



## **Meeting of the Operations and Oversight Committee**

Thursday, May 10, 2018 • 10:00 a.m.

2nd Floor Board Room • 3400 Victoria Blvd., Hampton, VA

---

A meeting of the Operations and Oversight Committee will be held on Thursday, May 10, 2018 at 10:00 a.m. in the 2nd Floor Board Room at 3400 Victoria Blvd., Hampton, VA.

The agenda and supporting materials are included in this package for your review.



## Meeting of the Operations and Oversight Committee

Thursday, May 10, 2018 • 10:00 a.m.  
2nd Floor Board Room • 3400 Victoria Blvd., Hampton, VA

### AGENDA

1. Approval of the April 2018 Operations and Oversight Committee Meeting Minutes
2. Procurement Recommendations to the Committee:
  - a. Request for approval of Contract 18-76543 SPEAR 4i Software
3. Operations Update
4. Old and New Business
5. Adjournment

**The next Operations & Oversight Committee Meeting will be held on Thursday, June 14, 2018 at 10:00 a.m. in the 2<sup>nd</sup> Floor Board room at 509 E. 18<sup>th</sup> Street, Norfolk, VA**



## Meeting of the Operations and Oversight Committee

Thursday, April 12, 2018 • 10:00 a.m.  
2nd Floor Board Room • 509 E. 18th Street, Norfolk, VA

### MEETING MINUTES

#### Call to order

Commissioner Fuller of Chesapeake called the meeting to order at 10:03 a.m.

#### **Commissioners in attendance:**

Commissioner Fuller, Chesapeake  
Commissioner Hennessee, DRPT  
Commissioner Parnell, Norfolk  
Alt. Commissioner Raliski, Norfolk  
Commissioner Woodbury, Newport News  
Commissioner Rowe, Portsmouth

#### **Hampton Roads Transit Staff in attendance:**

Keisha Branch, Capital Programs and Grants Administrator  
Amy Braziel, Sr. Executive Assistant  
Conner Burns, Chief Financial Officer  
Alesia Cain, Chief Information Technology Officer  
Gene Cavazos, Director of Marketing & Communications  
Kamlesh Chowdhary, Director of ITS  
Rodney Davis, Director of Customer Service  
Margaret Denoncourt, Internal Auditor  
William Harrell, President and CEO  
Tom Holden, Media Relations Specialist  
Sonya Luther, Director of Procurement  
Maryann Martin, Operations Analyst II  
Sybil Pappas, Chief Engineering and Facilities Officer  
Michael Perez, Director of Rolling Stock  
Jim Price, Chief Operating Officer  
Benjamin Simms, Director of Bus and Rail Transportation  
Brandon Singleton, Asst. Director of Budget  
Brian Smith, Asst. to the President and CEO  
Derrick Snowden, Chief Safety & Security Officer  
Mark Stemple, Director of Maintenance  
Brittany Sumpter, DBE and Grants Coordinator

Robert Travers, Corporate Counsel

**Others in attendance:**

Jordan Pascale, Virginia Pilot

The April Operations and Oversight meeting package was distributed electronically to committee members and the media in advance of the meeting. The meeting package consisted of:

- Agenda
- Minutes from the March Meeting
- Procurement Items for Approval

**Approval of the March 2018 Minutes**

A motion to approve the March 2018 Meeting Minutes was made by Commissioner Hennessee and properly seconded by Commissioner Parnell.

The March 2018 Meeting Minutes were approved by a unanimous vote

Commissioner Rowe arrived at 10:08 a.m.

**Request for approval of Contract 17-76502, Interactive Voice Response (IVR) System Implementation.**

Ms. Sonya Luther formally presented Contract 17-76502, Interactive Voice Response System Implementation.

Mr. Rodney Davis provided information regarding the contract to include the number of calls that come into the call center daily.

Commissioner Woodbury arrived at 10:12 a.m.

Ms. Alesia Cain gave a presentation and distributed information regarding the contract being considered.

There was some discussion regarding data available on the website, cost and options.

There was discussion regarding how many people are currently answering calls for HRT.

A motion to approve Contract 17-76502, Interactive Voice Response System Implementation was made by Commissioner Rowe and properly seconded by Commissioner Parnell.

Contract 17-76502, Interactive Voice Response System Implementation was approved by a unanimous vote.

### **Request for approval of Contract 17-76503R, Liberty Street Transfer Station Site Construction Services**

Ms. Sonya Luther formally presented Contract 17-76503R, Liberty Street Transfer Station Site Construction Services.

Ms. Sibyl Pappas provided information regarding funding that was made available by grants and the City of Chesapeake.

There was discussion regarding the bid process and the ability to obtain funding for the Liberty Street project.

A motion to approve Contract 17-76503R, Liberty Street Transfer Station Site Construction Services was made by Commissioner Woodbury and properly seconded by Commissioner Parnell.

Contract 17-76503R, Liberty Street Transfer Station was approved by unanimous vote.

### **Operations Update**

Mr. Jim Price provided operations updates which included the recent Tides v Orioles game, increases in ridership and a recent ABBG Paratransit workshop that staff attended.

Mr. Price mentioned paratransit procurements that will be coming in the next year.

Mr. Price stated the importance of investing in HRT's paratransit fleet to keep costs down. Mr. Conner Burns added that HRT would like to invest in paratransit vehicles and spread purchases over time.

There was discussion regarding Uber, Lyft and possible self-driving vehicles coming into the market.

There was discussion regarding the increase in paratransit demand.

Questions regarding current paratransit services and ADA passengers on fixed bus routes, including accessibility.

Mr. Price stated that the information gathered during the contract process will be shared with Commissioners.

Technology and cost of technology upgrades for paratransit services was discussed.

ACTION ITEM: Information Technology department to share a comprehensive plan for technology with the Operations and Oversight Committee.

### **New and Old Business**

Audit and Budget Review Committee referred the Budget Practices Audit to the Operations and Oversight Committee with instructions to review the same with the Management and Finance Advisory Committee (MFAC). The joint O&O and MFAC committees will develop a proposed action plan to include target dates. Thereafter, the plan and dates will be presented to the Audit and Budget committee for approval.

ACTION ITEM: Margaret Denoncourt, Internal Auditor, to bring the issues back before the Audit and Budget Review Committee and report when appropriate.

The next O&O meeting is tentatively dedicated to an Audit review. It was recommended that HRT Procurement perform an active contracts audit as well in the near future.

### **Adjournment**

The meeting was adjourned at 11:07 a.m.

Respectfully submitted by:  
Amy Braziel, Sr. Executive Assistant

<b>Contract No.:</b>	18-76543	<b>Title:</b>	SPEAR 4i™ Software Support Renewal	<b>Base Year Price:</b> <b>Total Option Years Price:</b>	\$85,069.98 (\$357,637.53 for 4 1-yr. options)
----------------------	----------	---------------	------------------------------------	---	---

**Acquisition Description:** Enter into a contract with Hansen Information Technologies/Infor (Infor) for five years of technical support for Hampton Roads Transit's (HRT's) existing SPEAR 4i™ Enterprise Asset Management Software.

**Background:** HRT purchased the initial SPEAR 4i™ Enterprise Asset Management software in 1999 to manage data related to Bus and Rail operations. The SPEAR 4i™ Work Manager and Material Manager modules allow employees to identify and track equipment and serialized components; identify, plan, schedule, and track work; collect maintenance histories and costs; analyze maintenance performance; and, manage configuration of equipment. The software also provides a comprehensive warehouse management function designed to support multiple warehouses, including tools to ensure that material is available and retrievable at all times.

**Contract Approach:** FTA guidelines and the Virginia Public Procurement Act allow procurement by non-competitive solicitations when only one source is practicably available, and the award of a contract is infeasible under small purchase procedures, sealed bids, or competitive proposals. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of Procurement. The SPEAR application is proprietary to Infor and is not released externally. Only Infor can provide technical support and make modifications to the SPEAR software suite.

A solicitation was issued on April 26, 2018. Infor provided a responsive quote on April 30, 2018 in the amount of \$85,069.98 for the base year and \$357,637.53 for the remaining four (4) option years. The proposed pricing is deemed fair and reasonable based on a cost analysis performed by HRT staff, utilizing historical maintenance and support pricing.

Infor is headquartered in New York, New York and has provided technical support and maintenance of HRT's SPEAR software suite satisfactorily. As a result, Infor is considered qualified and responsible to continue to provide software maintenance and technical support.

**Cost/Funding:** This contract will be funded by Operating Funds.

**Project Manager:** Kamlesh Chowdhary, Director of ITS Services

**Contracting Officer:** Keisha Hurst, Buyer II

**Recommendation:** It is respectfully recommended that the Commission approve award of a contract to Infor for software maintenance and technical support for Hampton Roads Transit's existing SPEAR 4i™ Enterprise Asset Management software in the amount of \$442,707.51 for a total of five (5) years, as indicated below.

Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total Contract Price
\$85,069.98	\$86,771.36	\$88,506.79	\$90,276.92	\$92,082.46	\$442,707.51