



Meeting of the Operations and Oversight Committee

Thursday, September 12, 2019 • 10:00 a.m.
2nd Floor Boardroom, 3400 Victoria Blvd., Hampton, VA

A meeting of the Operations and Oversight Committee is scheduled for Thursday, September 12, 2019 at 10:00 a.m. in the 2nd 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, September 12, 2019 • 10:00 a.m.
2nd Floor Boardroom, 3400 Victoria Blvd., Hampton, VA

AGENDA

1. Approval of the August 2019 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 19-00030, Fence and Railing Maintenance and Repair Services
 - b. Contract 18-78382R, Healthcare Reporting Services
 - c. Purchase Order 81512, Light Rail Vehicle Guiding Rods and Overhauled Traction Link Assembly Kits
 - d. Purchase Order 81583, Light Rail Overhead Catenary System
 - e. Contract 19-00006R, Medical Surveillance Program Management Services (renewal)
 - f. Contract 19-00023, Provision of Bulk Fluids
 - g. Contract 19-00043, Purchase of Six (6) 40' Electric Buses
 - h. Contract 19-00018, Towing and Flat Tire Replacement Services (renewal)
5. Options to be Exercised December 2019
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, October 10, 2019**



Meeting of the Operations and Oversight Committee

Thursday, August 8, 2019 • 10:00 a.m.
2nd Floor Board Room • 509 E. 18th 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
Commissioner Gray, Hampton
Commissioner Kanoyton, Hampton
Commissioner Mucha, DRPT

Hampton Roads Transit Staff in attendance:

Kimberly Ackerman, Chief Human Resource Officer
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
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
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:

Andrew Ennis, VADRPT

The August 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 June 2019 Minutes

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

A roll call resulted as follows:

Ayes: Commissioner Rowe, Fuller, Woodbury, and Parnell

Nays: None

Abstain: Commissioner Kanoyton

Review of the Operations and Oversight Committee Action Items

There were no Action Items to review.

Commissioner Gray arrived at 10:04 am.

Options to be exercised.

Options were reviewed with the Committee as enclosed in the committee package.

Audit Update

There was no Audit Update given.

Procurement Recommendations to the Committee

There were no Procurement Recommendations presented to the Committee.

Commissioner Ross Hammond arrived at 10:12 am.

Upcoming Procurements

Upcoming Procurements were reviewed with the Committee as enclosed in the committee package.

There was discussion regarding the upcoming State Legislative and Public Relations Contract. Mr. Joe Dillard shared information on what the contract entails.

ACTION ITEM: A high-level overview was requested of what has been done by the contractor since the current contract was put in place, along with a breakdown of costs. It was stated that the information would be shared with External and Legislative Affairs Committee (ELAC).

Operations Update

Ms. Kimberly Ackerman gave a presentation on operator talent acquisition and retention as enclosed in these meeting minutes.

There was discussion regarding targets and wages of retirees working part time.

There were additional discussions regarding exit interviews. The feedback from the exit interviews was shared. It was stated that the primary reason operators leave is for another job opportunity.

There was discussion regarding operator bonuses, base pay and wage progression.

The Drive Now partnerships were discussed and the possibility of other cities getting involved in the program.

Rehires and mentorship opportunities were discussed.

The City of Norfolk's initiative to employ the under employed was discussed.

Mr. Jim Price gave a presentation regarding missed trips and operator retention as enclosed in the meeting minutes.

There was discussion regarding the financial impact of missed trips.

There was discussion regarding HRTs available fleet and the plan for adding buses, mid-life overhauls and leasing possibilities.

HRTs Capital Plan and funding issues were discussed.

There was discussion regarding how HRTs MAX routes are funded.

Mr. Ben Simms gave an update on strategies that Operations has implemented to encourage operator retention as enclosed in these meeting minutes.

Discussion regarding driver location assignments was discussed.

HRTs efforts to gain and retain operators was applauded by the Committee.

New and Old Business

There was discussion regarding HRT's current fare rate of \$2.00 and the possibility of raising rates. Mr. Harrell indicated that fares will be discussed during the budget process.

There was discussion concerning the Student Freedom Pass. Clarification on the Student Freedom Pass was given, specifically noting that changes were recently made to include anyone still attending high school who is over the age of 18.

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

Adjournment

The meeting was adjourned at 11:25 a.m.

Respectfully submitted by:
Amy Braziel, CAP-OM
Sr. Executive Assistant



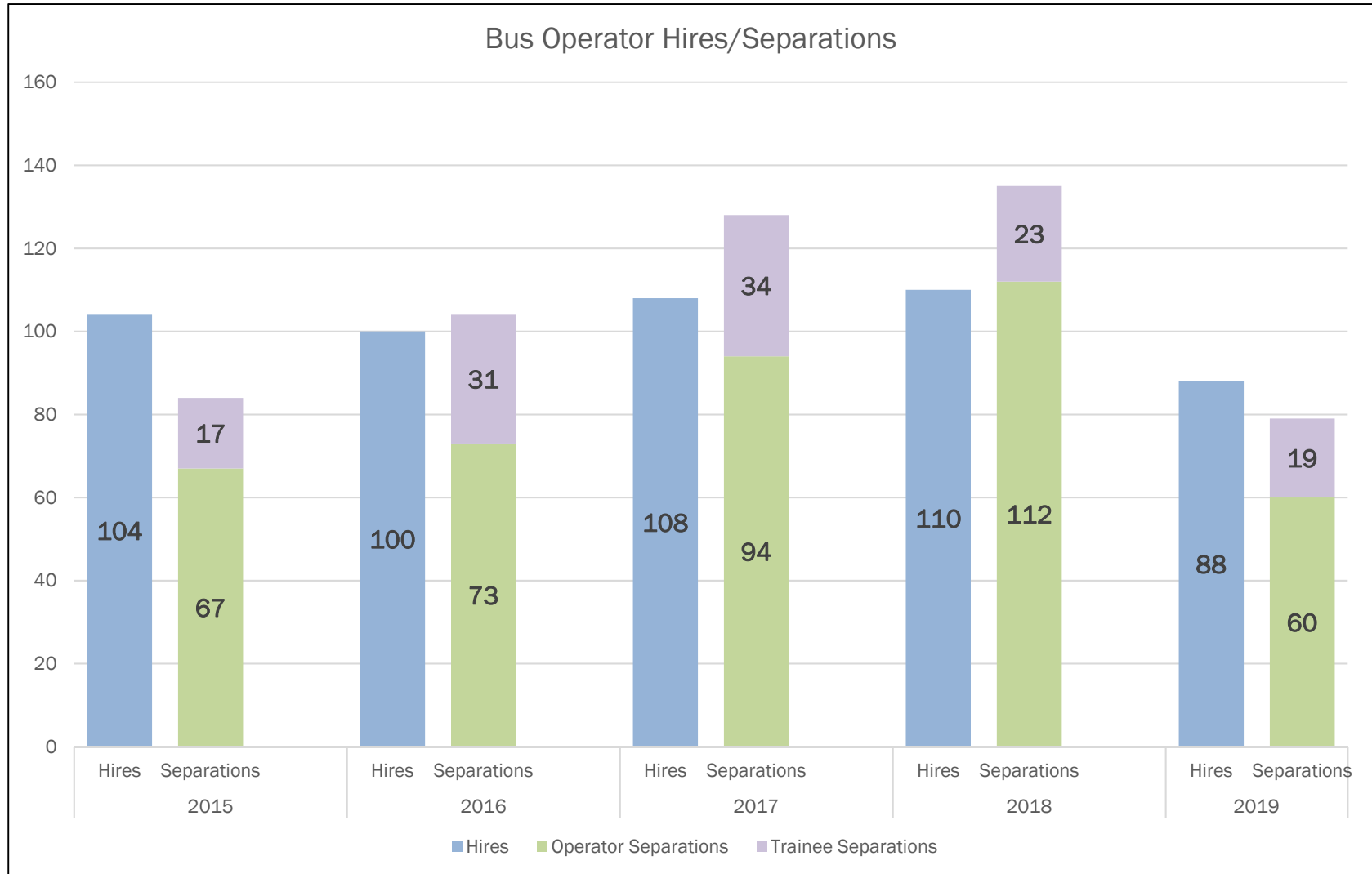
HAMPTON ROADS
TRANSIT

Operator Talent Acquisition & Retention

August 2019

gohrt.com

Staffing Metrics - Bus Operator Hires/Separations



Staffing Metrics

FT Operator Separations

Trending FT Operator Separations					
	Involuntary	Voluntary	Retirements	Total	Monthly Avg
2019 (as of 8 August)	18	35	7	60*	9
2018	28	59	24	111*	9
2017	26	53	15	94	8
2016	23	37	13	73	6
2015	27	29	11	67	6
Grand Total	122	213	70	405	7
<i>Number does not include deaths experienced in 2018 and 2019*</i>					
FT Operator Turn-over Rate	2015	2016	2017	2018	2019
	14%	15%	20%	23%	13%

Current Bus Operator Staffing Levels (as of 8 Aug 2018)

(479 October 2018 Board)	# Active	# Available	Delta (based on active)
FT Operators	391	385	88
Operator Trainees	25		
DriveNOW Trainees	9		
VB FT Operators (transfers Sept/Oct)	18		
Grand Total Needed (after training & VB transfers)			34
<i>Pending FT Operator candidates (12 August, 26 Aug, & 9 Sept classes)</i>			<i>16</i>
<i>Retirees</i>			<i>3</i>

Points of Departure Voluntary Separations – FT Operator

FT Operator Voluntary Separation (1 Jan 2017 – 8 August 2019)		
Tenure	# of separations	%
> 3 months	12	8%
3 months – 6 months	29	20%
6 months – 1 year	32	22%
1 years – 2 years	18	12%
2 years – 3 years	15	10%
3 years – 5 years	14	10%
5+ years	25	17%
Grand Total	145	

50%
Left within
1 year

Implemented Operator New Hire Bonus

- After months 1-4 \$750 Bonus
 - After months 5-8 \$750 Bonus
 - After months 9-12 \$1000 Bonus
-
- **It can be eliminated at any time. There is no long term commitment. Does not impact the CBA.**
 - Applies to all new hires, hired on July 1, 2019 and after. It does not apply to current Operator staff or anyone hired and started training before July 1, 2109.
 - Eliminate the \$1,000 bonus for CDL holders and the \$1,200 stay bonus.
 - Continue implementing the practice of a signed acknowledgement of a pro-rated pay back if the employee leaves HRT.
 - The bonus does not impact the hourly wage cost paid to the employee so it will not increase or drive up overtime costs.

Operator Talent Acquisition & Retention

- Applicant Tracking System
 - On-line and Mobile Application Process
 - On-line On-Boarding Process
 - On-line Application Monitoring & Hiring Process
- Digital Marketing Campaign
 - Implement geo-fencing to target CDL holders

Operator Talent Acquisition & Retention

Talent Acquisition	Retention
<ul style="list-style-type: none"> • Increased onsite Career Fairs & Training Classes 	<ul style="list-style-type: none"> • Coaching and Mentoring Designee
<ul style="list-style-type: none"> • Headways – Hiring Now! 	<ul style="list-style-type: none"> • Extending LCFWA
<ul style="list-style-type: none"> • Bus Wraps 	<ul style="list-style-type: none"> • Attendance Incentive Program
<ul style="list-style-type: none"> • Begin evaluating recruitment for seasonal service 	<ul style="list-style-type: none"> • Operator Appreciation Efforts
<ul style="list-style-type: none"> • Boomerang Hires – Retirees/School Bus/Eligible Rehires 	
<ul style="list-style-type: none"> • Workforce Development- DriveNOW Training Program 	
<ul style="list-style-type: none"> • Amend policies and criteria as necessary <ul style="list-style-type: none"> • Administrative CDL Holders 	



HAMPTON ROADS
TRANSIT

Operations Update on Operator Retention and Missing Trips

Operations and Oversight Committee Meeting
August 8, 2019

gohrt.com

Missed Trips

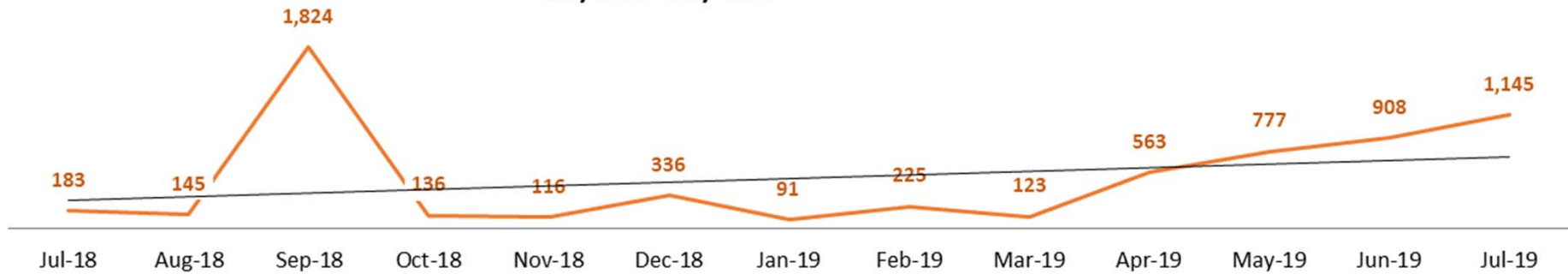
- Trips are defined as one complete inbound or outbound start to finish.
- Missed trip can be any portion of an inbound or outbound trip that was not completed.
- Data shared is for a total of 13 months, July 1, 2018-July 31, 2019.
- The TOTAL number of trips for the 13 months identified above is 912,101. This is completed trips with no portions of that trip missed
- The total number of “missed trips” or segments of a trip that was missed is 18,653 which is less than 2.6 % of the total trips completed.



- Data that was intentionally removed from the total number of complete trips
 - Events that were added to the system that were not part of regular scheduled service
 - Trips scheduled and cancelled due to HRT service discontinued for inclement weather (there was a hurricane event during this timeframe)
 - Bus bridges-service that was manually added to service the shut down of light rail for various reasons and passengers had to be transported.
 - Dispatch errors

Hampton

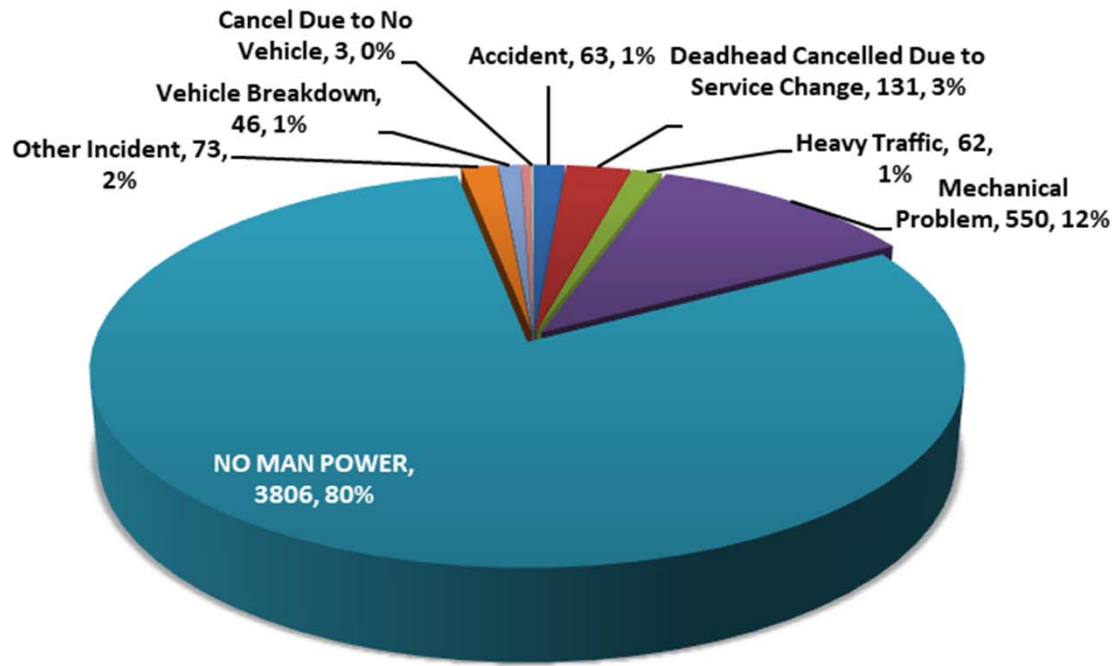
Total Hampton Missed Trips
July 2018 - July 2019



HAMPTON ROADS TRANSIT

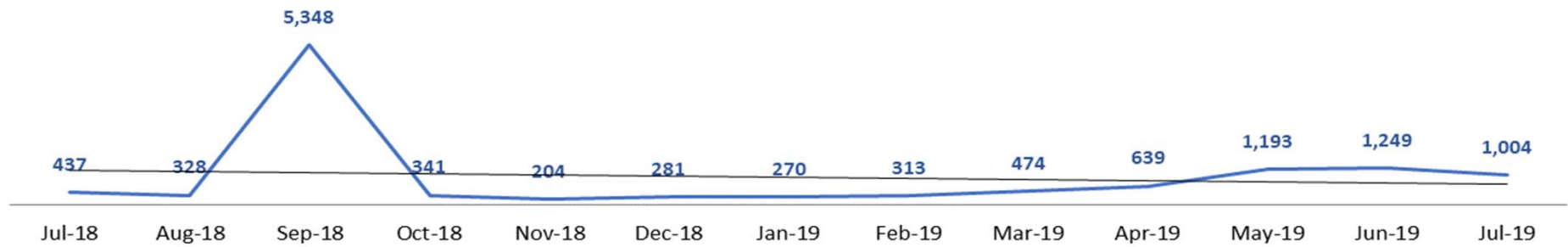
HAMPTON

July 2018 thru July 2019



Norfolk

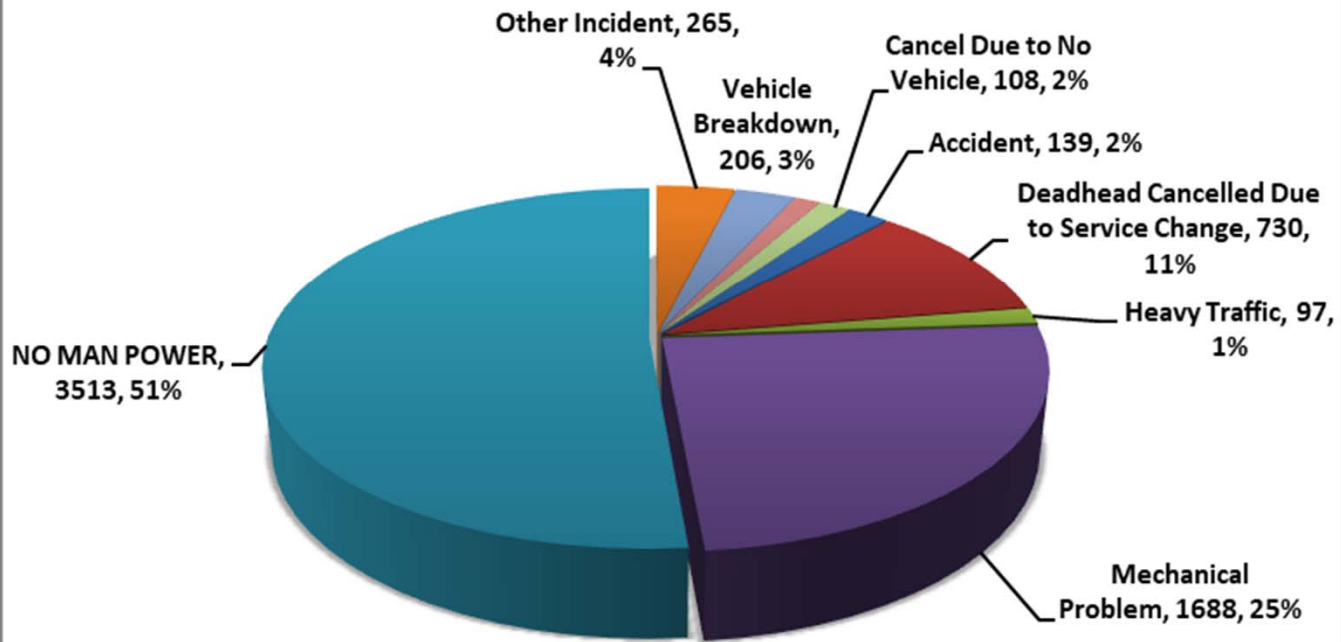
Total Norfolk Missed Trips
July 2018 - July 2019



HAMPTON ROADS TRANSIT

NORFOLK

July 2018 thru July 2019



Operations Operator Retention Strategies

Operations has taken a holistic approach to retaining our workforce. Some initiatives include:

- Coaching before discipline
- Supervisor teams
- Proactive approach to keeping operators informed of current policies and procedures
- Targeted Training
- Monthly perfect attendance program
- Activity based events for operators
- Rule of the week
- Revision of discipline code and attendance policy



Operations Operator Retention Strategies Con't

- Management and Union partnership
- Management and HR partnership
- New Hire presentations
- Management and Training partnership
- LCFWA
- Increased OJT from 2 to 3 weeks
- Ride checks for recent graduates
- Training department regularly offers refresher training on routes and equipment
- Training department offers additional training in lieu of termination when applicable
- Allow operators in training to request division they prefer and accommodated if possible
- Try to keep road training classes to 5 trainees or less so that the trainees can receive a more personalized instruction



Questions?





HAMPTON ROADS TRANSIT
 AUGUST/SEPTEMBER 2019
 OPERATIONS AND OVERSIGHT COMMITTEE
 ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
8/8/2019	A high-level overview was requested of what has been done by the contractor since the current contract was put in place, along with a breakdown of costs. It was stated that the information would be shared with External and Legislative Affairs Committee (ELAC).	Legislative Affairs	9/12/2019	Report given at ELAC Meeting held 8/20/2019
8/8/2019	A report was requested regarding the Student Freedom Pass program and its utilization.	Marketing	9/12/2019	

Contract No:	19-00030	Title:	Fence and Railing Maintenance and Repair Services	Base Years' Price: Option Year Pricing:	\$471,800 \$223,700 w/1-1 yr. option
---------------------	----------	---------------	---	--	---

Acquisition Description: Enter into a contract with a qualified Contractor to perform a variety of repair and maintenance work of the fencing systems and gates at various locations within the Hampton Roads Transit (HRT) service area on a Task Order (TO) basis.

Background: HRT requires the services of a Class "A" General Contractor to perform general fence and railing maintenance and repair services. Under the terms of this agreement, the Contractor will provide repairs and maintenance to pedestrian and safety/security fencing and to damaged railing along the light rail alignment. Additionally, the Contractor may provide repairs and maintenance to other equipment related to fencing systems, gates and gate systems including new installation of fencing/railing systems and gates and gate systems at any new or existing HRT facilities.

Contract Approach: An Invitation for Bids was issued on July 15, 2019. One (1) bid was received on August 20, 2019 from Hercules Fence Company, Inc. (Hercules) in the total amount of \$695,500. This amount includes \$450,000 (\$150,000/year) for miscellaneous services not currently specified in the Scope of Work that HRT may request during the Contract term. A post-bid survey of vendors solicited concluded that most were not interested in submitting a bid due to prior existing workloads and not performing the type of work required. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

After an evaluation of the bid received, HRT staff determined that Hercules was a responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and, is therefore eligible for award.

Based on a price analysis performed utilizing the independent cost estimate, Hercules' bid is deemed fair and reasonable. A contractor responsibility review confirmed that Hercules is technically and financially capable to perform the work.

Hercules is located in Norfolk, VA has provided similar services to Old Dominion University in Norfolk, VA; Clancy and Theys in Newport News, VA; RGI General Contractors in Virginia Beach, VA; and Pisces Construction in Virginia Beach, VA.

The period of performance for this Contract is two (2) base years, with one (1) additional one-year option.

No DBE Goal was assigned for the overall solicitation. HRT's DBE Manager will review the scope of each proposed Task Order to identify opportunities for DBE participation and establish a task-based goal accordingly.

Contract No:	19-00030	Title:	Fence and Railing Maintenance and Repair Services	Base Years' Price: Option Year Pricing:	\$471,800 \$223,700 w/1-1 yr. option
---------------------	----------	---------------	---	--	--

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

Project Manager: Don Lint, Construction Projects Coordinator

Contracting Officer: Jason Petruska, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Hercules Fence Company, Inc. to perform a variety of general fence and railing maintenance and repair work in the not-to-exceed amount of \$695,500 over a three-year period.

SOLICITATION RESULTS

Hercules Fence Company, Inc.			
Base Year 1	Base Year 2	Option Year 1	Total
\$235,900	\$235,900	\$223,700	\$695,500

Contract No:	18-78382R	Title:	Healthcare Reporting Services	Base Years' Price: Four Option Years' Pricing:	\$35,420 \$121,680
---------------------	-----------	---------------	-------------------------------	---	-----------------------

Acquisition Description: Enter into a contract with a qualified Contractor to provide a full-service solution to support compliance with healthcare annual reporting, referred to as the Affordable Care Act (ACA).

Background: Hampton Roads Transit (HRT) has a requirement to partner with a Contractor to provide a solution that is fully integrated with HRT's Oracle PeopleSoft Human Capital Management (HCM) system for ACA reporting compliance. Under the terms of this agreement, the Contractor shall provide the following:

- Pre-developed programs or comparable interfaces that integrate with PeopleSoft HCM 9.1 to extract all relevant Human Resource, Payroll, Time and Labor, Benefit Health Enrollments and any other needed eligibility data for HRT's employees, including retirees, Consolidated Omnibus Budget Reconciliation Act (COBRA) beneficiaries, and others as applicable.
- Analyze extracted data to accurately calculate employee's eligibility status to assign and track ACA reporting codes based on ACA reporting regulations, including the administration based on HRT's measurement periods, administrative and stability periods and track eligibility status for new and current employees.
- Full-Service Filing
 - Prepare, complete and file required forms to individuals eligible for employer sponsored coverage in accordance with the ACA's Employer Mandate and related regulations (IRS Forms 1094-C and 1095-C)
 - Prepare, complete and submit electronically to the IRS, as required per regulations, information on all individuals eligible for employer sponsored coverage in accordance with the ACA's Employer Mandate and related regulations.
- Deliver services which provide HRT the ability to monitor and receive notifications and reports regarding responsibilities for compliance under ACA.

Contract Approach: A Request for Proposals was issued March 15, 2019. One (1) proposal was received on May 15, 2019 from ADP, LLC (ADP) in the amount of \$181,280. A post-solicitation survey of vendors solicited concluded that most did not have requisite experience with Oracle PeopleSoft HCM or with employee health systems. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

In order to obtain more favorable pricing, a decision was made to conduct negotiations with ADP. Negotiations focused on clarifying the 2019 reporting process and timeline; and, reducing unit and total proposed pricing. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

Contract No:	18-78382R	Title:	Healthcare Reporting Services	Base Years' Price: Four Option Years' Pricing:	\$35,420 \$121,680
---------------------	-----------	---------------	-------------------------------	---	-----------------------

After an analysis of the BAFO received, HRT Staff determined that ADP provided the best value to HRT based on a combination of technical capability and price. ADP's pricing decreased by \$24,180, or 15.39%. Based on the results of the negotiations and a price analysis performed utilizing historical data, ADP's BAFO is deemed fair and reasonable. A contractor responsibility review confirmed that ADP is technically and financially capable to perform the work.

ADP, headquartered in Roseland, NJ, with a local office in Norfolk, VA and has provided similar services to Dallas Area Rapid Transit (DART) in Dallas, TX; and Tulane University in New Orleans, LA.

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

No DBE Goal was assigned for this solicitation.

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

Project Manager: Glenda Dixon, Director of ERP Services

Contracting Officer: Jason Petruska, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to ADP, LLC to provide healthcare reporting services in the not-to-exceed amount of \$157,100 over a five-year period.

SOLICITATION RESULTS

ADP, LLC					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$35,420	\$30,420	\$30,420	\$30,420	\$30,420	\$157,100

Purchase Order No.:	81512	Title:	Light Rail Vehicle Guiding Rods and Overhauled Traction Link Assembly Kits	Price:	\$183,456
----------------------------	-------	---------------	--	---------------	-----------

Acquisition Description: Award a Purchase Order (PO) for a vendor to provide guiding rods and overhauled traction link assembly kits for HRT’s Light Rail Vehicle (LRV) trucks.

Background: HRT currently owns and operates nine (9) LRVs, including twenty (20) powered and ten (10) unpowered trucks. Each powered truck is equipped with traction link rods that interconnect the bolster to the truck frame, while the unpowered trucks are fitted with guiding rods that stabilize the axle movement within the truck frame. Each traction link rod contains rubber bushings at both ends to isolate the bolster from the truck frame. The traction link rods help to transmit acceleration and braking forces from the bolster to the truck frame and thus to the primary suspension. The unpowered truck guiding rods mount between brackets on the truck frame and the guiding rod bracket on the axle hub flange. Each guiding rod contains rubber bushings at both ends to buffer axle vibrations. The LRV’s have all surpassed 300,000 miles and are over eight (8) years old. The guiding rods and traction links currently fitted on the LRVs require overhaul to maintain a State of Good Repair.

Contract Approach: A Request for Quote (RFQ) was issued on August 6, 2019. One (1) quote was received on August 7, 2019 from Siemens Industry, Inc. (Siemens).

After review and evaluation of the quote received, HRT staff determined that Siemens is responsive (in compliance with submittal requirements) and responsible (capable to perform) and eligible for award. Additionally, Siemens is the only known source for the required parts and the Original Equipment Manufacturer (OEM) of the LRVs.

Based on a price analysis performed, Siemens’ quote is deemed fair and reasonable. A contractor responsibility review performed confirmed that Siemens is technically and financially capable to provide the requested items.

Siemens is headquartered in Munich, Germany and has been a provider for rail and transit authorities for over one hundred seventy-one (171) years. Siemens also provides numerous parts to HRT satisfactorily.

Cost/Funding: This Purchase Order will be funded by grant funds.

Project Manager: Wayne Groover, Senior Manager of Rail Vehicle Maintenance

Contracting Officer: Fevrier Valmond, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a Purchase Order to Siemens Industry, Inc. to provide guiding rods and overhauled traction link assembly kits for the State of Good Repair maintenance of HRT’s LRVs in the total amount of \$183,456.

Purchase Order No.:	81583	Title:	Light Rail Overhead Catenary System	Price:	\$164,436.52
----------------------------	-------	---------------	-------------------------------------	---------------	--------------

Acquisition Description: Award a Purchase Order (PO) to AFL Global to provide materials for the upgrade of the existing Overhead Catenary System (OCS) on The Tide Light Rail alignment.

Background: Hampton Roads Transit (HRT) has a requirement to perform an upgrade of the existing OCS on The Tide Light Rail alignment, from Fixed Termination to Auto Tension. AFL Global (AFL) is the original equipment manufacturer of the equipment currently installed and utilized on the Catenary.

Contract Approach: In an effort to obtain competitive pricing, a Request for Quote (RFQ) was issued on August 21, 2019 to AFL and four (4) of AFL's recognized distributors (Accu-Tech, Graybar Services, Inc., Mayer Electric Supply and Wesco International, Inc.). AFL was the sole responder and provided a quote on August 23, 2019 in the amount of \$164,436.52. The equipment being purchased is specialized equipment in which the distributors were unable to obtain.

After review and evaluation of the quote received, HRT staff determined that AFL Global was responsive (in compliance with submittal requirements) and responsible (capable to perform) and therefore eligible for award. AFL's pricing is deemed fair and reasonable based a price analysis performed utilizing the independent cost estimate. A Contractor responsibility review performed confirmed that AFL is both technically and financially capable to provide the requested materials.

Headquartered in Duncan, SC, AFL produces a complete portfolio of optical cable, components and accessories for the transportation industry. AFL has also provided similar materials to HRT satisfactorily.

Cost/Funding: This Purchase Order will be funded by grant funds.

Project Manager: Keith LeLache, Light Rail Systems Manager

Contracting Officer: Saidat Salaam, Buyer II

Recommendation: It is respectfully recommended that the Commission approve the award of a Purchase Order to AFL Global to provide materials for the upgrade of the Overhead Catenary System on The Tide Light Rail alignment in the total amount of \$164,436.52.

Contract No:	19-00006R	Title:	Medical Surveillance Program Management Services (Renewal)	Base Three Years' Price: Two Option Years' Price:	\$297,793.75 \$213,231.25
---------------------	-----------	---------------	--	--	------------------------------

Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide medical surveillance Program Management Services to Hampton Roads Transit.

Background: Hampton Roads Transit (HRT) requires a qualified firm or individual to provide Medical Surveillance Program (MSP) management services. HRT currently employs approximately 1,000 employees in various full-time and part-time administrative and collectively bargaining positions throughout the Agency. The purpose of this MSP is to ensure and reinforce the importance of hiring and maintaining a qualified workforce which involves, not only focusing on the professional and technical competency of employees, but also ensuring that employees are able to perform their duties in a manner that provides a safe service and environment for HRT's customers. Under the terms of the agreement, the Contractor shall work with appropriate and designated HRT staff to implement and manage occupational health and safety services such as Department of Transportation (DOT) physicals for Commercial Driver's License (CDL) holder employees, Fitness for Duty, Drug/Alcohol Testing Coordination, Worker's Compensation Coordination and other medical surveillance areas. HRT will maintain the authority to obtain drug/alcohol testing services through other qualified facilities, as needed.

Contract Approach: A Request for Proposals (RFP) was issued on May 1, 2019. Four (4) proposals were received on May 30, 2019 from the following firms:

- Hampton Roads Urgent Care
- I&O Medical Centers
- NowCare/Bon Secours AccuMed (NowCare)
- Taylor Made Diagnostics, Inc. (Taylor Made)

In response to the RFP, proposers were required to provide unit pricing for various services described in the Scope of Work (SOW). Shortly after receipt of proposals, Hampton Roads Urgent Care withdrew their proposal due to the fact that they were closing down their business.

Upon review and evaluation of the technical proposals received from the remaining three (3) firms, NowCare and Taylor Made were deemed qualified to meet the requirements of the SOW. The incumbent, I&O Medical Centers, was deemed not capable of meeting the requirements of the SOW. NowCare and Taylor Made were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, it was determined that Taylor Made will save HRT employees and applicants a tremendous amount of time by reporting DOT physicals directly to the DMV. Currently, employees and applicants are responsible for taking their completed physicals to the DMV. Employees and applicants will no longer have to utilize unpaid time to go to the DMV to

Contract No:	19-00006R	Title:	Medical Surveillance Program Management Services (Renewal)	Base Three Years' Price: Two Option Years' Price:	\$297,793.75 \$213,231.25
---------------------	-----------	---------------	--	--	------------------------------

submit their completed physical. This practice will save HRT employees and applicants between 3,500 to 4,000 hours each year. NowCare does not provide this service.

In an effort to obtain more favorable pricing, negotiations were held with Taylor Made for the purpose of possible award. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed unit prices. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

As a result of negotiations, HRT achieved an average reduction of approximately 18% in the originally proposed unit prices.

After a review and analysis of the BAFO received, HRT staff determined that Taylor Made provided the best value to HRT based on a combination of technical capability and price. Taylor Made's pricing is deemed fair and reasonable based on the results of the negotiations, a price analysis performed, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Taylor Made is both technically and financially capable to perform the work.

Taylor Made, located in Chesapeake, VA has provided similar services for the Virginia Department of Labor and Industry in Richmond, VA; Virginia Department of Military Affairs in Blackstone, VA; and, the City of Portsmouth.

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

No DBE goal was established for this solicitation.

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

Project Manager: Danielle Hill, Human Resources Compliance Manager

Contracting Officer: Fevrier Valmond, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Taylor Made Diagnostics, Inc. to provide medical surveillance program management services in the not-to-exceed amount of \$511,025 over five (5) years.

Contract No:	19-00006R	Title:	Medical Surveillance Program Management Services (Renewal)	Base Three Years' Price: Two Option Years' Price:	\$297,793.75 \$213,231.25
---------------------	-----------	---------------	--	--	------------------------------

SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER	BEST AND FINAL OFFER
NowCare/Bon Secours AccuMed	\$543,000	N/A
Taylor Made Diagnostics, Inc.	\$625,950	\$511,025
I & O Medical Centers	\$752,000	N/A

TAYLOR MADE DIAGNOSTICS, INC.'S SUMMARY

Base Year 1	Base Year 2	Base Year 3	Option Year 1	Option Year 2	Total
\$97,900.00	\$97,900.00	\$101,993.75	\$105,075.00	\$108,156.25	\$511,025.00

Contract No:	19-00023	Title:	Provision of Bulk Fluids	Base Year Price:	\$232,634.72
				Option Year Pricing:	\$947,503.88 w/4-1 yr. options

Acquisition Description: Enter into a contract with a qualified Contractor to provide and deliver branded automotive and industrial lubricants to Hampton Roads Transit (HRT) locations.

Background: HRT, in an effort to consolidate the purchases of automotive and industrial lubricants, has a requirement for a Contractor to provide diesel exhaust fluid, automatic transmission fluid, antifreeze, and motor oil. Under the terms of this agreement, the Contractor shall provide and deliver the automotive lubricants to both the Northside and Southside facilities and provide material safety data sheets (MSDS) for each product supplied. HRT reserves the right to have product samples randomly collected and tested during the duration of the contract.

Contract Approach: An Invitation for Bids was issued July 15, 2019. Five (5) bids were received on August 21, 2019 from the following firms:

- Northeast Lubricants, Ltd.
- Pugh Lubricants
- Cummins Sales and Service, Inc.
- PAPCO, Inc. (PAPCO)
- Petrocon Corporation

Bidders were required to provide unit prices per gallon for each type of lubricant. After an evaluation of the bids received, HRT staff determined that PAPCO was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and, is therefore eligible for award.

PAPCO's bid price, in the amount of \$1,180,138.60 is deemed fair and reasonable based on a price analysis performed utilizing the independent cost estimate, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that PAPCO is technically and financially capable to perform the work

PAPCO is located in Virginia Beach, VA and provides similar services for the City of Chesapeake and the City of Virginia Beach. PAPCO has also performed these services in the past 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 assigned for this solicitation.

Contract No:	19-00023	Title:	Provision of Bulk Fluids	Base Year Price:	\$232,634.72
				Option Year Pricing:	\$947,503.88 w/4-1 yr. options

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

Project Manager: Wayne Groover, Senior Manager of Rail Vehicle Maintenance and Rail Materials

Contracting Officer: Jason Petruska, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to PAPCO, Inc. for the provision of bulk fluids in the not-to-exceed amount of \$1,180,138.60 over a five-year period.

SOLICITATION RESULTS

FIRM	TOTAL BID PRICE
PAPCO, Inc.	\$1,180,138.60
Pugh Lubricants	\$1,240,686.30
Cummins Sales and Service, Inc.	\$1,307,967.70
Northeast Lubricants, Ltd.	\$1,464,189.62
Petrocon Corporation	\$1,707,376.50

PAPCO, Inc. Bid Summary					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$232,634.72	\$232,634.72	\$232,634.72	\$241,117.22	\$241,117.22	\$1,180,138.60

Contract No:	19-00043	Title:	Purchase of Six (6) 40' Electric Buses	Price:	\$5,753,736
---------------------	----------	---------------	--	---------------	-------------

Acquisition Description: Join on an existing Commonwealth of Virginia, Division of Purchases and Supply (DPS) Contract No. E194-81688 MA6465 to procure six (6) 40' Electric Buses (State Contract).

Background: Using the competitive procurement process, in July 2019, the Commonwealth of Virginia awarded Contract No. E194-81688 MA6465 to Proterra, Inc. (Proterra) to purchase a number of different style electric buses 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 Proterra contract to purchase six (6) 40' electric buses for use in HRT's operations. 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 buses pursuant to this agreement.

Contract Approach: The original State Contract was competitively procured with a base unit price of \$669,757 for a standard 40' electric bus. Unit prices for additional features/options were also established at the time of award of the State Contract. Proterra's unit price to HRT, including HRT selected options, is \$958,956. HRT's options include driver's protective barrier, Trapeze Intelligent Transportation System, Trapeze Radio Communication System, Trapeze Automatic Passenger Counter, Genfare FastFare fareboxes, Apollo video surveillance systems, destination signs, bike racks, two (2) Qpod wheelchair restraints, 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, Proterra's unit price of \$958,956 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 a Low or No Emission Vehicle Program Grant and administered by the Virginia Department of Environmental Quality and the Virginia Department of Rail and Public Transportation.

Project Manager: Michael Perez, Operations Project and Contract Administrator

Contracting Officer: Sonya Luther, Director of Procurement

Contract No:	19-00043	Title:	Purchase of Six (6) 40' Electric Buses	Price:	\$5,753,736
---------------------	----------	---------------	--	---------------	-------------

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Proterra, Inc. to procure six (6) 40' electric buses in the total amount of \$5,753,736.

Contract No:	19-00018	Title:	Towing and Flat Tire Replacement Services (Renewal)	Base Year Price: Option Years' Pricing:	\$71,790 \$287,160 w/4-1 yr. options
---------------------	----------	---------------	---	--	---

Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide towing and flat tire replacement services.

Background: Hampton Roads Transit (HRT) requires towing and flat tire replacement services for all revenue and non-revenue vehicles. Under the terms of this agreement, the Contractor shall provide towing services due to accidents, mechanical breakdowns, fires and/or to remove privately owned vehicles from HRT's property. The Contractor's towing procedures must meet or exceed the motor vehicle original manufacturers' and HRT's towing requirements. Flat tire replacement services shall be provided for buses only.

Contract Approach: An Invitation for Bids was issued June 14, 2019. Four (4) bids were received on August 22, 2019 from the following firms:

- Brinkley's Wrecker Service, LLC
- Finks, Inc.
- Tidewater Express, Inc.
- GB's Towing and Auto Repair, Inc.

Bidders were required to provide unit prices for the towing of each vehicle type, as well as for flat tire replacement services. After an evaluation of the bids received, HRT staff determined that Finks, Inc. was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and, is therefore eligible for award.

Finks, Inc.'s bid price, in the amount of \$358,950 is 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. A contractor responsibility review confirmed that Finks, Inc. is technically and financially capable to perform the work.

Finks, Inc. is located in Portsmouth, VA and provides similar services for Domestic Fuels in Chesapeake, VA; The Port of Virginia in Norfolk, VA; and the City of Suffolk's Police Department.

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

No DBE Goal was assigned for this solicitation.

Options to be Exercised - December 2019

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
16-72041	Custodial Services	To provide custodial services at all HRT facilities.	\$ 1,616,684.43	1 yr. w/4-1 yr. options	Third	\$ 324,752.72

UPCOMING CONTRACTS FOR APPROVAL

Title	Description
Bus Exhaust and Emission Services	To provide services which reduce exhaust and emission system related service calls while meeting the latest maintenance requirements established by the OEM and compliance with applicable clean air regulations.
Bus Repower Services	To provide the mid-life repower of up to fourteen (14) HRT buses.
General Environmental Services	To perform a variety of general environmental services.
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.
Office Supply Services	To provide and deliver office supplies.
Paratransit Services	To provide paratransit van, sedan and call center services.
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.