

Date: 2021-01-07

Subject: SmartBus Maintenance and Support Services

Secondary Title: Request to Begin Procurement - SmartBus Maintenance and Support Services

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Report Number: Brampton Transit-2021-147

Recommendations:

1. That the report titled; **Request to Begin Procurement - SmartBus Maintenance and Support Services** to the Committee of Council meeting of February 3, 2021, be received; and
2. That the Purchasing Agent be authorized to begin procurement through Direct Negotiations with Conduent Transport Solutions Inc. for the **SmartBus Maintenance and Support Services**

Overview:

- **This report seeks to obtain Council approval to enter into direct negotiation with Conduent Transport Solutions Inc. for SmartBus Maintenance and Support Services for a one (1) Year Period, with the option to renew for two (2) additional one (1) Year Periods;**
- **Brampton Transit's SmartBus system program was originally initiated by Transit in 2008, and the system was fully implemented by Conduent Transport Solutions Inc. in 2010, to enhance dispatching and vehicle tracking aspects of the Transit operation;**
- **In 2016, a four (4) Year Maintenance and Support Program was implemented to obtain technical support for the system to ensure seamless operation;**

- **With the SmartBus system still in operation, Brampton Transit requires a further extension of this program with the existing supplier Conduent Transport Solutions Inc., as the only vendor that can be contracted by the City to support the SmartBus System, due to compatibility of their solution with existing hardware and software onboard Transit vehicles.**

Background:

The original implementation of the SmartBus System in 2010, included software development and purchase of hardware equipment for transit vehicles, control centre, Züm station stops and Terminals for 5 years. The SmartBus system is a CAD/AVL (Computer Aided Dispatch/Automatic Vehicle Location) solution for the Transit fleet to increase the operational efficiency of the Transit system, and to provide greater customer information and service. The solution was sourced through a competitive procurement process and the City awarded a 5-year maintenance contract to the successful bidder in early 2008.

Upon completion of the initial 5-year contract, the Corporation issued a bid call to the vendor in late 2015, which set out the needs and requirements for the upgrade of the SmartBus system's computing infrastructure. A direct negotiation followed and the incumbent was engaged to provide the upgrade as set forth in the Agreement. The enhancement of the Smartbus system involved new computing hardware and software development required for Phase 2 of the Züm project, and it included a Maintenance and Support Program until December 31, 2020.

Current Situation:

With advancements in CAD/AVL technologies in the marketplace, and Transit's ongoing commitments to providing the best possible experience for Transit riders, Transit will be looking to replace the existing CAD/AVL system over the next 2-3 years.

Until the fleet-wide system is replaced, Conduent Transport Solutions Inc. remains the only vendor that can currently be contracted by the City to support the SmartBus System, due to compatibility with existing technology infrastructure onboard Brampton's buses.

For the continuation of the Maintenance and Support Program, the vendor will provide support for a one-year period effective March 1, 2021 to February 28, 2022, with the option to renew for two additional one-year periods. As part of this report, Transit is requesting authority to exercise these options as required, subject to future years' budget availabilities, as approved by City Council. These options will provide Transit staff with flexibility to continue with the Maintenance and Support Program for the duration of the SmartBus solution until a new system is implemented.

Corporate Implications:

Subject to Council approval of this procurement, a continuation of the Maintenance and Support Program for the SmartBus system will ensure a smooth and uninterrupted delivery of Transit services to the Community. The SmartBus technology, as configured for Brampton Transit, provides a wide range of reports on vehicle activities including; scheduling and routing compliance, bus stop summaries, computer-aided dispatch, real-time bus arrival information for riders and detours and ridership statistics, to name a few. These reports are imperative in tracking critical data as well as identifying and expediting the resolution of operational or customer service issues, to enhance the quality and reliability of our service.

Purchasing Comments:

Purchasing and Transit will enter into negotiations with Conduent Transport Solutions Inc. to establish a new contract. Upon successful conclusion of negotiations, purchase approval will be obtained in accordance with the Purchasing By-law.

All communication with Conduent Transport Solutions Inc. will occur formally through a designated contact in Purchasing.

Financial Implications

Funding for the first year of the contract is available from Transit capital project #214998-001 (Transit Preventative Maintenance). Transit staff will ensure sufficient funding is available in future years of the contract, subject to budget approval.

Term of Council Priorities:

This report achieves the Strategic Plan of Move and Connect, by maintaining up-to-date technologies onboard Transit buses to ensure a seamless delivery of Transit services to the Community.

Living the Mosaic – 2040 Vision

This report directly aligns with the vision that Brampton will be a mosaic of safe, integrated transportation.

Conclusion:

It is recommended by staff that Council authorize the Purchasing Agent to commence procurement, as described in this report.

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