



November 14, 2024

To: Transit Committee

From: Darrell E. Johnson, Chief Executive Officer

A handwritten signature in blue ink, appearing to read "DEJ", with the word "For" written in smaller letters to the right of the signature.

Subject: Integration of the Conduent OrbCAD Computer-Aided Dispatch/Automatic Vehicle Location System with the L3Harris Technologies, Inc. Symphony Dispatch Consoles

Overview

Board of Directors' authorization is requested for the purchase of services to integrate the Conduent OrbCAD Computer-Aided Dispatch/Automatic Vehicle Location system with the L3Harris Technologies, Inc.'s Symphony dispatch console.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-4-2429 between the Orange County Transportation Authority and L3Harris Technologies, Inc., in the amount of \$761,000 for the integration of the Conduent OrbCAD Computer-Aided Dispatch/Automatic Vehicle Location system with the L3Harris Symphony dispatch console.

Discussion

The Orange County Transportation Authority (OCTA) is currently using L3Harris Technologies, Inc.'s (L3Harris) Maestro dispatch consoles as part of its communication system for managing transit operations. These consoles are essential for providing clear and reliable communication between OCTA's dispatchers, coach operators, field personnel, and other staff. The Maestro consoles are used for both data and voice communications, as well as for responding to emergencies and performing other tasks. Use of the L3Harris Maestro consoles to streamline operations, improves safety, and helps to ensure smooth communication between the workforce and transit fleet.

OCTA's Maestro consoles are integrated with Conduent Transport Solutions' (Conduent) OrbCAD Computer Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system, which provides OCTA dispatchers with a unified

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platform that significantly enhances public transit operations. It allows dispatchers to manage real-time voice communications and access up-to-date vehicle data within a single interface, streamlining workflows and eliminating the need to switch between systems. By combining OrbCAD's real-time vehicle tracking with the communication capabilities of the Maestro consoles, dispatchers can target specific drivers or groups based on location, which is critical for issuing timely instructions during delays, detours, and incidents. The integrated system also supports incident management, enabling quick coordination of responses. Additionally, automating tasks like trip logging and schedule adherence reduces the manual workload, allowing dispatchers to focus on critical communications. Overall, this integration enhances operational efficiency, safety, and responsiveness by providing centralized access to essential tools and real-time updates, ultimately improving service reliability and decision-making for OCTA.

The Maestro consoles have reached the end of their life cycle and are being replaced by the newer L3Harris Symphony dispatch consoles. OCTA has already purchased ten Symphony dispatch consoles to replace the Maestro consoles currently in use for radio dispatch at the Irvine Construction Circle and Garden Grove bases, and two Symphony consoles were acquired for the OC Streetcar.

Before OCTA can replace its existing Maestro dispatch consoles, OCTA will need to collaborate with L3Harris to integrate the newer Symphony dispatch consoles with Conduent's OrbCAD CAD/AVL system. This integration is essential to ensure that dispatchers maintain access to real-time vehicle data and unified communication capabilities within a single platform. Working closely with L3Harris will help OCTA customize the Symphony consoles to seamlessly interface with the OrbCAD system, preserving operational efficiency, safety, and responsiveness during and after the transition from the Maestro consoles.

L3Harris will collaborate with Conduent by providing application programming interfaces, documentation, and engineering assistance throughout the integration, testing, and development stages. L3Harris will also manage the overall project with OCTA. Additionally, L3Harris will provide Conduent with access to an L3Harris lab for validation testing.

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Procurement Approach

The procurement was handled in accordance with OCTA's Board of Directors-approved policies and procedures for a sole source procurement. L3Harris is the exclusive owner of the Symphony dispatch consoles. The firm has propriety rights to its technology and is the sole entity able to market and sell its proprietary technology, as it does not have agreements that allow resale through other vendors. Therefore, L3Harris meets OCTA's criteria for a sole source procurement, and based on its technical ability and financial status, the firm is deemed responsible.

L3Harris' proposal was reviewed by staff from the Contracts Administration and Materials Management (CMM) and Information Systems departments to ensure compliance with the contract terms, as well as the technical requirements.

In accordance with OCTA's sole source procurement procedures, a sole agreement over \$50,000 requires OCTA's Internal Audit Department (Internal Audit) to conduct a price review of the vendor's proposed pricing. As is common with these types of vendors, L3Harris did not provide a detailed cost breakdown in a format that would be required in order to perform a comprehensive price review. As a result, Internal Audit was unable to compare L3Harris' proposed pricing to comparable contracts or quotes. Therefore, CMM performed a price analysis using the information available, such as pricing with another government agency, to analyze the reasonableness of the quoted price. CMM determined that the quoted pricing from L3Harris aligns with the OCTA project manager's independent cost estimate and is less than the price with the San Francisco Municipal Transportation Agency for a similar project. Therefore, the quoted price is deemed fair and reasonable.

Fiscal Impact

The project was approved in OCTA's Fiscal Year 2024-25 Budget, Finance and Administration Division/Information Systems Department, account nos. 1286-7669-IT107-5AY and 1286-7519-A5354-070, and is funded through local funds.

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Summary

Staff recommends the Board of Directors authorize the Chief Executive Officer to negotiate and execute sole source Agreement No. C-4-2429 between the Orange County Transportation Authority and L3Harris Technologies, Inc., in the amount of \$761,000, for a one-year term for the purchase of services necessary to integrate the Conduent OrbCAD Computer Aided Dispatch/Automatic Vehicle Location system with the L3Harris Symphony dispatch consoles.

Attachment

None.

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