



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

Thursday, November 7, 2019 • 10:00 a.m.  
2<sup>nd</sup> Floor Boardroom, 3400 Victoria Blvd., Hampton, VA

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, November 7, 2019 at 10:00 a.m. in the 2<sup>nd</sup> Floor Boardroom, 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, November 7, 2019 • 10:00 a.m.  
2<sup>nd</sup> Floor Boardroom, 3400 Victoria Blvd, Hampton, VA

### AGENDA

1. Approval of the October 2019 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
  - a. Contract 19-00032, Signage Production Services (Renewal)
5. Options to be Exercised February 2020
6. Upcoming Commission Approvals
7. Operations Update
8. Old and New Business
9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on  
Thursday, December 5, 2019**



# Meeting of the Operations and Oversight Committee

Thursday, October 10, 2019 • 10:00 a.m.  
2nd Floor Board Room • 509 E. 18<sup>th</sup> Street, Norfolk, VA

## MEETING MINUTES

### Call to order

Commissioner Rowe called the meeting to order at 10:00 a.m.

### **Commissioners in attendance:**

Commissioner Fuller, Chesapeake  
Commissioner Woodbury, Newport News  
Commissioner Parnell, Norfolk  
Commissioner Rowe, Portsmouth  
Alt. Commissioner Cipriano, Newport News  
Commissioner Gray, Hampton  
Commissioner Kanoyton, Hampton  
Commissioner Mucha, DRPT

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

Amy Braziel, Manager of Operations Administration  
Conner Burns, Chief Financial Officer  
Keisha Branch, Grants Administrator & DBE Coordinator  
Danielle Burton, Operations Technician  
Gene Cavazos, Director of Marketing & Communications  
Sheri Dixon, Director of Treasury  
Jennifer Dove, DBE & Grants Coordinator  
Erin Glen, Interim CIO/CTO  
William Harrell, President and CEO  
Keith Johnson, Manager of Paratransit  
Larry Kirk, Asst. Director of Finance  
Sonya Luther, Director of Procurement  
Maryann Martin, Operations Analyst II  
Shanti Mullen, Internal Auditor  
Sibyl Pappas, Chief Engineering & Facilities Officer  
Michael Perez, Operations Project & Contract Administrator  
Jim Price, Chief Transit Operations Officer  
Luis Ramos, Sr. Executive Assistant  
Benjamin Simms, Director of Bus and Rail Transportation, & Security  
Sam Sink, Principle Transit Planner  
Brian Smith, Chief of Staff  
Dawn Sciortino, Chief Safety Officer  
Robert Travers, Corporate Counsel  
Fevrier Valmond, Sr. Contract Specialist

Undrea Wilson, Safety Manager  
Kim Wolcott, Chief Human Resource Officer

**Others in attendance:**

Eric Nelson, HNTB

The October 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
- Action Items
- Minutes from the Previous Meeting
- Procurement Items for Approval
- Upcoming Procurements

**Approval of the September 2019 Minutes**

A motion to approve the September 2019 Meeting Minutes was made by Commissioner Parnell and properly seconded by Commissioner Fuller.

The September 2019 Meeting Minutes were approved by unanimous vote.

**Review of the Operations and Oversight Committee Action Items**

There were no action items for review.

**Options to be exercised.**

Options were reviewed with the Committee.

**Audit Update**

Ms. Shanti Mullen stated that she had no new items to report.

Commissioner Kanoyton arrived at 10:02.

**Procurement Recommendations to the Committee**

Ms. Sonya Luther formally presented the following contracts for approval:

**Contract 19-00019, Bus Repower Service.**

A motion to approve Contract 19-00019, Bus Repower Service was made by Commissioner Parnell and properly seconded by Commissioner Gray.

19-00019, Bus Repower Service was approved by a unanimous vote.

**Contract 19-00035, General Environmental Services (Renewal)**

A motion to approve Contract 19-00035, General Environmental Services was made by Commissioner Gray and properly seconded by Commissioner Parnell.

There was discussion regarding the unresponsiveness of Safety-Kleen.

There was discussion regarding the fees and services being provided.

Contract 19-00035, General Environmental Services was approved with a majority vote with Commissioner Fuller voting against.

Commissioner Woodbury arrived at 10:10 am replacing Alt. Commissioner Cipriano at the table.

**Contract 19-00029, Managed Print Services-Maintenance and Support for Multi-Function Devices**

A motion to approve Contract 19-00029, Managed Print Services-Maintenance and Support for Multi-Function Devices was made by Commissioner Fuller and properly seconded by Commissioner Kanoyton.

Contract 19-00029, Managed Print Services-Maintenance and Support for Multi-Function Devices was approved by a unanimous vote.

**Contract 19-00048, Purchase of Twenty (20) High Roof Ford Transit Vans**

A motion to approve Contract 19-00049, Purchase of Twenty High Roof Ford Transit Vans was made by Commissioner Fuller and properly seconded by Commissioner Parnell.

There was discussion regarding the types of vehicles that were being purchased and what types of paratransit customers can be carried in the vehicle (ambulatory v. non-ambulatory)

It was stated that the vehicles under the contract are replacement vehicles and not an expansion of service.

Mr. Jim Price provided additional information regarding fuel efficiencies.

Contract 19-00049, Purchase of Twenty High Roof Ford Transit Vans was approved by a unanimous vote.

### **Contract 19-00049, Purchase of Forty-Five 15 Passenger Body on Chassis Paratransit Vans**

A motion to approve Contract 19-00049, Purchase of Forty-Five (45) 15 Passenger Body on Chassis Paratransit Vans was made by Commissioner Parnell and properly seconded by Commissioner Gray.

Mr. Price provided additional information on the vehicles.

There was discussion regarding age of the current vehicles and how they will be disposed of. The vehicles will be auctioned off.

There was discussion regarding the number of wheelchairs the vehicles can support at one time. Vehicle demand was also discussed.

Contract 19-00049, Purchase of Forty-Five 15 Passenger Body on Chassis Paratransit Vans was approved by a unanimous vote. Woodbury was not in the room for the vote.

### **Contract 19-00031, Paratransit Services (Renewal)**

A motion to approve Contract 19-00031, Paratransit Services was made by Commissioner Fuller and properly seconded by Commissioner Parnell.

There was discussion regarding a surety/performance bond and the lack thereof.

The effects of requiring a surety/performance bond and contract management was also discussed.

Effectiveness of disincentives were discussed.

HRT stated that the vendor has previously provided comparable services to other agencies. HRT has discussed the performance of the vendor with those other agencies, all of which describe the vendor's work as commendable.

There was a discussion regarding the pricing summary, the decline of van service year over year and the flat call center cost. Staff provided information on the service reductions to include anticipation on higher ridership in which the overflow will go to sedans.

There was discussion regarding MV Transportation employees.

There was discussion regarding van service as compared to sedan service.

There was discussion regarding the features of the new service and what features are possible in the future through the new contract.

There was a discussion on the impact of the new service on the current year's budget.

Commissioner Fuller left the meeting at 11:06 am.

Contract 19-00031, Paratransit Services was approved by a unanimous vote.

### **Upcoming Procurements**

Upcoming Procurements were reviewed with the Committee.

### **Operations Update**

Mr. Jim Price had no additional updates.

### **New and Old Business**

There was no old or new business discussed.

### **Adjournment**

The meeting was adjourned at 11:10 a.m.

Respectfully submitted by:  
Amy Braziel, CAP-OM  
Manager of Operations Administration



HAMPTON ROADS TRANSIT  
OCTOBER/NOVEMBER 2019  
OPERATIONS AND OVERSIGHT COMMITTEE  
ACTION ITEMS

<b>Date</b>	<b>Action Item</b>	<b>Responsible Party</b>	<b>Due Date</b>	<b>Completed Date &amp; Method</b>
	No Open Action Items			



<b>Contract No:</b>	19-00032	<b>Title:</b>	Signage Production Services (Renewal)	<b>Base Year Price:</b> <b>Four Option Years' Price:</b>	\$ 643,755.00 \$2,846,336.34
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**Acquisition Description:** Enter into a renewal contract with multiple qualified Contractors to provide signage production services.

**Background:** The purpose of this contract is to provide advertising signage wraps for buses and light rail vehicles, as well as posters for bus, light rail, ferry, outdoor shelters, and platforms, as required. Since advertisements generate revenue for Hampton Roads Transit (HRT), a critical part of providing these services is the Contractor's ability to respond within a quick turnaround time frame. Strict adherence to proper techniques and types of materials when applying signage wraps and posters is imperative to meet HRT's specifications.

**Contract Approach:** An Invitation for Bids was issued August 29, 2019. Three (3) bids were received on October 22, 2019 from the following firms:

- AG Wraps
- Signmasters, Inc.
- Street Speak Media, LLC

Bidders were required to provide unit prices for each type of vehicle wrap, as well as for posters for bus, light rail, ferry, outdoor shelters, and platforms. After an evaluation of the bids received, HRT staff determined that Signmasters, Inc. was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and, are therefore eligible for award.

However, in order for HRT to have the ability to retain the most skilled Contractors at the most favorable prices when signage wraps and posters are required, a decision was made to award a Contract to the two (2) lowest responsive and responsible bidders, Signmasters, Inc. and AG Wraps. Signmasters, Inc.'s bid price, in the amount of \$1,543,918.34; and AG Wraps's bid price, in the amount of \$1,946,173.00, are deemed fair and reasonable based on a price analysis performed utilizing historical pricing, and the fact that the pricing was obtained in a competitive environment. Contractor responsibility reviews confirmed that the both firms are technically and financially capable to perform the work.

Signmasters, Inc. is located in Virginia Beach, VA and provides similar services for Hoffman Beverage in Chesapeake, VA; Checkered Flag in Virginia Beach, VA; Atlantic Dominion in Virginia Beach, VA; and Miller Oil Company in Norfolk, VA. Signmasters, Inc. also currently provides these services to HRT satisfactorily.

AG Wraps is located in Chesapeake, VA and provides similar services for JES Foundation Repair in Virginia Beach, VA; Atlantic Heating and Cooling in Virginia Beach, VA; Seven Venues in

<b>Contract No:</b>	19-00032	<b>Title:</b>	Signage Production Services (Renewal)	<b>Base Year Price:</b> <b>Four Option Years' Price:</b>	\$ 643,755.00 \$2,846,336.34
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Norfolk, VA; and Domestic Fuels in Chesapeake, VA. AG Wraps also currently provides these services to HRT satisfactorily.

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

A DBE goal of 5% was established for this solicitation and both firms have committed to 5% DBE participation.

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

**Project Manager:** Alonzo Crittenden, Regional Sales Manager

**Contracting Officer:** Jason Petruska, Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve award of two (2) contracts for signage production services to Signmasters, Inc. and AG Wraps in the estimated amounts of \$1,543,918.34 and \$1,946,173.00, respectively, for a total not-to-exceed amount of \$3,490,091.34 over a five-year period.

### SOLICITATION RESULTS

FIRM	TOTAL BID PRICE
<b>Signmasters, Inc.</b>	<b>\$1,543,918.34</b>
<b>AG Wraps</b>	<b>\$1,946,173.00</b>
Street Speak Media	\$4,257,013.38

<b>Signmasters, Inc. Bid Summary</b>					
<b>Base Year</b>	<b>Option Year 1</b>	<b>Option Year 2</b>	<b>Option Year 3</b>	<b>Option Year 4</b>	<b>Total</b>
\$285,050.00	\$296,452.00	\$308,305.81	\$320,639.31	\$333,471.22	\$1,543,918.34

<b>Contract No:</b>	19-00032	<b>Title:</b>	Signage Production Services (Renewal)	<b>Base Year Price:</b>	\$ 643,755.00
				<b>Four Option Years' Price:</b>	\$2,846,336.34

<b>AG Wraps Bid Summary</b>					
<b>Base Year</b>	<b>Option Year 1</b>	<b>Option Year 2</b>	<b>Option Year 3</b>	<b>Option Year 4</b>	<b>Total</b>
\$358,705.00	\$373,495.00	\$388,525.00	\$404,190.00	\$421,258.00	\$1,946,173.00

Options to be Exercised - February 2020						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
15-70777	Dispensing Equipment Inspections, Maintenance and Emergency Services	To provide dispensing equipment inspections, maintenance and emergency services.	\$ 214,752.96	One (1) base year plus four (4) additional one-year options	Fourth	\$ 37,153.45
17-75527	Armored Car Services	Enter into a contract with a qualified contractor to provide armored car services.	\$ 119,757.60	One (1) base year with two (2) one-year options	First	\$ 39,745.48
18-78353	Security Guard Services	To provide armed and unarmed security guard services at various HRT locations throughout the Hampton Roads Service area.	\$ 5,636,332.32	One(1) base year with four (4) one-year options	First	\$ 1,082,976.42
18-78377	Facility Electrical System Assessment Services	To perform inspections, evaluations, and documentation of the electrical infrastructure at various HRT facilities on an as needed basis.	\$ 80,000.00	One (1) base year with one (1) one-year option	First	\$ 40,000.00

**UPCOMING CONTRACTS FOR APPROVAL**

<b>Title</b>	<b>Description</b>
Architectural and Engineering Services	To provide comprehensive architectural and engineering services on a Task Order basis.
General Planning Consultant	To provide general planning services on a Task Order basis.
Hydraulic Vehicle Lift and Boom Inspection and Repair Services	To perform scheduled hydraulic and electric vehicle lift and boom inspections, and unscheduled boom repair services.
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.
Office Supply Services	To provide and deliver office supplies.
Oracle Database Administration Managed Services	To provide managed services for HRT's Oracle Database Administration.
Parts Washer Service and Solvent Maintenance	To provide parts washer service and solvent maintenance to HRT.
Passenger Amenities Cleaning Services	To maintain the appearance and cleanliness of passenger amenities at bus stops and light rail stations through the service area of Hampton Roads.
Passenger Amenities Winter Storm Services	To maintain the accessibility and safety during winter storms at HRT's passenger amenity bus stops and light rail stations throughout Hampton Roads.
TRAFFIX General and Marketing Consulting Services	To provide HRT's TRAFFIX Department with general communications and marketing consultant services.