



**Metro**

Metropolitan Transportation Authority

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**OPERATIONS COMMITTEE  
JULY 21, 2005**

**SUBJECT: METRO FREEWAY SERVICE PATROL**

**ACTION: AUTHORIZE THE CHIEF EXECUTIVE OFFICER (CEO) TO EXECUTE A CONTRACT TO WEBTECH WIRELESS INC. FOR AN AUTOMATED VEHICLE LOCATION (AVL) AND FLEET MONITORING SYSTEM**

**RECOMMENDATION**

Authorize the Chief Executive Officer to execute a five-year firm fixed price Contract No. FSP05-1650 to WebTech Wireless Inc. for the provision, operation and maintenance of a "turnkey" Automatic Vehicle Location (AVL) and fleet monitoring system for an amount not-to-exceed \$792,805, inclusive of a 10% contingency amount.

**BACKGROUND**

The ability to monitor Freeway Service Patrol (FSP) tow truck activities is a critical management tool to ensure a successful operation. It provides information that FSP tow trucks are indeed performing as contracted; more importantly, it provides the supporting evidence to implement liquidated damages for any operator violations (i.e. late to the beat, taking too long a work break, operating outside the beat boundary, parking for extended periods of time without justification, vehicle maintenance/equipment malfunctions, etc.).

Currently, the FSP fleet operation is composed of three primary functions: CHP dispatch, field supervision (CHP officers) and fleet management. The fleet management and dispatch function is operated out of CHP's Los Angeles Communications Center. CHP dispatchers perform the dispatching and voice communications with the FSP drivers/operators.

The current AVL system, implemented in 1994, is outdated. It uses proprietary technology which is no longer available, difficult to maintain, and is limited in functionality. It requires an individual to constantly monitor the fleet of tow trucks in order to identify violations because the system does not record a driver's activity history or provide an alert when a violation occurs. Caltrans provided the staffing necessary to support the fleet monitoring function during all FSP service hours which are Monday thru Friday 5:00am to 7pm, and 10:00am to 6:30pm on weekends. However, because of state budget constraints, Caltrans eliminated all support to the FSP program, effective last July. Metro and CHP FSP staff concur that the recommended AVL upgraded system provides the ability to automate much of the fleet monitoring function via daily reports and allow access via a wireless modem laptop to CHP officers while in the field that will enable real-time tracking of FSP operators improving fleet supervision.

## RATIONALE

The recommended AVL System will update and automate much of the fleet management function by implementing a “turnkey” system that is independent of, and will operate in parallel with, the current data and voice communication system, thereby minimizing any impacts to current dispatch operations. The proposed AVL System will provide FSP supervisors (CHP officers and fleet monitoring staff) with an effective tool to track the fleet of tow trucks. Without an AVL system, the enhanced level of monitoring would not be possible.

The recommended contract award includes all of the necessary software development and licensing fees, hardware (servers, modems, GPS receiver, data storage, etc.), as well as the cellular network costs for the 5-year contract period.

The system provided by WebTech Wireless Inc. includes the following characteristics:

- Fleet monitoring system based on robust, proven and integrated Automatic Vehicle Location (AVL)/ Global Positioning System (GPS) technologies;
- Utilizes a commercially available Cellular Data Network for transmitting location information to/from the FSP fleet for real-time vehicle location-tracking;
- Utilizes a remotely operated and maintained web-based Internet system that will allow secure and authenticated access by all FSP partner agencies and also FSP tow contractors;
- Provides a system that will automate the fleet monitoring function to replace Caltrans’ decision to eliminate staff for the FSP operation due to fiscal constraints.
- Allows for an additional motorist safety element by including a playback function for review of any motorist complaint or FSP-involved or FSP-witnessed incident.
- Provide a system that is fully operational 99.5% of the time during FSP operational hours.

The proposed AVL system will improve the level of service to the motoring public as well as realize cost savings to the program in the form of liquidated damages.

## FINANCIAL IMPACT

Funding for this project is included in the FY06 budget under cost center 3352, project 300070, Freeway Service Patrol. Since this is a multi-year contract, the cost center manager and Deputy Chief Executive Officer will be accountable for budgeting the cost for future years.

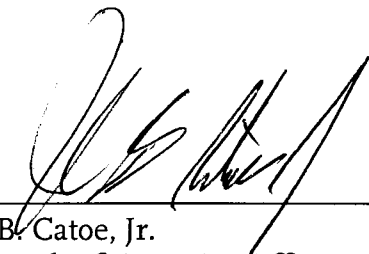
## ALTERNATIVES CONSIDERED

The Board could decide to cancel this procurement and require the program to continue to use the existing system. This option is not recommended, as the current system is over 10 years old and no longer readily supported.

### ATTACHMENT (S):

- A Procurement Summary
- A-1 Procurement History
- A-2 List of Recommended Proposer(s)

Prepared by: John Takahashi, Transportation Planner  
Gregory Moore, Contracts Administrator



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John B. Catoe, Jr.  
Deputy Chief Executive Officer



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Roger Snoble  
Chief Executive Officer

**ATTACHMENT A  
PROCUREMENT SUMMARY**

**FSP AVL AND FLEET MANAGEMENT SYSTEM**

1.	Contract Number: FSP05-1650		
2.	Recommended Bidder/Proposer: WebTech Wireless, Inc.		
3.	Cost/Price Analysis Information:		
	A. Proposed Total Price: \$720,732	Recommended Price: \$ 792,805, inclusive of a 10% contingency amount	
	B. Details of Significant Variances are in Attachment A-1.D		
4.	Contract Type: Firm fixed price		
5.	Procurement Dates:		
	A. Issued: 02-24-05		
	B. Advertised: 02-24-05		
	C. Pre-bid Conference: 03-07-05		
	D. Bids Due: 04-04-05		
	E. Pre-Qualification Completed: 03-24-05		
	F. Conflict of Interest Form Submitted to Ethics: 04-07-05		
6.	Small Business Participation: No goal recommended		
	A. Bid Goal: 0.0%	Date Small Business Evaluation Completed: N/A	
	B. Small Business Commitment: N/A		
7.	Request for Proposal Data:		
	Notifications Sent: 91 (via electronic mail)	Proposals Picked up: 91 (via electronic mail)	Proposals Received: 5
8.	Evaluation Information:		
	A. Bidders/Proposers Names:	Proposal Amount:	Best and Final Offer Amount:
	1. Transportation Information Systems, Inc.	1. 1,869,107	1. \$1,869,107
	2. Radiomobile, Inc.	2. \$487,648	2. \$487,648
	3. Mentor Engineering, Inc.	3. 1,999,950	3. \$1,524,982
	4. WebTech Wireless, Inc.	4. \$808,464	4. \$720,732
	5. ARINC, Inc,	5. \$1,600,749	5. \$1,537,155
	B. Evaluation Methodology: Highest total evaluation score based upon explicit factors defined in the RFP. Factors included price and technical competency.		
9.	Protest Information:		
	A. Protest Period End Date: 07-19-05		
	B. Protest Receipt Date: TBD		
	C. Disposition of Protest Date: TBD		
10.	Contract Administrator: Gregory Moore	Telephone Number: 922-7376	
11.	Project Manager: John Takahashi	Telephone Number: 922-6346	

## ATTACHMENT A-1 PROCUREMENT HISTORY

### FSP AVL AND FLEET MANAGEMENT SYSTEM

#### **A. Background on Contractor**

WebTech Wireless, Inc. (WebTech) was founded and incorporated in 1999 and is located in Burnaby, British Columbia, Canada. WebTech was the first to market with GPRS based wireless vehicle services and to offer global network coverage through GSM (SMS/GPRS). WebTech has the production facilities to manufacture in excess of 10,000 WebTech locator devices per month, and its GPRS solutions are currently installed and operating successfully in approximately 43 states across the United States and in 40 countries around the world. Its products are used by a broad range of small, medium, and large corporations including Fortune 500 companies and various government entities. WebTech's reference list includes the Sacramento Regional Transit District, the City of Chicago and the City of Vancouver.

#### **B. Procurement Background**

A negotiated procurement was utilized in order to allow contractors the flexibility of providing a unique solution and allowing Metro staff the opportunity to discuss the proposal with the contractors. RFP No. FSP05-1650 was released and, shortly thereafter, a pre-proposal meeting was held on March 7, 2005. All proposer inquiries and technical questions were addressed by Metro staff prior to the proposal deadline date. Five firms submitted responsive and responsible proposals prior to the stated deadline date. One firm (Radiomobile), however, submitted a non-responsive technical proposal, which preclude that firm from being included in the competitive range established by the Metro Source Selection Committee.

The Diversity and Economic Opportunity Department (DEOD) did not recommend a Voluntary Anticipated Level of Participation (VALP) goal for this procurement. The contract services required for the Metro Freeway Service Patrol (FSP) Program do not involve subcontracting opportunities. Based on industry practices, it is expected that the Prime FSP Contractor will provide all the services, equipment and/or supplies required on this contract. Notwithstanding, DEOD records show that thirty percent (30%) of the Metro Freeway Service firms participating in the program are owned and operated by Minority Business Enterprises.

#### **C. Evaluation of Bids**

Radiomobile was eliminated from further consideration in the competitive procurement process, because the firm neither articulated a clear and definite technical solution to the RFP requirements, nor was the firm able to demonstrate some tangible solution to the Metro Source Selection Committee (SSC). The four remaining firms (Mentor Engineering, WebTech Wireless, Transportation Information Systems and ARINC) were evaluated by the SSC. Metro staff issued requests for technical clarifications to each firm within the

competitive range, and a request for the respective firm's best and final offers was issued on May 11, 2005. The BAFO responses pointed up a potential pricing discrepancy regarding the firms proposed data plans and other related issues; therefore, staff reopened discussions with all of the proposers. Once these issues were clarified to staff's satisfaction, staff closed discussions and issued a second request for best and final offers on May 31, 2005.

WebTech earned the highest evaluation score based upon the stated evaluation criteria (i.e. experience, price, work plan and product demonstration). Moreover, WebTech offered the lowest proposed price, which was approximately 47% (or \$804,250) lower than the next lowest proposer, as its commercial-off-the-shelf "COTS" software solution satisfied Metro's overall project requirements, obviating the need for the development and engineering of a custom software solution. This off-the-shelf approach also enhances the scalability of the system.

#### **D. Cost/Price Analysis Explanation of Variances**

The recommended contract price is considered fair and reasonable because of adequate price competition and award to the lowest price offer from all responsive responsible offers.

**ATTACHMENT A-2  
LIST OF RECOMMENDED PROPOSER/SUBCONTRACTORS**

**FSP AVL AND FLEET MANAGEMENT SYSTEM**

Prime Contractor:           WebTech Wireless, Inc.

Subcontractor(s):           Etaylor Wireless

Total SBE Commitment:   0%