



February 5, 2024

To: Executive Committee

From: Darrell E. Johnson, Chief Executive Officer 

Subject: Amendment to Agreement for Service and Maintenance of Security Systems

Overview

On January 31, 2023, the Orange County Transportation Authority entered into an agreement with Convergent Technologies, LLC, to provide service and maintenance to the security systems, which include the video management system, access control system, and duress alarm system at the administrative offices and all operating bases. An amendment is required to accommodate additional project support through August 31, 2024.

Recommendation

Authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-2-2893 between the Orange County Transportation Authority and Convergent Technologies, LLC, in the amount of \$468,333, for additional project support services. Amending this agreement will increase the maximum obligation of the agreement to a total contract value of \$708,333.

Discussion

The Orange County Transportation Authority (OCTA) manages a comprehensive access control system (ACS) and facility video management system (VMS) installed throughout OCTA properties. OCTA contracts with a security systems integrator, Convergent Technologies, LLC (Convergent), for service and maintenance of these security systems. Convergent provides similar services for government agency clients throughout Orange County and has decades of international experience in these security systems. The current contract with Convergent includes several requirements related to replacement of these systems, including but not limited to installing, maintaining, and programming the systems, deploying, and managing strategic services, including future expansion of current systems and other components, proactively

reviewing these systems, and providing recommendations for upgrades and improvements, and designing, installing, repairing, and maintaining such systems and related projects.

As part of the current contract with Convergent, the firm was required to conduct a thorough assessment of all components of OCTA's security systems and provide recommendations for improvement.

Convergent provided an assessment that found, among other things, the current computer servers that operate the ACS and VMS have exceeded their useful life and, as such, are vulnerable to failure. Replacing the current ACS and VMS servers is vital to ensure continuity and avoid disruption. As part of the assessment, Convergent was also asked to provide options to integrate ACS and VMS systems for enhanced security functionality. Convergent's recommendations included a total system replacement with proprietary hardware, upgrading the current ACS and VMS software to separate but integrated platforms, and replacing current legacy software systems with a new system software (Genetec) designed to integrate these systems automatically.

The Genetec software provides a more comprehensive and self-integrated ACS and VMS system that offers more flexibility, adaptability, and features than other identified options, including the current system in use, and at a lower initial and continuing cost. It also is hardware agnostic, allowing OCTA to seek the best price on various components such as cameras and access card readers.

Genetec also offers many additional features for both systems that neither Lenel ACS nor Milestone VMS provide such as camera analytics, video monitoring via smart phone, and smart mapping capability that will allow users to better identify the precise location of an access control or video surveillance-detected incident. As proposed, Genetec will offer a greater degree of functionality than Lenel ACS or Milestone VMS has, providing on-board camera analytics, license plate reading technology, and the ability for security or law enforcement to view live feeds of OCTA's facility cameras using authorized mobile devices. This last capability can have considerable and positive effects on law enforcement response to incidents related to workplace violence, burglary, and vandalism.

Convergent recommended Genetec specifically, because entities such as the County of Orange (County) and the Orange County Sheriff's Department (OCSD) also use this system. Aligning with both the County's and OCSD's approach will permit a higher degree of collaboration, particularly when sharing direct access to or copies of facility video feeds.

OCTA's Security and Emergency Preparedness (SEP) Department consulted with OCTA's Information Systems (IS) Department which concurred with Convergent's assessment of the condition of the current servers and agreed that the alternative solution to transition to Genetec is both feasible and desirable. IS independently assessed potential server replacement costs and found Convergent's cost to replace them competitive.

Transitioning to the Genetec system will eliminate the need for Lenel and Milestone support licenses currently costing approximately \$30,000 per year. Genetec will also require support licensing; however, the licensing is not required until year six of its activation, resulting in approximately \$150,000 in savings over the first five years.

Both the Lenel ACS and Milestone VMS systems are considered legacy systems which are likely to cease receiving updates and support, and the associated servers have exceeded their useful lives. Based on risks associated with this status and information received from Convergent, staff recommends transitioning to the single integrated system, Genetec, and replacing existing servers. To effect this recommendation and ensure that OCTA maintains an active and operational ACS and VMS, staff further recommends the Board authorize an amendment to the agreement with Convergent as they are a trusted security contractor and have detailed knowledge of system performance and architecture.

Procurement Approach

The procurement was handled in accordance with OCTA's Board of Directors (Board)-approved procedures for professional and technical services. For security reasons, all procurements for the ACS and VMS need to be managed diligently so as not to expose OCTA vulnerabilities and weaknesses to the public domain. The original agreement was awarded by the Contracts Administration and Materials Management Department for a one-year term, in the amount of \$240,000. Amendments to the agreement are described in Attachment A. Through the ongoing maintenance and assessment of the ACS and VMS systems, Convergent has detailed knowledge of system architecture, its use, and maintenance challenges. For this reason, Convergent is uniquely qualified to address server replacement and transition to Genetec.

This Amendment No. 3 will increase the maximum cumulative payment obligation by \$468,333, bringing the total contract value to \$708,333. This increase will allow Convergent to continue to repair and maintain the ACS and VMS throughout OCTA and to complete the described ACS and VMS update and upgrade project through August 31, 2024. A budget of \$468,333 has been

deemed fair and reasonable after conducting a request for information (RFI) and analyzing the prices of similar systems by OCTA's IS Department.

The two firms that responded to the RFI both recommended a system called Verkada, which is a proprietary hardware, cloud-managed enterprise-building security system. In evaluating options, both SEP and IS determined that cloud-based systems will result in a degradation of video quality, and as such does not meet SEP's desired operational standards. RFI responses indicated associated costs exceeding Convergent's quote by at least \$252,000.

Fiscal Impact

Funds are included in OCTA's Fiscal Year 2023-24 Budget, Security and Emergency Preparedness Department, account nos. 1316-7611-A5310-0J0, 1316-7611-A5310-0J1, 1316-7611-A5310-0J2, 1316-7611-A5310-0J3, 1316-7611-A5310-0RR, 1284-9028-A5352-18I, 1284-9028-A5352-G64, and is funded through local funds.

Summary

Staff is recommending the Board of Directors authorize the Chief Executive Officer to negotiate and execute Amendment No. 3 to Agreement No. C-2-2893 between the Orange County Transportation Authority and Convergent Technologies, LLC, in the amount of \$468,333, for additional project support services. Amending this agreement will increase the maximum obligation of the agreement to a total contract value of \$708,333.

Attachment

- A. Convergent Technologies, LLC, Agreement No. C-2-2893 Fact Sheet

Prepared by:



Matt Ankley
Manager, Security and Emergency
Preparedness
714-560-5961

Approved by:



Jennifer L. Bergener
Deputy Chief Executive Officer
714-560-5462



Pia Veasapen
Director, Contracts Administration and
Materials Management
714-560-5619

