



Board Report

File #: 2021-0105, File Type: Contract

Agenda Number: 3.

LA SAFE BOARD MEETING  
JUNE 24, 2021

**SUBJECT: KENNETH HAHN CALL BOX SYSTEM UPGRADE**

**ACTION: APPROVE RECOMMENDATION**

**RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to execute Modification No. 3 to Contract No. PS14SAFE005 with CASE Systems, Inc. (CASE) to perform required upgrades of the operational and inventoried call boxes in the Kenneth Hahn Call Box System in an amount not to exceed \$1,051,238.74 increasing the Total Contract Value from \$10,219,598.00 to \$11,270,836.74.

**ISSUE**

AT&T, the wireless provider for the call box system, has informed LA SAFE that, due to an upgrade to their wireless network, 3G wireless services will no longer be supported after December 31, 2021. The call boxes currently operate on a 3G platform and therefore must be upgraded to ensure continued operation. Additionally, the upgrade will also require modifications to the call box text telephony (TTY) system, as the wireless upgrade will no longer support the current TTY deployment.

**BACKGROUND**

In May 2014, CASE was awarded a contract to operate and maintain the Kenneth Hahn Call Box System. The award of this contract ensured that LA SAFE is able to fulfill its obligation to operate the Kenneth Hahn Call Box system. In addition to providing operation and maintenance services, the contract allows for call box upgrades when required. CASE as the current call box manufacturer has both the knowledge and ability to perform the required call box upgrades, as evidenced in their 2017 completion of a similar upgrade from 2G to 3G wireless service for all installed call boxes.

By the end of 2021, AT&T and all other wireless service providers will terminate 3G service on their wireless networks. The current wireless components in the call boxes are not compatible with required minimum 4G wireless capability, so the hardware within the boxes needs to be upgraded and rebuilt in order for the call boxes to operate on the upgraded wireless network. Additionally, the TTY operation/service currently used in the call box is being phased out with the wireless network upgrade and is being replaced by real-time text (RTT) technology. As part of this upgrade, LA SAFE will upgrade the technology to ensure that the hearing and/or speech impaired disabled community continues to have equal access to the call box system.

## **DISCUSSION**

CASE Systems has been maintaining the call box system under Contract No. PS14SAFE005 since May 2014. They build, supply, and maintain the call boxes for Los Angeles County and are under contract to do so through May 2022. The execution of Contract Modification No. 3 will enable the contractor to upgrade and install call boxes that will operate on the new wireless network. The work associated with the upgrade covers the following:

- Part and hardware for the wireless upgrade;
- Labor to remove, build and re-install the call boxes;
- Certification of all new devices with AT&T;
- Middleware for RTT integration;

The modification will not only upgrade the current call box inventory but will also replenish the parts inventory needed to repair damaged call boxes and call box sites during ongoing maintenance of the system. There is no increase to the underlying maintenance cost as a result of this upgrade.

## **DETERMINATION OF SAFETY IMPACT**

Approval of this recommendation will ensure that the call box system remains operable for the motoring public of LA County enhancing safety and assistance for stranded motorists.

## **FINANCIAL IMPACT**

Funding for this Modification is included in the FY21 and FY22 budgets for cost center 3351.

### Impact to Budget

The source of funding identified for this action is LA SAFE's dedicated revenues derived from the annual \$1.00 vehicle registration surcharge assessed to each vehicle registered in Los Angeles County. No other sources of funding were considered. These funds are not eligible for bus and rail operating and capital expenditures.

## **ALTERNATIVES CONSIDERED**

The Board could decide not to approve the recommended contract modification. This alternative is not recommended, as this would render the call box program inoperable and result in the elimination of this important service.

## **NEXT STEPS**

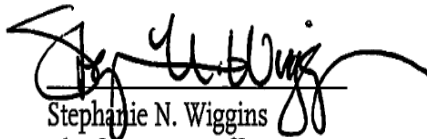
Upon approval by the Board, staff will execute Modification No. 3 with CASE Systems, Inc. and initiate the required actions to ensure that the Kenneth Hahn Call Box System is fully upgraded and operational by December 31, 2021.

**ATTACHMENTS**

Attachment A - Procurement Summary  
Attachment B - Contract Modification/Change Order Log  
Attachment C - DEOD Summary

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Stephanie N. Wiggins  
Chief Executive Officer

## PROCUREMENT SUMMARY

## KENNETH HAHN CALL BOX SYSTEM UPGRADE/ PS14SAFE005

1.	<b>Contract Number:</b> PS14SAFE005		
2.	<b>Contractor:</b> CASE Systems, Inc.		
3.	<b>Mod. Work Description:</b> Perform required upgrades of the operational and inventoried call boxes in the Kenneth Hahn Call Box System		
4.	<b>Contract Work Description:</b> Call box maintenance and upgrade		
5.	<b>The following data is current as of:</b> May 17, 2021		
6.	<b>Contract Completion Status</b>		<b>Financial Status</b>
	<b>Contract Awarded:</b>	May 26, 2014	<b>Contract Award Amount:</b> \$10,219,598.00
	<b>Notice to Proceed (NTP):</b>	N/A	<b>Total of Modifications Approved:</b> \$0
	<b>Original Complete Date:</b>	N/A	<b>Pending Modifications (including this action):</b> \$1,051,238.74
	<b>Current Est. Complete Date:</b>	May 31, 2022	<b>Current Contract Value (with this action):</b> \$11,270,836.74
7.	<b>Contract Administrator:</b> DeValory Donahue		<b>Telephone Number:</b> (213)-922-4726
8.	<b>Project Manager:</b> Melissa Park		<b>Telephone Number:</b> (213) 418-3318

**A. Procurement Background**

This Board Action is to approve Contract Modification No. 3 issued in support of upgrading call boxes from 3G to 4G for the Kenneth Hahn Call Box System program. This Contract Modification will be processed in accordance with Metro's Acquisition Policy and the contract type is firm fixed price.

The original contract was authorized for execution on May 26, 2014 with CASE Systems, Inc. in the amount of \$10,219,598.00 for a base period of six years with two, 2-year options.

Refer to Attachment B – Contract Modification/Change Order Log.

**B. Cost Analysis**

The recommended price has been determined to be fair and reasonable based upon the cost analysis and the technical evaluation.

<b>Proposal Amount</b>	<b>Metro ICE</b>	<b>Negotiated Amount</b>
\$1,051,238.74	\$635,000.00	\$1,051,238.74

The \$416,238.74 variance from the independent cost estimate (ICE) is due to the ICE focusing solely on the 4G upgrade of the call boxes. Upon further review and discussion, additional costs were identified. These costs included ongoing support and an upgrade to the TTY system. The costs also included additional maintenance inventory, which will allow the program to actively replace, repair, and replenish the call boxes with little downtime and enable the Kenneth Hahn Call Box System to continue to ensure the public's safety.

## CONTRACT MODIFICATION/CHANGE ORDER LOG

## KENNETH HAHN CALL BOX SYSTEM UPGRADE / PS14SAFE005

<b>Mod. No.</b>	<b>Description</b>	<b>Status (approved or pending)</b>	<b>Date</b>	<b>\$ Amount</b>
1	Revised the Scope of Work	Approved	3/27/2017	\$0
2	Extended the Period of Performance	Approved	5/14/2020	\$0
<b>3</b>	<b>Upgrade Call Boxes from 3G to 4G</b>	<b>Pending</b>	<b>Pending</b>	<b>\$ 1,051,238.74</b>
	<b>Modification Total:</b>			<b>\$ 1,051,238.74</b>
	<b>Original Contract:</b>			<b>\$10,219,598.00</b>
	<b>Total:</b>			<b>\$11,270,836.74</b>

DEOD SUMMARY

KENNETH HAHN CALL BOX SYSTEM UPGRADE/ PS14SAFE005

**A. Small Business Participation**

CASE Systems, a Small Business Prime, made a 100% Small Business Enterprise (SBE) commitment. The project is 91.40% complete and the current SBE participation is 100% which is meeting their SBE commitment. CASE indicated that 70% of call boxes to be serviced under the contract was reduced by Metro impacting the work originally identified for its SBE subcontractor PAR Enterprises.

<b>Small Business Commitment</b>	<b>SBE 100.00%</b>	<b>Small Business Participation</b>	<b>SBE 100.00%</b>
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	<b>SBE Subcontractors</b>	<b>% Committed</b>	<b>Current Participation<sup>1</sup></b>
1.	Case Systems (SB Prime)	88.24%	97.04%
2.	PAR Enterprises	11.76%	2.96%
	<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>

<sup>1</sup>Current Participation = Total Actual amount Paid-to-Date to DBE firms ÷ Total Actual Amount Paid-to-date to Prime.

**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 requirements are applicable to this project. DEOD will monitor contractors' compliance with the State of California Department of Industrial Relations (DIR), California Labor Code, and, if federally funded, the U S Department of Labor (DOL) Davis Bacon and Related Acts (DBRA).

**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.