



Meeting of the Operations and Oversight Committee

Thursday, July 8, 2021 • 10:00 a.m.
509 E. 18th Street, Norfolk, VA

A meeting of the Operations and Oversight Committee is scheduled for Thursday, July 8, 2021, at 10:00 a.m. Please note that currently, the in-person meetings are for commissioners and senior HRT staff only. All others can join the meeting via ZOOM by following the link at <https://gohrt.com/meetings/oo-july-2021/>

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



Meeting of the Operations and Oversight Committee

Thursday, July 8, 2021 • 10:00 a.m.
509 E. 18th Street, Norfolk

AGENDA

1. Approval of the June 2021 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 21-00122, Custodial Services (Renewal)
5. Options to be Exercised September 2021
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, August 12, 2021, at 509 E. 18th Street, Norfolk.



Meeting of the Operations and Oversight Committee

Thursday, June 10, 2021 • 10:00 a.m.
ZOOM Web Meeting

MEETING MINUTES

Call to Order

Commissioner Hamel called the meeting to order at 10:02AM.

Commissioners in attendance:

Commissioner Fuller, Chesapeake
Commissioner Glover, Portsmouth
Commissioner Hamel, Chesapeake
Alt. Commissioner Inman, Norfolk
Alt. Commissioner Jackson, Portsmouth
Commissioner Kanoyton, Hampton
Commissioner Mucha, DRPT
Commissioner Ross-Hammond, Virginia Beach
Commissioner Woodbury, Newport News

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Nakia Ayisumo, Administrative
Amy Braziel, Manager of Operations Administration
Alexander Brink, Interim Manager of Bus Transportation
Keisha Branch, Director of the Office of Program and Project Excellence
Conner Burns, Chief Finance Officer
Danielle Burton, Operations Support Technician
Gene Cavasos, Director of Marketing and Communications
William Collins, Facilities Maintenance Manager
Rodney Davis, Director of Customer Relations
Scott Demharter, Director of Facilities
Sheri Dixon, Director of Treasury
Jennifer Dove, Grants and Civil Rights Coordinator
Steven Florian, Fare Technology Operations Administrator
Angela Glass, Director of Budget and Financial Analysis
William Harrell, President and CEO
Danielle Hill, Human Resources Compliance Manager
Ron Hodges, Director of Business Development
Tom Holden, Media Relations Specialist
Larry Kirk, Assistant Director of Finance
Sonya Luther, Director of Procurement
Maryann Martin, Operations Data Analyst
Tracy Moore, Director of Training

Shanti Mullen, Internal Auditor
Sibyl Pappas, Chief Engineering and Facilities Officer
Mike Perez, Operations Project and Contract Administrator
Theresa Petrowicz, Contract Specialist
John Powell, Telecommunications Specialist
Jim Price, Chief Transit Operations Officer
Michael Price, Chief Information Officer/Chief Technology Officer
Luis Ramos, Sr. Executive Administrator
Dawn Sciortino, Chief Safety Officer
Brian Smith, Deputy Chief Executive Officer
Benjamin Simms, Deputy Chief Transit Operations Officer
Robert Travers, Attorney
Fevrier Valmond, Assistant Director of Procurement
Nikki Walker, Auditor I
James Wall, Director of Maintenance
Undrea Wilson, Safety Manager
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Mark Shea, City of Virginia Beach

The June 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
- Options to be Exercised
- Upcoming Procurements

Approval of the May 2021 Meeting Minutes

A motion to approve the May 2021 Meeting Minutes was made and amended, updating names and titles, by Commissioner Woodbury and properly seconded by Commissioner Fuller. A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Inman, Jackson, Kanoyton, Mucha, and Woodbury

Nays: None

Abstain: None

Review of the Operations and Oversight Committee Action Items

Actions items were reviewed with the Committee.

Ms. Dawn Sciortino gave a presentation on HRT revenue accident data.

Alt. Commissioner Inman shared the City of Norfolk's initiatives on dedicated bus lanes.

Ms. Kim Wolcott gave a presentation on hiring challenges and post COVID-19 action plan for staffing.

There was discussion regarding recruitment opportunities.

Internal Audit

Ms. Shanti Mullen stated that Internal Audit has completed the PTASP Implementation Audit, and it will be sent out soon. Currently, staff is working to complete a payroll audit and will provide details on that audit as well as a provide an updated audit schedule in the coming months.

Procurement Recommendations to the Committee

Contract 21-00139, Vehicle Miles Reduced Tracker

Ms. Luther presented Contract 21-00139, Vehicle Miles Reduced Tracker for recommendation of approval.

A motion to approve Contract 20-00139, Vehicle Miles Reduced Tracker was made by Commissioner Woodbury and properly seconded by Commissioner Jackson.

Mr. Ron Hodges gave a presentation on vanpools and One Commute.

A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Inman, Kanoyton, Jackson, Mucha, Ross-Hammond, and Woodbury

Nays: None

Abstain: None

Contract 20-00104, Human Resource Management System Software Consultant Services

Ms. Luther presented Contract 20-00104, Human Resource Management System Software Consultant Services for recommendation of approval.

A motion to approve Contract 20-00104, Human Resource Management System Software Consultant Services was made by Commissioner Kanoyton and properly seconded by Commissioner Jackson.

Ms. Glenda Dixon gave a presentation on the contract services.

There was a discussion of the current system, PeopleSoft HCM, which is outdated and not working for HRT's needs.

There was additional discussion regarding the need for the contract, the length of the contract, and a plan for moving forward with acquiring a new system.

A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Inman, Kanoyton, Mucha, Ross-Hammond, and Jackson

Nays: Commissioners Woodbury and Fuller

Abstain: None

Contract 21-00126, Heating, Ventilation, Air Conditioning, Refrigeration, and Plumbing Maintenance Services (Renewal)

Ms. Luther presented Contract 21-00126, Heating, Ventilation, Air Conditioning, Refrigeration, and Plumbing Maintenance Services (Renewal) for recommendation of approval.

A motion to approve Contract 21-00126, Heating, Ventilation, Air Conditioning, Refrigeration, and Plumbing Maintenance Services (Renewal) was made by Commissioner Woodbury and properly seconded by Commissioner Kanoyton.

Mr. Scott Demharter gave a presentation on the incumbent and HRT's current facilities.

There was discussion regarding increased costs.

A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Inman, Jackson, Kanoyton, Mucha, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Contract 21-00137, Provision of Safety Shoes, High Visibility Jackets, and High Visibility T-Shirts Services (Renewal)

Ms. Luther presented Contract 21-00137, Provision of Safety Shoes, High Visibility Jackets, and High Visibility T-Shirts Services (Renewal) for recommendation of approval.

A motion to approve Contract 21-00137, Provision of Safety Shoes, High Visibility Jackets, and High Visibility T-Shirts Services (Renewal) was made by Commissioner Woodbury and properly seconded by Commissioner Fuller.

A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Inman, Jackson, Kanoyton, Mucha, Ross-Hammond, and Woodbury.

Nays: None

Abstain: None

Contract 19-00055, Modification No. 1, TRAFFIX General Communications and Marketing Consultant Services

Ms. Luther presented Contract 19-00055, Modification No. 1, TRAFFIX General Communications and Marketing Consultant Services for recommendation of approval.

A motion to approve Contract 19-00055, Modification No. 1, TRAFFIX General Communications and Marketing Consultant Services was made by Commissioner Fuller and properly seconded by Commissioner Ross-Hammond.

There was discussion regarding the cost v. the amount of service.

There was discussion regarding strategy post-pandemic with telecommuting and improving park and ride.

A roll call vote resulted as follows:

Ayes: Commissioners Hamel, Fuller, Inman, Woodbury, Kanoyton, Mucha, Jackson, and Ross-Hammond.

Nays: None

Abstain: None

Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support (Renewal)

Ms. Luther presented Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support (Renewal) for recommendation of approval.

A motion to approve Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support (Renewal) was made by Commissioner Jackson and properly seconded by Commissioner Ross-Hammond.

Mr. Michael Price gave a presentation on the contract's purpose, the current infrastructure, and the future of mobile fare collection.

Ms. Sheri Dixon presented information on HRT's cash collection for paying of fare.

There was a roust discussion regarding of the length of the contract, its option years, the need for the contract and the approach going forward.

A roll call vote resulted as follows:

Ayes: None

Nays: Hamel, Fuller, Woodbury, and Inman

Abstain: Mucha, Jackson, and Ross-Hammond

Options to be Exercised

Options to be exercised were reviewed with the Committee.

Upcoming Procurements

Upcoming procurements were reviewed with the Committee.

Operations Update

Mr. Michael Perez gave an update on the Ferry Boat Build Contract. There have been no change orders at this time. There was a request made that all change orders be reported to the Committee.

Old and New Business

Commissioner Jackson wished to follow-up on an incident he witnessed of a passenger almost not allowed to ride the bus due to the mask policy still applying to transit. Mr. Jim Price informed the Committee there are masks at the transit centers. Commissioner Jackson suggested that Operations should keep boxes of masks on the buses available for riders.

Adjournment

Commissioner Hamel adjourned the meeting at 12:48PM.



HAMPTON ROADS TRANSIT
JUNE/JULY 2021
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
	No Action Items			

Contract No:	21-00122	Title:	Custodial Services (Renewal)	Base Year Price:	\$543,748.00
				Four Option Year Pricing:	\$2,552,944.40

Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide custodial services at all Hampton Roads Transit (HRT) facilities.

Background: HRT has a requirement to maintain all of its facilities in such a manner as to provide a clean, well-kept, healthy, and safe work environment for HRT employees and visitors. Under the terms of this agreement, the Contractor shall provide custodial services on a daily, weekly, monthly, and quarterly basis. The Contract incorporates HRT's Green Housekeeping Program, which includes the use of specified (green) housekeeping chemicals, implementing cleaning processes that benefit public health and the environment, and utilizing environmentally preferable products for performing custodial services. The Contractor is also required to provide all equipment and cleaning supplies.

Contract Approach: A Request for Proposals (RFP) was issued on March 5, 2021. Ten (10) proposals were received on April 29, 2021 from the following firms:

- A&B Cleaning Service Inc.
- Associated Building Maintenance Company, Inc.
- Diversified Building Services, Inc. (DBS)
- DetailXPerts Franchise Systems, LLC
- Faith and Works Janitorial Service, LLC
- Facilities Performance Group
- Hayward Termite and Pest Control
- K.C. Davis, LLC
- Trust Cleaning Solutions
- UGPlay Services Inc. (UGPlay)

Upon review and evaluation of the technical proposals, HRT staff determined that DBS and UGPlay were rated best to meet the Scope of Work (SOW) requirements.

In response to the RFP, Proposers were required to describe their approach to, and provide pricing for, the various services as described in the RFP.

In an effort to obtain more favorable pricing, negotiations were conducted with both firms for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing, reducing the proposed service rates, and adjusting proposed staffing at various HRT's facilities. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

Contract No:	21-00122	Title:	Custodial Services (Renewal)	Base Year Price:	\$543,748.00
				Four Option Year Pricing:	\$2,552,944.40

After a review and analysis of the BAFOs received, HRT staff determined that DBS provided the best value to HRT based on a combination of technical capability and price. As a result of the negotiations, DBS decreased their total proposed price by \$124,338, or approximately 3.9%. DBS ranked highest in technical scoring, which, when combined with the pricing scores, rendered their proposal the best overall value to HRT.

DBS's proposed rates were 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 confirmed that they are technically and financially capable to provide the services.

DBS is located in Chesapeake, VA and provides similar services to Dollar Tree in Chesapeake, VA; Interstate Corporate Center in Norfolk, VA; and, Virginia Eye Care in Norfolk, VA. DBS also provides these services to HRT satisfactorily.

This Contract will be awarded for a base period of one (1) year, with four (4) additional one-year options.

A DBE goal of 3% was established for this solicitation and DBS has committed to 3% DBE participation.

Cost/Funding: This Contract will be funded with operating and COVID-19 funds.

Project Manager: Scott Demharter, Director of Facilities Maintenance

Contracting Officer: Theresa Petrowicz, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve award of a contract for custodial services to Diversified Building Services, Inc. in the not to exceed amount of \$3,096,682.40 over a five-year term.

Contract No:	21-00122	Title:	Custodial Services (Renewal)	Base Year Price:	\$543,748.00
				Four Option Year Pricing:	\$2,552,944.40

SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER	BEST AND FINAL OFFER
Hayward Termite and Pest Control*	N/A	N/A
Faith and Works Janitorial Service, LLC	\$1,912,252.72	N/A
K.C. Davis, LLC	\$2,326,708.90	N/A
DetailXPerts Franchise Systems, LLC	\$2,369,066.62	N/A
Trust Cleaning Solutions	\$2,466,261.61	N/A
A&B Cleaning Service, Inc.	\$2,568,966.00	N/A
UGPlay Services, Inc.	\$2,683,151.21	\$2,876,328.00
Diversified Building Services, Inc.	\$3,221,020.40	\$3,096,682.40
Associated Building Maintenance Co., Inc.	\$4,117,809.91	N/A
Facilities Performance Group	\$4,813,591.30	N/A

*Hayward Termite and Pest Control was deemed non-responsive due to lack of a Price Schedule and Technical Proposal.

SUMMARY OF DIVERSIFIED BUILDING SERVICES, INC.'S PRICING

Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total Price
\$543,738.00	\$625,172.60	\$605,154.00	\$639,396.60	\$683,221.20	\$3,096,682.40

Options to be Exercised - September 2021

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
17-75523	HASTUS Maintenance and Support Services	To provide maintenance and support services for HRT's HASTUS Enterprise Software.	\$ 646,879.00	1 base yr. w/4-1 yr. options	Fourth	\$ 135,830.00
20-00047	Oracle Database Administration Managed Services and Initiated Issue Support	To provide managed services for HRT's Oracle Database Administration services.	\$ 211,960.00	1 base yr. w/2-1 yr. options	First	\$ 70,320.00
20-00071	Light Rail Electrical Work	To provide electrical inspections, maintenance, and repair of systems associated with the Norfolk Light Rail Transit System.	\$ 810,000.00	1 base yr. w/4-1 yr. options	First	\$ 162,000.00
20-00093	Supervisory Control and Data Acquisition System Hardware and Software	To support the SCADA hardware and software system for the Norfolk Light Rail Transit System.	\$ 678,592.96	1 base yr. w/4-1 yr. options	First	\$ 132,000.00

UPCOMING CONTRACTS FOR APPROVAL

Title	Description
Auditing Services	To provide auditing services to HRT.
Bus Simulator Systems	To supply, install, and maintain two (2) bus simulator systems.
Crane and Hoist Inspections and Repairs	To provide crane, hoist, and runway inspections; as well as, unscheduled repairs for various HRT properties and equipment.
Fluid Analysis Test Equipment	To provide a turnkey delivery, installation, and commissioning of an all-in-one fluid analysis system that combines automation and artificial intelligence in making rapid on-site fluid analysis.
Hampton Roads Transit Vehicle Lift Replacement (Hampton)	To provide a phased removal of existing vehicle lifts and partial demolition of the existing lift pits, including all plumbing and electrical work required and the phased construction of new shallow pits to accommodate the installation of new vehicle lifts including all plumbing and electrical work required.
Information Technology Technical Services	To provide technical services to HRT's Technology Department, to include a number of functional areas.
Origin-Destination Study Services	To provide a system-wide origin-destination study of travel patterns, transit use, and other aspects of transportation information to HRT.
State Legislative and Public Relations Services	To provide state legislative and public relations services.
Transit Operator Uniforms	To furnish transit operator uniforms.