



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

A meeting of the Operations and Oversight Committee will be held on Thursday, April 12, 2018 at 10:00 a.m. in the 2nd Floor Board Room at 509 E. 18th Street, Norfolk, VA.

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



Meeting of the Operations and Oversight Committee

Thursday, April 12, 2018 • 10:00 a.m.
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AGENDA

1. Approval of the March 2018 Operations and Oversight Committee Meeting Minutes
2. Procurement Recommendations to the Committee:
 - a. Request for approval of Contract 17-76502, Interactive Voice Response (IVR) System Implementation
 - b. Request for approval of Contract 17-76503R, Liberty Street Transfer Station Site Construction Services
3. Operations Update
4. Old and New Business
5. Adjournment

The next Operations & Oversight Committee Meeting 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



Meeting of the Operations and Oversight Committee

Thursday, March 8, 2018 • 10:00 a.m.
2nd Floor Board Room • 3400 Victoria Blvd., Hampton, VA

MEETING MINUTES

Call to order

Commissioner Kanoyton of Hampton called the meeting to order at 10:00 a.m.

Commissioners in attendance:

Commissioner Hennessee, DRPT
Commissioner Kanoyton, Hampton
Commissioner Parnell, Norfolk
Commissioner Woodbury, Newport News
Commissioner Rowe, Portsmouth
Commissioner Amelia Ross-Hammond, Virginia Beach

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Amy Braziel, Sr. Executive Assistant
Conner Burns, Chief Financial Officer
Alesia Cain, Chief Information Technology Officer
Gene Cavazos, Director of Marketing & Communications
Margaret Denoncourt, Internal Auditor
William Harrell, President and CEO
Tom Holden, Media Relations Specialist
Sonya Luther, Director of Procurement
Maryann Martin, Operations Analyst
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
Derrick Snowden, Chief Safety & Security Officer
Mark Stemple, Director of Maintenance
Brittany Sumpter, DBE and Grants Coordinator
Robert Travers, Corporate Counsel

The March 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 February Meeting
- Procurement Items for Approval

Approval of the February 2018 Minutes

A motion to approve the February 2018 Meeting Minutes was made by Commissioner Woodbury and properly seconded by Commissioner Rowe.

The February 2018 Meeting Minutes were approved by a unanimous vote.

Request for approval of Contract 17-76513, Smart/Scale Design Service.

Ms. Sonya Luther formally presented Contract 17-76513, Smart/Scale Design Service.

Ms. Sibyl Pappas provided a general overview of the contract to include information regarding the funding that was made available through grants.

There was some discussion regarding the location and design of a new park and ride.

There was some discussion regarding the vendors that were not selected for this Smart/Scale Design Service solicitation. Discussion included the evaluation process and the Brooks Act which is related to engineering services.

There was some discussion regarding the deadline of the preliminary engineering on the project which is April 30, 2019. It was stated that HRT was able to accelerate the project and get it done prior to the deadline. It was stated that just the exterior elements (bus loop/parking areas) of the facilities at Hampton Transfer Center and Newport News Transfer Center will be modified.

Deadlines were discussed for design and construction.

There was some discussion regarding the grant schedule as it relates to the Smart/Scale project.

There was some discussion regarding upgrades associated with the Smart/Scale project that will benefit HRT's customers. It was stated that real time data will be included in the bus bay as well as additional seating and bike amenities.

ACTION ITEM: Staff to verify grant deadlines for Smart Scale money.

A motion to recommend approval of Contract 17-76513, Smart/Scale Design Service was made by Commissioner Rowe and was properly seconded by Commissioner Ross-Hammond.

Contract 17-76513, Smart/Scale Design Service was approved by a unanimous vote.

Request for approval of Contract 17-76507, Transit Asset Management Plan.

Ms. Sonya Luther formally presented Contract 17-76507, Transit Asset Management Plan.

Ms. Pappas and Mr. Scott Demharter provided a general overview of the project and the federally mandated State of Good Repair (SGR) requirements.

It was explained that the Transit Asset Management Plan will eventually include all agency assets and assist with Capital Planning.

A motion to recommend approval of Contract 17-76507, Transit Asset Management Plan was made by Commissioner Rowe and was properly seconded by Commissioner Ross-Hammond.

Contract 17-76507, Transit Asset Management Plan was approved by a unanimous vote.

Internal Audit

Ms. Margaret Denoncourt gave a presentation regarding HRT's Purchase Card Program.

Ms. Denoncourt provided her opinions related to timetables, improvements, best practices, and monitoring P-Card purchases.

ACTION ITEMS:

HRT staff to send a copy of the presentation given by Internal Audit to the full Board.

HRT staff to provide a report regarding the Purchase Card Audit.

Ms. Denoncourt stated that she has resumed the money room audit and an audit with the Department of Rail and Public Transportation is coming up soon.

Operations Update

Mr. Jim Price provided a general operational overview. Mr. Price announced that March 19th is Operator Appreciation Day and there will be several ways staff will show their appreciation for HRT's operators on that day. Mr. Price stated that the Norfolk Tides were playing the Baltimore Orioles and heavy ridership is expected on March 26th.

Commissioner Rowe thanked HRT for updating the ferry docks.

ACTION ITEM: HRT staff to forward Operator Appreciation Day details to the Board.

New and Old Business

There was no new or old business discussed.

Adjournment

The meeting was adjourned at 10:55 a.m.

Respectfully submitted by:
Amy Braziel, Sr. Executive Assistant

Contract No.:	17-76502	Title:	Interactive Voice Response (IVR) System Implementation	Price: Term:	\$1,175,500 1 Yr. w/4 1-yr. Options
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Acquisition Description: Enter into contract with a qualified firm to implement a hosted Interactive Voice Response (IVR) System to provide route, schedule, real-time and general customer service information.

Background: In July 2017, Hampton Roads Transit (HRT) requested, and received, approval from the Commission for a one-year contract with LogicTree to provide technical support and maintenance of the existing IVR System while HRT issues a solicitation to procure a more competitive IVR System. As stated previously, LogicTree will no longer be in business as of July 2018.

HRT has solicited the services of a qualified firm to design, configure, test, implement, maintain, monitor and support an automated IVR System which provides bus, rail and ferry schedule information via telephone. The IVR system has supported the Customer Service department in the management of high call volumes by providing automated route, schedule, and general customer service information to HRT customers. Under the terms of this agreement, the Contractor shall host the IVR System utilizing the Contractor's facilities, hardware and infrastructure. The Contractor shall provide this solution based on a Software-as-a-Service (SaaS) model to support HRT's Customer Service department. The Contractor shall also expand the call handling capacity of the IVR System as call volume grows, without a significant re-engineering or redesign effort.

Contract Approach: A Request for Proposal (RFP) was issued on October 24, 2017. Six (6) proposals were received on January 26, 2018 from the following firms:

- Aumtech, Inc.
- DiRAD Technologies, Inc. (DiRAD)
- Enghouse Transportation, LLC (Enghouse)
- Systems Integration, Inc.
- Trapeze Software Group, Inc.
- Voxai Solutions, Inc. (Voxai)

In response to the RFP, proposers were required to provide pricing for design and implementation of an IVR System hosted by the Contractor at the Contractor's facilities as described in the Scope of Work (SOW).

Upon review and evaluation of the technical proposals, DiRAD, Enghouse and Voxai were deemed the most technically qualified to meet the requirements of the SOW and were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, and in an effort to obtain more favorable pricing, negotiations were held with DiRAD and Enghouse for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and confirming the firms' approach to providing the services. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested from both firms.

After an in-depth review and analysis of the BAFOs received, HRT staff determined that DiRAD provided the best value based on a combination of technical capability and price. DiRAD's total pricing decreased by \$95,000, or approximately 7.5%, after reducing the Contractor assumed total call volume from 5 million minutes to 2.5 million minutes per year.

Contract No.:	17-76502	Title:	Interactive Voice Response (IVR) System Implementation	Price Term:	\$1,175,500 1 Yr. w/4 1-yr. Options
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DiRAD's pricing was deemed fair and reasonable based on a price analysis performed using historical data and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that DiRAD is technically and financially capable to perform the work.

DiRAD is located in Clifton Park, NY, and has provided similar services to Montachusett Regional Transportation Authority in Fitchburg, MA; New York Metropolitan Transportation Authority in New York, NY; and, New York City Administration Authority for Children in New York, NY.

The Contract period of performance is one (1) base year, with four (4) additional one-year options.

No DBE goal was assigned for this solicitation.

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

Project Manager: Kamlesh Chowdhary, Director of ITS Services

Contracting Officer: Fevrier Valmond, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to DiRAD Technologies, Inc. for the implementation of a hosted IVR System in the not-to-exceed amount of \$1,175,500 over five (5) years.

SOLICITATION RESULTS

OFFEROR	OFFER	BEST AND FINAL OFFER
Trapeze Software Group, Inc.	\$ 767,192.00	N/A
Aumtech, Inc.	\$ 875,500.00	N/A
DiRAD Technologies, Inc.	\$1,270,500.00	\$1,175,500.00
Systems Integration, Inc.	\$2,190,000.00	N/A
Enghouse Transportation, LLC	\$2,716,139.00	\$1,304,432.00
Voxai Solutions, Inc.	\$4,796,272.40	N/A

DiRAD Technologies, Inc. Summary					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$385,500	\$198,000	\$198,000	\$198,000	\$198,000	\$1,175,500

Contract No:	17-76503R	Title:	Liberty Street Transfer Station Site Construction Services	Price: Term:	\$318,565.75 Two (2) Months
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Acquisition Description: Enter into a contract with a qualified contractor to provide demolition and construction services of the Liberty Street Transfer Station in Chesapeake, Virginia.

Background: Hampton Roads Transit (HRT) and the City of Chesapeake need to relocate the current bus transfer site on Seaboard Avenue and Liberty Street to make way for the new 22nd Street Bridge. Under the terms of this agreement, the Contractor shall provide all material, labor and equipment necessary for the demolition and construction of the Liberty Street Transfer Station in accordance with site plans prepared by the City of Chesapeake.

Contract Approach: An Invitation for Bids was issued January 31, 2018. Seven (7) bids were received on February 26, 2018 from the following firms:

- A&W Contractors, Inc.
- Conquest USA, Inc. (Conquest)
- Conrad Brothers of Virginia, Inc.
- Construction Development Services Inc.
- Gaston Brothers Utilities, LLC
- Hudgins Contracting Corporation (Hudgins)
- Tazewell Contracting (Tazewell)

After an evaluation of the bids received, HRT staff determined that the two (2) apparent lowest bidders, Tazewell and Hudgins, were deemed non-responsive (not in compliance with submittal requirements). Tazewell did not submit the required detailed qualification information and Hudgins did not submit the required Disadvantaged Business Enterprise (DBE) forms. The third lowest bidder, Conquest was deemed responsive (in compliance with submittal requirements) and responsible (capable to perform), and therefore eligible for award.

Conquest's bid price, in the amount of \$318,565.75 is also deemed fair and reasonable based on a price analysis performed, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that Conquest is technically and financially capable to perform the work.

Conquest is located in Virginia Beach, VA and has provided similar services for the City of Virginia Beach, the City of Norfolk and the City of Chesapeake.

The period of performance for this contract is two (2) months.

A DBE goal of 13% was established for this solicitation. Conquest has committed to 9.73% DBE participation and provided acceptable documentation to demonstrate a good faith effort for the remaining 3.27%.

Contract No:	17-76503R	Title:	Liberty Street Transfer Station Site Construction Services	Price: Term:	\$318,565.75 Two (2) Months
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Cost/Funding: This contract will be funded with Grant Funds.

Project Manager: Don Lint, Director of Construction

Contracting Officer: Jason Petruska, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Conquest USA, Inc. to provide demolition and construction services of the Liberty Street Transfer Station in Chesapeake, Virginia in the not-to-exceed amount of \$318,565.75.

SOLICITATION RESULTS

Firm	Total Bid Price
Tazewell Contracting	\$293,570.80
Hudgins Contracting Corporation	\$299,785.88
Conquest USA, Inc.	\$318,565.75
Gaston Brothers Utilities, LLC	\$325,939.00
Conrad Brothers of Virginia, Inc.	\$344,296.79
Construction Development Services, Inc.	\$399,323.18
A&W Contractors, Inc.	\$424,552.41