

TORONTO TRANSIT COMMISSION REPORT NO.

MEETING DATE: July 14 2010

SUBJECT: CUSTOMER SERVICE INFORMATION SCREENS

ACTION ITEM

RECOMMENDATION

It is recommended that the Commission authorize staff to proceed with a competitive Request for Proposal for the supply and installation of a Customer Service Information Screen (CSIS) system, which would include the award of a contract for a pilot installation and the subsequent roll-out of the CSIS subject to funding approval.

FUNDING

Funds in the amount of \$100,000 are available for a pilot installation of the CSIS under project 7.1 Advances Hardware Software Technology as outlined on pages 1289-1290 in the TTC 2010 – 2014 Capital Program as approved by City of Toronto Council on December 8, 2009.

No approval exists for the roll-out of the CSIS system project in the 2010-2014 Capital Program as approved by City of Toronto Council on December 8, 2009. This project will be considered for approval in the 2011-2015 Capital Program.

BACKGROUND

Staff had originally issued a Request for Proposal for the installation and maintenance of a comprehensive Internal Broadcast Communication System across the Commission including operating divisions, plants, garages, offices and unpaid areas of TTC stations. Part of the scope included LCD display screens near collector booths primarily for emergency messaging. This RFP was originally put on hold on April 27, 2010 to address required changes to the specifications and the hold was subsequently extended while staff explored the option of amending the existing agreement with OneStop Toronto Inc. (OneStop) for the Platform Video Screens (PVS) and the Next Vehicle Arrival System (NVAS) to provide customer information in unpaid areas near the collector booths.

At its meeting of June 2, 2010 the Commission delegated authority to the Chair, Vice-Chair and Chief General Manager to modify the existing contract with OneStop to incorporate the installation of Customer Service Information Screens (CSIS) should a satisfactory conclusion to negotiations occur and that staff report back to the next Commission meeting on the results of those negotiations.

DISCUSSION

At the conclusion of negotiations, staff was unable to reach a mutually satisfactory agreement with OneStop. Therefore, staff recommends proceeding with a Request for Proposal to obtain competitive bids for the supply/installation of a suitable CSIS system based on awarding a pilot installation with the subsequent roll-out of the CSIS subject to funding approval.

JUSTIFICATION

It is appropriate to seek competitive pricing through an RFP process for consideration as part of the 2011-2015 Capital Program.

July 6, 2010
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