Skillsets & Experience	88.75	20.00%	17.75	
12	Technical Solution	81.27	30.00%	24.38	

13	Project Methodology, Approach & Schedule	83.75	20.00%	16.75	
14	Price		20.00%	8.11	
15	Total		100.00%	75.24	2
16	JM Fiber Optics, Inc.				
17	Contractor's Business & Service Profile	67.50	10.00%	6.75	
18	Contractor's Resource's Skillsets & Experience	63.75	20.00%	12.75	
19	Technical Solution	63.77	30.00%	19.13	
20	Project Methodology, Approach & Schedule	62.50	20.00%	12.50	
21	Price		20.00%	4.30	
22	Total		100.00%	55.43	3

C. Cost/Price Analysis

The recommended price has been determined to be fair and reasonable based upon independent cost estimate, price analysis, technical evaluation, fact finding, and negotiations. Axiom proposed a system where the majority of the requirements for Metro have been fully developed and their solution has also been implemented with other agencies. The other two firms proposed to develop their solution for Metro which resulted in higher prices.

	Proposer Name	BAFO Amount	Metro ICE	Award Amount
1.	Axiom xCell, Inc.	\$746,160	\$1,134,173	\$746,160
2.	Synexxus, Inc.	\$1,839,846		
3.	JM Fiber Optics, Inc.	\$3,473,293		

D. Background on Recommended Contractor

The recommended firm, Axiom xCell, Inc., located in San Diego, California, has been in business for 10 years, is a leader in design, development, integration, testing, operations and management of Application Programming Interfaces (API) to optimize extensible markup language (XML) data feeds for server dissemination to mobile, web, and other platforms providing end-to-end solutions to its customers.

In the last 5 years, Metro awarded 4 technology integration projects to Axiom: Mobile Media Application program interface (MMAPI) solution, Transit Access Pass (TAP) Mobile Phone Validation Solution, Go Metro and Go 511, and Axiom has completed the projects satisfactorily.

TASER International, Inc. is the sub-contractor for Axiom for this project. TASER is the market leader in both body-worn video solutions and conducted electrical device

("CED") technologies, and has sold its products to more than 100 countries around the world.

The proposed Digital Incident Management System (DIMS), Axon Commander, is a software package designed as an enterprise Digital Evidence Management solution. Agencies such as Toronto Police Department and Charlotte-Mecklenburg Police Department use this solution in various capacities. Axon Commander has streamlined process by creating a single repository for all digital evidence to be ingested, managed, stored, and shared.

DEOD SUMMARY

DIGITAL INCIDENT MANAGEMENT SYSTEMS (DIMS) / PS5782700

A. Small Business Participation

Effective June 2, 2014, per Metro's Board-approved policy, competitive acquisitions with three or more Small Business Enterprise (SBE) certified firms within the specified North American Industry Classification System (NAICS) as identified for the project scope, shall constitute a Small Business Prime/Set-Aside procurement. Accordingly, the Contract Administrator advanced the solicitation, including posting the solicitation on Metro's website, advertising, and notifying certified small businesses as identified by NAICS code(s) that this solicitation was open to **SBE Certified Small Businesses Only**.

Axiom xCell, Inc., an SBE Prime, is performing 36.68% of the work with its own workforce and made a total SBE commitment of 36.68%. The prime listed one major firm, TASER International, Inc., as a subcontractor on this project.

	SBE Firm Name	SBE % Committed
1.	Axiom xCell, Inc. (Prime)	36.68%
	Total Commitment	36.68%

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.