

DATS Mobile Data Terminal Replacement

Recommendation:

That an agreement with Greyhawk Technologies Incorporated, to purchase replacement DATS Mobile Data Terminal Hardware at a cost not to exceed \$600,000 including GST, be approved and that the agreement be in a form acceptable to the City Manager.

Report Summary

As per the City Administration Bylaw 12005, sole source agreements over \$500,000 must be approved by the appropriate Committee of Council.

Report

Background

The Mobile Data Terminals enables dispatchers to communicate with DATS operators to deliver an efficient service to Edmonton's disabled transit service riders.

The DATS Mobile Data Terminals solution provides the following functionality:

- Presents the DATS operator with a route manifest of trip pick-ups and drop offs.
- Allow the Operator to enter trip completions and fare payment details.
- Allow efficient communication between dispatch and vehicle operators.
- Enables DATS to track DATS vehicle locations, improving the safety of clients and personnel while enabling last minute trips to be efficiently dispatched.

The existing Mobile Data Terminals hardware, originally installed in 2005, is approaching its end of life. A review conducted in 2010 considered two options: to replace the complete Mobile Data Terminals solution (hardware and software), or to replace only the Mobile Data Terminals hardware. The review concluded that DATS replace only the Mobile Data Terminals hardware for the following reasons:

- The solution continues to meet the DATS business needs.
- A complete solution replacement would impact the DATS system stability, as a stabilization period of six to twelve months is needed.
- Greyhawk Technologies supplies the only hardware solution that is compatible with its software solution.
- This approach has both capital and operating cost savings for the City. Software upgrades will not be required when using the same vendor, resulting in a cost avoidance of approximately \$435,000. Operating savings for the maintenance agreement are also expected at approximately \$30,000 as the new maintenance agreement will likely be reduced due to having new hardware.

DATS has undergone large-scale change through the implementation and stabilization of the Trapeze system over the past three years. DATS clients and staff have adapted to these changes to a great extent. Efficiencies generated by the computer system are now being realized. Minimizing additional changes in the short-term would ensure the continued smooth and efficient operation of this important transit service.

The capital cost for the Mobile Data Terminals hardware replacement is funded within capital profile 09-66-1420.

Corporate Outcomes

This project supports the following Strategic Goals:

- The Way We Move - Shift Edmonton's Transportation Mode
- The Way We Grow - Transform Edmonton's Urban Form
- Edmonton has sustainable infrastructure that fosters and supports civic and community needs

Justification of Recommendation

This report provides the justification to sole source of the DATS Mobile Data Terminals Mobile Data Terminals. The current Mobile Data Terminals hardware is approaching its end of life and need to be replaced. Replacing the vehicle hardware only will minimize the impact on the organization and its customers. Greyhawk Technologies is the sole supplier of hardware that is compatible with their associated software solution.