



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

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

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, October 10, 2019 at 10:00 a.m. in the 2<sup>nd</sup> Floor Boardroom, 509 E. 18<sup>th</sup> Street, Norfolk, VA

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



# Meeting of the Operations and Oversight Committee

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

## AGENDA

1. Approval of the September 2019 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
  - a. Contract 19-00019, Bus Repower Services
  - b. Contract 19-00035, General Environmental Services (Renewal)
  - c. Contract 19-00028, Managed Print Services-Maintenance and Support for Multi-Function Devices
  - d. Contract 19-00048, Purchase of Twenty (20) High Roof Ford Transit Vans
  - e. Contract 19-00049, Purchase of Forty-Five (45) 15-Passenger Body on Chassis Paratransit Vans
  - f. Contract 19-00031, Paratransit Services (Renewal)
5. Options to be Exercised January 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, November 7, 2019**



# Meeting of the Operations and Oversight Committee

Thursday, September 12, 2019 • 10:00 a.m.  
2nd Floor Board Room • 3400 Victoria Blvd., Hampton, 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 DeProfio, Hampton  
Commissioner Ross-Hammond, Virginia Beach

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

Amy Braziel, Manager of Operations Administration  
Conner Burns, Chief Financial Officer  
Danielle Burton, Operations Technician  
Alesia Cain, Chief Information Technology Officer  
Gene Cavazos, Director of Marketing & Communications  
William Collins, Facilities Maintenance Manager  
Sheri Dixon, Director of Treasury  
Wayne Groover, Sr Manager of Materials & Rail Vehicle Maintenance  
William Harrell, President and CEO  
Keith Johnson, Manager of Paratransit  
Don Lint, Construction Projects Coordinator  
Sonya Luther, Director of Procurement  
Maryann Martin, Operations Analyst II  
Shanti Mullen, Interim Internal Auditor  
Sibyl Pappas, Chief Engineering & Facilities Officer  
Michael Perez, Operations Project & Contract Administrator  
Jim Price, Chief Transit Operations Officer  
Benjamin Simms, Director of Bus and Rail Transportation  
Mark Stemple, Director of Maintenance  
Brian Smith, Chief of Staff  
Robert Travers, Corporate Counsel

### **Others in attendance:**

Lisa Cipriano, Alt. Commissioner, Newport News  
Andrew Ennis, VADRPT

The September 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 August 2019 Minutes**

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

The August 2019 Meeting Minutes were approved by unanimous vote.

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

ACTION ITEM: Dr. Brian Smith gave an overview of what was presented at the External and Legislative Affairs Committee (ELAC) meeting, which was a high-level overview of what has been done by the legislative affairs contractor since the current contract was put in place.

There was discussion regarding the current contractor and performance of same. It was stated that the agency has no negative feedback regarding the current contractor.

Mr. William Harrell stated that this is a strategic time for HRT and support for legislative activities will continue to be needed. Chairman Rowe also noted the fuller discussion that took place at the ELAC meeting. Action item closed.

ACTION ITEM: A report was requested regarding the Student Freedom Pass program and its utilization.

Ms. Tiffany McClain gave a presentation on HRTs Student Freedom Pass to include ridership, initiatives to educate students on how to ride HRT services and the various outlets HRT is using to disseminate information to include the PTA.

There was some discussion regarding the reason for the request.

There was a request for Mr. Harrell to write to each school principal to explain the program and making a request for them to distribute the info.

There was a request for HRT to share the letter that Mr. Harrell sends to the schools to the Committee for reference. A copy of the letter is enclosed in these minutes. Action item closed.

### **Options to be exercised.**

Options were reviewed with the Committee.

### **Audit Update**

Ms. Shanti Mullen provided an audit update to the Committee regarding ridership as distributed at the meeting.

Commissioner Ross-Hammond arrived at 10:04.

There was discussion regarding certifying the Automatic Passenger Counters (APC) on buses.

There was also discussion regarding HRTs data and the internal HRT CRIS database.

Ms. Mullen introduced the next audit and distributed the audit schedule.

Ms. Mullen reviewed the schedule with the Committee.

A motion to approve the audit schedule as presented was made by Commissioner Woodbury and properly second by Commissioner Parnell.

The audit schedule was approved by unanimous vote.

Mr. William Harrell introduced Ms. Kim Wolcott as Chief of Human Resources.

### **Procurement Recommendations to the Committee**

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

#### **Contract 19-00030, Fence Railing Maintenance and Repair Services.**

A motion to approve Contract 19-00030, Fence Railing Maintenance and Repair Services was made by Commissioner Ross-Hammond and properly seconded by Commissioner Woodbury.

There was discussion regarding the previous cost for services and enhancements being made under the new contract.

Contract 19-00030, Fence Railing Maintenance and Repair Services was approved by a unanimous vote.

### **Contract 18-78382R, Healthcare Reporting Services**

A motion to approve Contract 18-78382R, Healthcare Reporting Services was made by Commissioner Parnell and properly seconded by Commissioner Fuller.

There was discussion regarding the proposed contract versus work being done in-house. It was stated that the reporting is currently done in-house but since the Affordable Care Act Regulations were put in place it has gotten increasingly more difficult and extensions are requested annually.

There was a discussion regarding cost.

Ms. Kim Wolcott gave an overview on the payroll reporting process and challenges with same.

There was discussion regarding the number of bidders and the capabilities of the proposed vendor.

Contract 18-78382R, Healthcare Reporting Services was approved with a majority vote with Commissioner Woodbury voting no.

### **Purchase Order No. 81512, Light Rail Vehicle Guiding Rods and Overhauled Track Link Assembly Kits**

A motion to approve Purchase Order No. 81512, Light Rail Vehicle Guiding Rods and Overhauled Track Assembly Kits was made by Commissioner Woodbury and properly seconded by Commissioner Parnell.

There was no discussion.

Purchase Order No. 81512, Light Rail Vehicle Guiding Rods and Overhauled Track Assembly Kits was approved by a unanimous vote.

### **Purchase Order 81583, Light Rail Overhead Catenary System**

A motion to approve Purchase Order No. 81512, Light Rail Overhead Catenary System was made by Commissioner Fuller and properly seconded by Commissioner Ross-Hammond.

There was no discussion.

Purchase Order No. 81512, Light Rail Overhead Catenary System was approved by a majority vote with Commissioner Mucha abstaining.

Commissioner Mucha abstained due to a request from Andrew Innis as there is a potential conflict of interested due to safety oversight that will need to be done by the state on this purchase order.

**Contract 19-00006R, Medical Surveillance Program Management Services**

A motion to approve Contract 19-00006R, Medical Surveillance Program Management Service was made by Commissioner Woodbury and properly seconded by Commissioner Parnell.

There was discussion regarding reporting to the Department of Motor Vehicles and the Department of Transportation process.

Contract 19-00006R, Medical Surveillance Program Management Services was approved by a unanimous vote.

**Contract 19-00023, Provision of Bulk Fluids**

A motion to approve Contract 19-00023, Provision of Bulk Fluids was made by Commissioner DeProfio and properly seconded by Commissioner Fuller.

There was no discussion.

Contract 19-00023, Provision of Bulk Fluids was approved by a unanimous vote.

**Contract 19-00043, Purchase of Six (6) 40' Electric Buses**

A motion to approve Contract 19-00043, Purchase of Six (6) 40' Electric Buses was made by Commissioner Ross Hammond and properly seconded by Commissioner Woodbury.

It was stated that the new buses will have standard options and that the buses will be running the route 20.

It was stated that the electric buses are for a pilot program to see how they work for HRT for range testing over time and for possible expansion of the program.

This contract is 100% grant funding.

Contract 19-00043, Purchase of Six (6) 40' Electric Buses was approved by a unanimous vote.

## **Contract 19-00018, Towing and Flat Tire Replacement Services**

A motion to approve Contract 19-00018, Towing and Flat Tire Replacement Services was made by Commissioner Fuller and properly seconded by Commissioner DeProfio.

There was a discussion regarding the non-escalation of cost year over year.

Contract 19-00018, Towing and Flat Tire Replacement Services was approved by a unanimous vote.

## **Upcoming Procurements**

Upcoming Procurements were reviewed with the Committee.

There was a discussion regarding the timing of HRTs facilities contracts which are a couple months out.

Commissioner Fuller left the meeting at 11:27 a.m.

## **Operations Update**

Mr. Jim Price gave an update on Hurricane Dorian to include the process of shutting down service and bringing service back online.

Mr. Price gave a presentation regarding on-time performance as included in the meeting package.

There was a discussion regarding the Drive Now Program and the possibility of getting the program in other cities.

It was stated that HRT is in discussions with TCC and the City of Norfolk to organize a new Drive Now class.

HRT is working internally to potentially expand the Drive Now Program to other cities.

Positive feedback was given regarding HRTs communications during the storm.

## **New and Old Business**

There was a question regarding Greyhound moving to the Downtown Norfolk Transfer Center (DNTEC). It was stated that the project is not moving forward at this time.



There was discussion regarding the cleanliness of the DNTC. It was stated that it has improved.

It was stated that moving security to the operations department has helped with improvements at DNTC.

### **Adjournment**

The meeting was adjourned at 11:49 a.m.

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



# HAMPTON ROADS TRANSIT

September 30, 2019

Dr. Elie Bracy  
Superintendent  
Portsmouth Public Schools  
801 Crawford Street  
Portsmouth, Virginia 23704

Dear Dr. Elie Bracy,

I hope you're enjoying the new school year.

The Student Freedom Pass gives Hampton Roads youth the opportunity to travel independently throughout the region with free and unlimited rides on our bus, ferry, and light rail services. Since the inception of the pass in 2016, we've provided almost two million rides.

We believe that learning how to use public transportation at an early age empowers young people and provides them with a lifelong skill. HRT wants to help young people reach after-school programs, tutoring sessions, extracurricular activities, libraries, recreation centers, and jobs – and get home again.

We recently received a grant to purchase mobile equipment that our outreach staff can use to produce Student Freedom Passes at schools. Each student will receive their pass within minutes along with information about how to ride transit and how to use their new pass.

If you think this will benefit your students, please have your staff reach out to our Public Outreach & Ridership Coordinator, Tiffany McClain at [tmcclain@hrtransit.org](mailto:tmcclain@hrtransit.org) or 757-222-6072.

Thank you for your time and consideration.

Sincerely,

William Harrell  
President and CEO



# HAMPTON ROADS TRANSIT

September 30, 2019

Dr. George Parker III  
Superintendent  
Newport News Public Schools  
12465 Warwick Boulevard  
Newport News, Virginia 23606

Dear Dr. George Parker III,

I hope you're enjoying the new school year.

The Student Freedom Pass gives Hampton Roads youth the opportunity to travel independently throughout the region with free and unlimited rides on our bus, ferry, and light rail services. Since the inception of the pass in 2016, we've provided almost two million rides.

We believe that learning how to use public transportation at an early age empowers young people and provides them with a lifelong skill. HRT wants to help young people reach after-school programs, tutoring sessions, extracurricular activities, libraries, recreation centers, and jobs – and get home again.

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If you think this will benefit your students, please have your staff reach out to our Public Outreach & Ridership Coordinator, Tiffany McClain at [tmclain@hrtransit.org](mailto:tmclain@hrtransit.org) or 757-222-6072.

Thank you for your time and consideration.

Sincerely,

William Harrell  
President and CEO



# HAMPTON ROADS TRANSIT

September 30, 2019

Dr. Jared Cotton  
Superintendent  
Chesapeake Public Schools  
312 Cedar Road  
Chesapeake, Virginia 23322

Dear Dr. Jared Cotton,

I hope you're enjoying the new school year.

The Student Freedom Pass gives Hampton Roads youth the opportunity to travel independently throughout the region with free and unlimited rides on our bus, ferry, and light rail services. Since the inception of the pass in 2016, we've provided almost two million rides.

We believe that learning how to use public transportation at an early age empowers young people and provides them with a lifelong skill. HRT wants to help young people reach after-school programs, tutoring sessions, extracurricular activities, libraries, recreation centers, and jobs – and get home again.

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Thank you for your time and consideration.

Sincerely,

William Harrell  
President and CEO



# HAMPTON ROADS TRANSIT

September 30, 2019

Dr. Sharon Byrdsong  
Superintendent  
Norfolk Public Schools  
P.O. Box 1357  
Norfolk, Virginia 23501

Dear Dr. Sharon Byrdsong,

I hope you're enjoying the new school year.

The Student Freedom Pass gives Hampton Roads youth the opportunity to travel independently throughout the region with free and unlimited rides on our bus, ferry, and light rail services. Since the inception of the pass in 2016, we've provided almost 2 million rides.

We believe that learning how to use public transportation at an early age empowers young people and provides them with a lifelong skill. HRT wants to help young people reach after-school programs, tutoring sessions, extracurricular activities, libraries, recreation centers, and jobs – and get home again.

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Thank you for your time and consideration.

Sincerely,

William Harrell  
President and CEO



# HAMPTON ROADS TRANSIT

September 30, 2019

Dr. Aaron Spence  
Superintendent  
Virginia Beach Public Schools  
2512 George Mason Drive  
Virginia Beach, Virginia 23456

Dear Dr. Aaron Spence,

I hope you're enjoying the new school year.

The Student Freedom Pass gives Hampton Roads youth the opportunity to travel independently throughout the region with free and unlimited rides on our bus, ferry, and light rail services. Since the inception of the pass in 2016, we've provided almost two million rides.

We believe that learning how to use public transportation at an early age empowers young people and provides them with a lifelong skill. HRT wants to help young people reach after-school programs, tutoring sessions, extracurricular activities, libraries, recreation centers, and jobs – and get home again.

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Thank you for your time and consideration.

Sincerely,

William Harrell  
President and CEO



# HAMPTON ROADS TRANSIT

September 30, 2019

Dr. Jeffery Smith  
Superintendent  
Hampton Public Schools  
1 Franklin Street  
Hampton, Virginia 23669

Dear Dr. Jeffery Smith,

I hope you're enjoying the new school year.

The Student Freedom Pass gives Hampton Roads youth the opportunity to travel independently throughout the region with free and unlimited rides on our bus, ferry, and light rail services. Since the inception of the pass in 2016, we've provided almost two million rides.

We believe that learning how to use public transportation at an early age empowers young people and provides them with a lifelong skill. HRT wants to help young people reach after-school programs, tutoring sessions, extracurricular activities, libraries, recreation centers, and jobs – and get home again.

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Thank you for your time and consideration.

Sincerely,

William Harrell  
President and CEO



HAMPTON ROADS TRANSIT  
SEPTEMBER/OCTOBER 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>	19-00019	<b>Title:</b>	Bus Repower Services	<b>Total Price:</b>	\$1,521,915
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**Acquisition Description:** Enter into a contract with a qualified firm to repower fourteen (14) existing Hampton Roads Transit (HRT) buses for restoration to revenue service by September 30, 2020.

**Background:** HRT has a requirement for reliably maintaining a minimum operating bus fleet. To that end, the successful Contractor is required to repower up to fourteen (14) existing buses. A bus repower includes the midlife replacement of drive line components including, but not limited to engine, transmission, emission systems, electrical wiring and upgrade of engine cooling systems to restore vehicle reliability and fuel efficiency for the remainder of the vehicle's useful life. The Contractor shall complete all repowered bus work in like-new condition, incorporate updated safety and convenience features, restore excellent reliability and fuel efficiency, and driving experience to OEM specifications.

**Contract Approach:** A Request for Proposals (RFP) was issued on June 3, 2019. Four (4) proposals were received on July 23, 2019 from the following firms:

- ABC Bus, Inc. (ABC)
- Cummins Sales and Service (Cummins)
- Midwest Bus Corporation (Midwest)
- MTB Transit Solutions (MTB)

Upon review of the technical proposals received, two (2) firms, Midwest and MTB, were deemed technically qualified to meet the Scope of Work (SOW) requirements; and were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, negotiations were held with Midwest for the purpose of a possible award. Negotiations focused on clarifying the warranty requirements and other SOW items and reducing the proposed price for repowering each bus. At the conclusion of discussions and negotiations, a Best and Final Offer (BAFO) was requested.

After review and analysis of the BAFO received, HRT staff determined that Midwest provided the best value to HRT based on a combination of technical capability and price. As a result of the discussions and negotiation, Midwest's total proposed price decreased by \$118,485 or approximately 7%. Midwest's final offer is 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 Midwest is technically and financially capable to perform the work.

<b>Contract No:</b>	19-00019	<b>Title:</b>	Bus Repower Services	<b>Total Price:</b>	\$1,521,915
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Midwest, located in Owosso, MI has provided similar services for Mass Transportation Authority (MTA) in Flint, MI; Massachusetts Bay Transportation Authority (MBTA) in Boston, MA; and, Suburban Mobility Authority for Regional Transportation (SMART) in Troy, MI. Midwest has also provided similar services to HRT satisfactorily.

The period of performance for this Contract is five (5) months for the first six (6) buses, plus six (6) months for the remaining eight (8) buses.

No DBE goal was established for this solicitation.

**Cost/Funding:** This Contract will be funded by grant funds.

**Project Manager:** Mike Perez, Operations Project and Contract Administrator

**Contracting Officer:** Fevrier Valmond, Senior Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Midwest Bus Corporation to provide bus repower services for fourteen (14) heavy-duty buses, in the not-to-exceed amount of \$1,521,915.

### SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER	BEST AND FINAL OFFER
<b>Midwest Bus Corporation</b>	<b>\$1,640,400.00</b>	<b>\$1,521,915.00</b>
ABC Bus, Inc.	\$1,794,298.32	N/A
MTB Transit Solutions	\$2,091,710.23	N/A
Cummins Sales and Service	\$2,214,028.14	N/A

<b>Contract No:</b>	19-00035	<b>Title:</b>	General Environmental Services (Renewal)	<b>Base Year Price: Four Option Years' Price:</b>	\$128,344 \$522,722
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to perform a variety of general environmental services.

**Background:** Hampton Roads Transit requires a Contractor to provide the necessary personnel, equipment, materials and supplies to perform various general environmental services as required, or upon request, in compliance with all applicable federal, state and local laws and regulations, including, but not limited to, those promulgated under the Resource Conservation and Recovery Act (RCRA), the Toxic Substances Control Act, the Occupational Safety and Health Act (OSHA), the Hazardous Materials Transportation Act, and all applicable U.S. Department of Transportation (DOT), U.S. Environmental Protection Agency (EPA) and Virginia Department of Environmental Quality (DEQ) regulations. Services to be performed include waste tank vacuum services; emergency spill response and environmental remediation services; hazardous, toxic and biohazard materials/waste testing and disposal; non-hazardous waste removal; and, bulk used oil materials removal services.

**Contract Approach:** An Invitation for Bids (IFB) was issued on August 28, 2019. Three (3) bids were received on September 30, 2019 from the following firms:

- Bay Environmental, Inc. (Bay)
- PetroChem, A Hepaco Company (PetroChem)
- Safety-Kleen Systems (Safety-Kleen)

In response to the IFB, bidders were required to provide unit pricing for various scheduled environmental services described in the Scope of Work (SOW); as well as unit rates for unscheduled and other services that may be requested by HRT.

After evaluation of the bids received, HRT staff determined that the apparent lowest bidder, Safety-Kleen, was non-responsive (not in compliance with submittal requirements). Safety-Kleen took exceptions to the IFB Price Schedule and did not submit the required name of each transporter they intend to use to transport hazardous, toxic or biohazard property and identification of each treatment, storage and disposal facility to be utilized under the contract. The second lowest bidder, PetroChem was deemed responsive (in compliance with submittal requirements) and responsible (capable to perform), therefore eligible for award.

PetroChem's total bid price of \$651,066 includes \$250,000 (\$50,000/yr.) for unscheduled or requested services not currently reflected in the Scope of Work that HRT may request during the Contract term. Based on a price analysis performed using historical data and the fact that pricing was obtained in a competitive environment, PetroChem's bid is deemed fair and reasonable.

<b>Contract No:</b>	19-00035	<b>Title:</b>	General Environmental Services (Renewal)	<b>Base Year Price:</b> <b>Four Option Years' Price:</b>	\$128,344 \$522,722
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PetroChem is located in Norfolk, VA and has performed similar services for the City of Norfolk; Old Dominion Freight Lines in Thomasville, NC; Newport News Public Schools; and, the City of Hampton. PetroChem also currently performs these services for HRT satisfactorily.

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

No DBE goal was established for this solicitation.

**Cost/Funding:** This Contract will be funded by operating funds.

**Project Manager:** Scott Demharter, Director of Facilities Maintenance

**Contracting Officer:** Fevrier Valmond, Senior Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to PetroChem to provide general environmental services in the not-to-exceed amount of \$651,066 over five (5) years.

### SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER
Safety-Kleen Systems	\$645,315.00
<b>PetroChem, A Hepaco Company</b>	<b>\$651,066.00</b>
Bay Environmental, Inc.	\$668,382.50

### PETROCHEM'S SUMMARY

Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$128,344.00	\$128,344.00	\$130,930.50	\$130,930.50	\$132,517.00	\$651,066.00

<b>Contract No:</b>	19-00028	<b>Title:</b>	Managed Print Services - Maintenance and Support for Multi-Function Devices	<b>Base Year Price:</b>	\$60,123.00
				<b>Four Option Years' Price:</b>	\$247,808.40

**Acquisition Description:** Enter into a contract with a qualified Contractor to provide managed print services at various HRT locations.

**Background:** HRT requires the services of a qualified Contractor to provide managed print services at its various locations throughout Hampton Roads. Under the terms of this agreement, the Contractor shall provide support for HRT's fleet of printers and high-performance Multi-Function Devices (MFDs) with all-inclusive consumables and device maintenance based on a monthly print volume. Additionally, the Contractor shall provide support services for HRT's existing PaperCut MF Authentication, Authorization, and Accounting secure print solution; and, on an as needed basis, furnish HRT with high performance MFDs on a trade-in or upfront purchase basis.

**Contract Approach:** A Request for Proposals (RFP) was issued on July 17, 2019. One (1) proposal was received on August 27, 2019 from Electronic Systems, Inc. (ESI) in the total amount of \$282,864.36. This amount includes a total Device Replacement Allowance of \$100,000 (\$20,000 annually), established by HRT over the five (5) year period. A post-solicitation survey conducted concluded that the other firms solicited did not possess the capability and/or were not authorized to perform work on, or supply parts and consumables for HRT's current fleet of Xerox machines, as required in the Scope of Work. After review and evaluation of the proposal, HRT staff determined that the proposal was responsive, and ESI is technically qualified to perform the required services.

Since there was no indication that a re-solicitation to pursue more competition would have resulted in greater participation, a decision was made to enter into price negotiation with ESI. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed printing rates for MFDs and desktop printers. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

ESI's BAFO increased by \$25,067.04 or approximately 9% over the originally proposed pricing, from \$282,864.36 to \$307,931.40. This increase represents the inclusion of pricing for the support and maintenance of the desktop printers not originally included in the Price Schedule. ESI's BAFO pricing is deemed fair and reasonable based a price analysis performed utilizing historical data and the independent cost estimate. A contractor responsibility review performed confirmed that ESI is both technically and financially capable to perform the work.

ESI is located in Virginia Beach, VA and provides similar services to Virginia Beach City Public Schools in Virginia Beach, VA; Suffolk Public Schools, in Suffolk, VA; and the City of Chesapeake, VA. ESI also provides these services to HRT satisfactorily.

<b>Contract No:</b>	19-00028	<b>Title:</b>	Managed Print Services - Maintenance and Support for Multi-Function Devices	<b>Base Year Price:</b>	\$60,123.00
				<b>Four Option Years' Price:</b>	\$247,808.40

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

No DBE goal was established for this solicitation.

**Cost/Funding:** This contract will be funded by operating funds.

**Project Manager:** Alex Touzov, Director of Technology Services

**Contracting Officer:** Fevrier, Senior Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Electronic Systems, Inc. to provide managed print services, including Maintenance and Support for Multi-Function Devices in the amount of \$307,931.40.

### SOLICITATION RESULTS

<b>ORIGINAL OFFER</b>	<b>BEST AND FINAL OFFER</b>
\$282,864.36	\$307,931.40

<b>BASE YEAR 1</b>	<b>BASE YEAR 2</b>	<b>BASE YEAR 3</b>	<b>OPTION YEAR 1</b>	<b>OPTION YEAR 2</b>	<b>TOTAL</b>
\$60,123.00	\$60,837.00	\$61,551.00	\$62,323.80	\$63,096.60	<b>\$307,931.40</b>

<b>Contract No:</b>	19-00048	<b>Title:</b>	Purchase of Twenty (20) High Roof Ford Transit Vans	<b>Price:</b>	\$1,445,140
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**Acquisition Description:** Join on an existing Commonwealth of Virginia, Division of Purchases and Supply (DPS) Contract No. E194-76061 MA2233 to procure twenty (20) high roof Ford Transit vans (State Contract) for use on Hampton Roads Transit’s Paratransit Services contract.

**Background:** Using the competitive procurement process, in November 2018, the Commonwealth of Virginia awarded Contract No. E194-76061 MA2233 to Sonny Merryman, Inc. (Sonny Merryman) to purchase high roof wheelchair vans during a base term of one (1) year with three (3) additional one-year options. Under the terms of the Contract, as a Virginia state agency, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Sonny Merryman contract to purchase twenty (20) high roof Ford transit vans for use in HRT’s Paratransit Services contract. It should be noted that HRT is often precluded from “piggybacking” on existing state contracts as those agreements often do not include all of the contractual terms mandated by the Federal Transit Administration (FTA). DPS, however, included the mandated federal terms in the State Contract thus allowing HRT to order vehicles pursuant to this agreement.

**Contract Approach:** The original State Contract was competitively procured with a base unit price of \$55,412 for a high roof wheelchair van. Unit prices for additional features/options were also established at the time of award of the State Contract. Sonny Merryman’s unit price to HRT, including HRT selected options, is \$72,257. HRT’s options include an Angel Trax surveillance system, upgraded flooring and lift, additional quick release seats, HRT vinyl graphics and lettering, and a number of other additional upgrades.

Based on a price analysis conducted by DPS at the time of award of the State Contract, and the fact that the pricing was obtained in a competitive environment, Sonny Merryman’s unit price of \$72,257 is deemed fair and reasonable.

All FTA required pre-award audits and certifications confirming Buy America, final assembly and motor vehicle safety standards have been received and verified.

**Cost/Funding:** This contract will be funded by grant funds.

**Project Manager:** Michael Perez, Operations Project and Contract Administrator

**Contracting Officer:** Sonya Luther, Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Sonny Merryman, Inc. to procure twenty (20) high roof Ford transit vans, for use on Hampton Roads Transit’s Paratransit Services contract, in the total amount of \$1,445,140.

<b>Contract No:</b>	19-00049	<b>Title:</b>	Purchase of Forty-Five (45) 15-Passenger Body on Chassis Paratransit Vans	<b>Price:</b>	\$3,166,065
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**Acquisition Description:** Join on an existing Commonwealth of Virginia, Division of Purchases and Supply (DPS) Contract No. E194-79495 MA4468 to procure forty-five (45) 15-passenger Body on Chassis (BOC) paratransit vans (State Contract) for use on Hampton Roads Transit's (HRT's) Paratransit Services contract.

**Background:** Using the competitive procurement process, in July 2018, the Commonwealth of Virginia awarded Contract No. E194-79495 MA4468 to Sonny Merryman, Inc. (Sonny Merryman) to purchase various ADA passenger transit buses with wheelchair lifts during a base term of two (2) years with three (3) additional one-year options. Under the terms of the Contract, as a Virginia state agency, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Sonny Merryman contract to purchase forty-five (45) 15-passenger BOC paratransit vans for use in HRT's Paratransit Services contract. It should be noted that HRT is often precluded from "piggybacking" on existing state contracts as those agreements often do not include all of the contractual terms mandated by the Federal Transit Administration (FTA). DPS, however, included the mandated federal terms in the State Contract thus allowing HRT to order vehicles pursuant to this agreement.

**Contract Approach:** The original State Contract was competitively procured with a base unit price of \$52,353 for a 15-passenger BOC/wheelchair lift van. Unit prices for additional features/options were also established at the time of award of the State Contract. Sonny Merryman's unit price to HRT, including HRT selected options, is \$70,357. HRT's options include an Angel Trax surveillance system, addition of foldaway seats, upgraded wheelchair lifts, and a number of other additional upgrades.

Based on a price analysis conducted by DPS at the time of award of the State Contract, and the fact that the pricing was obtained in a competitive environment, Sonny Merryman's unit price of \$70,357 is deemed fair and reasonable.

All FTA required pre-award audits and certifications confirming Buy America, final assembly and motor vehicle safety standards have been received and verified.

**Cost/Funding:** This contract will be funded by grant funds.

**Project Manager:** Michael Perez, Operations Project and Contract Administrator

**Contracting Officer:** Sonya Luther, Director of Procurement



<b>Contract No:</b>	19-00049	<b>Title:</b>	Purchase of Forty-Five (45) 15-Passenger Body on Chassis Paratransit Vans	<b>Price:</b>	\$3,166,065
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**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Sonny Merryman, Inc. to procure forty-five (45) 15-passenger Body on Chassis paratransit vans, for use on Hampton Roads Transit's Paratransit Services contract, in the total amount of \$3,166,065.

<b>Contract No:</b>	19-00031	<b>Title:</b>	Paratransit Services (Renewal)	<b>Three Base Years' Price:</b>	\$23,530,955
				<b>Two Option Years' Price:</b>	\$16,039,433

**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide Paratransit Services.

**Background:** HRT provides Paratransit service in accordance with the federally mandated Americans with Disabilities Act level of service as required by 49 CFR Parts 27, 37, and 38. This service is provided to individuals who, because of their disability, are unable to access or navigate local fixed route bus service. The three (3) primary service areas addressed under the terms of this agreement are Paratransit Van Services (Van), Paratransit Sedan Services (Sedan) and Paratransit Call Center Service (Call Center).

**Contract Approach:** A Request for Proposals (RFP) was issued on July 1, 2019. Proposers were required to submit proposals for each Paratransit service area. Contractors had the ability to propose on one (1) service area, all three (3) service areas, or provide an alternate proposal. Additionally, Contractors were required to provide unit prices based on an estimated number of trips and estimated number of revenue hours. As part of the RFP, Proposers were notified that if a Contractor was awarded Vans only or Sedans only, the same Contractor would not be awarded the Call Center. Seven proposals were received on August 9, 2019 from the following firms:

- First Transit, Inc. (First Transit)
- Hampton Roads Transportation, Inc. (HRTI)
- Maruti Fleet and Management (Maruti)
- National Express Transit Corporation (NEXT)
- RATP Dev USA (RATP Dev)
- River North Transit LLC (a wholly owned subsidiary of Via Transportation, Inc.) (River North)
- Uber Technologies, Inc. (Uber)

The proposers submitted proposals for the following service areas:

Paratransit Service Areas	First Transit	HRTI	Maruti	NEXT	RATP Dev	River North	Uber
Van Service	X		X	X	X	X	
Sedan Service	X	X		X		X	X
Call Center Service	X			X		X	
<b>Alternate Proposals</b>							
All Service Areas	X						
Van & Sedan Services	X						
Option 1						X	
Option 1a						X	

<b>Contract No:</b>	19-00031	<b>Title:</b>	Paratransit Services (Renewal)	<b>Three Base Years' Price:</b>	\$23,530,955
				<b>Two Option Years' Price:</b>	\$16,039,433

Upon review and evaluation of the technical proposals, the top five (5) firms in terms of technical scores, First Transit, HRTI, NEXT, RATP Dev and River North, were invited to discuss their proposals and provide technical clarifications on their approach to the SOW. Pricing had not been reviewed at this stage of the procurement.

At the conclusion of the discussions, the panel determined that three (3) firms, First Transit, NEXT and River North, were the most technically proficient and capable of meeting the Scope of Work (SOW) requirements. First Transit, NEXT and River North all proposed to provide Sedan, Van and Call Center services. Pricing was revealed and negotiations were held with First Transit, NEXT and River North for the purpose of a possible award. Negotiations focused on reducing their proposed per trip/hour pricing and clarifying scope items. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested from all three (3) firms.

After a review and analysis of the BAFOs received, a decision was made to award a contract, based on per trip pricing, to the most responsive and responsible Proposer, River North. River North provided the best value based on a combination of technical capability and price. River North will provide all three (3) services, to include Van, Sedan and Call Center services.

In order to take advantage of a significant price discount, the decision was made to accept one (1) of River North's four (4) alternate proposals. Two (2) of the alternate proposals were unacceptable as they did not fully meet the Scope of Work. The remaining two (2) alternate proposals are outlined as follows:

- Option 1
  - Fully pre-scheduled service for paratransit-eligible customers only, delivered primary by HRT's fleet of paratransit vans, with sedans contracted as needed through local providers.
  - Delivers a cost-effective service while offering the additional value of scheduling technology.
  - Overall increased ride capacity due to more ride sharing and more efficient vehicle utilization.
- Option 1a
  - Equivalent to Option 1 except for scheduling.
  - In addition to offering pre-schedule rides, paratransit customers will have the option to book rides fully on-demand (at no additional cost to HRT).
  - The resulting operational efficiencies make it more cost-effective than Option 1.

HRT accepted Option 1a based on the advantages offered to both HRT and its paratransit customers.

<b>Contract No:</b>	19-00031	<b>Title:</b>	Paratransit Services (Renewal)	<b>Three Base Years' Price:</b>	\$23,530,955
				<b>Two Option Years' Price:</b>	\$16,039,433

River North provided pricing 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 performed confirmed that River North is both technically and financially capable to perform the work.

River North is headquartered in New York, NY; but the firm intends to establish facilities in the Hampton Roads area as required under the terms of this Contract. River North provides similar services for The Rapid Interurban Transit Partnership in Grand Rapids, MI; the City of Newton in Newton MA; and, the City of West Sacramento, in Sacramento, CA.

The period of performance for this contract is three (3) base year with two (2) additional one-year options.

A DBE goal of 4% was established for this solicitation. River North has committed to a minimum of 4.1% DBE participation.

**Cost/Funding:** This contract will be funded by operating funds.

**Project Manager:** Keith Johnson, Paratransit Services Contract Administrator

**Contracting Officer:** Sonya Luther, Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to River North Transit, LLC to provide Paratransit services not-to-exceed amount of \$39,570,388 over a five (5) year period.

<b>Contract No:</b>	19-00031	<b>Title:</b>	Paratransit Services (Renewal)	<b>Three Base Years' Price:</b>	\$23,530,955
				<b>Two Option Years' Price:</b>	\$16,039,433

### SOLICITATION RESULTS

#### Original Proposals

Paratransit Service Areas	First Transit	HRTI	Maruti	NEXT	RATP Dev	River North	Uber
Van Service	\$46,706,484.97		\$38,219,293.00	\$32,649,020.50	\$42,592,352.62	\$29,137,445.78	
Sedan Service	\$28,038,984.04	\$21,968,902.00		\$21,766,050.60		\$15,340,498.38	\$10,529,425.20
Call Center Service	\$ 5,491,611.00			\$ 5,033,685.00		\$ 5,289,662.96	
<b>Alternate Proposals</b>							
All Service Areas	\$71,412,257.01						
Van & Sedan Services	\$68,765,168.42						
Option 1						\$43,374,802.00	
Option 1a						\$39,570,388.00	

#### Best and Final Offers

Paratransit Service Areas	River North	NEXT	First Transit
Van Service	\$29,825,648.00	\$31,623,092.00	\$44,383,177.00
Sedan Service	\$15,796,660.00	\$21,082,049.00	\$26,544,657.00
Call Center Service	\$3,207,789.00	\$4,831,771.00	\$5,324,387.00
Alternate Proposals			
All Service Areas			\$66,893,071.00
Van & Sedan Services			\$65,199,983.00
Option 1	\$43,374,802.00		
Option 1a	\$39,570,388.00		

- Note:**
1. Solicitation results reflect cumulative totals for the entirety of the Contract inclusive of options; i.e., a five-year Contract term.
  2. Pricing for Van and Sedan Services are based on per trip charges.

<b>Contract No:</b>	19-00031	<b>Title:</b>	Paratransit Services (Renewal)	<b>Three Base Years' Price:</b>	\$23,530,955
				<b>Two Option Years' Price:</b>	\$16,039,433

**RIVER NORTH TRANSIT LLC'S PRICING SUMMARY**

<b>Paratransit Service Areas</b>	<b>Base Year 1</b>	<b>Base Year 2</b>	<b>Base Year 3</b>	<b>Option Year 1</b>	<b>Option Year 2</b>	<b>Total Price</b>
Van Service	\$5,736,990	\$5,846,062	\$6,089,965	\$6,239,770	\$6,391,346	\$30,304,133
Sedan Service	\$1,445,999	\$1,276,703	\$1,210,562	\$1,112,553	\$1,012,648	\$6,058,465
Call Center Service	\$641,558	\$641,558	\$641,558	\$641,558	\$641,558	\$3,207,789
<b>Total</b>	<b>\$7,824,547</b>	<b>\$7,764,323</b>	<b>\$7,942,085</b>	<b>\$7,993,881</b>	<b>\$8,045,552</b>	<b>\$39,570,388</b>

Options to be Exercised - January 2020						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
18-78368	Provision of Magnetic Fare Media	To provide magnetic fare media for HRT's public transportation services.	\$ 165,330.00	One (1) base year with two (2) additional one-year options	First	\$ 55,110.00
14-67392	Mobile Wireless Services	To provide cellular and mobile data services.	\$ 324,150.00	Two (2) base years with three (3) additional one-year options	Third	\$ 64,830.00
16-72029	Trapeze PASS Annual Software Support	To provide Trapeze PASS annual software support services.	\$ 154,036.00	One (1) base year with four (4) additional one-year options	Third	\$ 33,885.00

**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.
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.
Signage Production Services	To provide signage production services.