



Meeting of the Operations and Oversight Committee

Thursday, May 13, 2021 • 10:00 a.m.
ZOOM Web Meeting

A meeting of the Operations and Oversight Committee is scheduled for Thursday, May 13, 2021 at 10:00 a.m. via ZOOM.

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



Meeting of the Operations and Oversight Committee

Thursday, May 13, 2021 • 10:00 a.m.
Zoom Meeting

AGENDA

1. Approval of the April 2021 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update
4. Procurement Recommendations to the Committee:
 - a. Contract 21-00120, Hampton Transit Center Site Reconstruction
 - b. Contract 20-00116, Mobile Data Wireless Services
 - c. Contract 20-00081, Technology Staffing Services
 - d. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support (Renewal)
5. Options to be Exercised July 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, June 10, 2021**



Meeting of the Operations and Oversight Committee

Thursday, April 8, 2021 • 10:00 a.m.
ZOOM Web Meeting

MEETING MINUTES

Call to Order

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

Commissioners in attendance:

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

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Keisha Branch, Director of the Office of Program and Project Excellence
Amy Braziel, Manager of Operations Administration
Alexander Brink, Asst. Manager of Bus Transportation
Debbie Ball, Director of Finance
Conner Burns, Chief Financial Officer
Gene Cavasos, Director of Marketing and Communications
William Collins, Manager of Facilities Maintenance
Scott Demharter, Director of Facilities
Rodney Davis, Director of Customer Relations
Jennifer Dove, Grants and Civil Rights Coordinator
Bobby Edwards, Sr. Manager of Bus Transportation
Angela Glass, Director of Budget and Financial Analysis
William Harrell, President and CEO
Larry Kirk, Assistant Director of Finance
Sonya Luther, Director of Procurement
Tracy Moore, Director of Training
Chandler Motley, Bus Transportation Supervisor
Shanti Mullen, Internal Auditor
Sibyl Pappas, Chief Engineering and Facilities Officer
Mike Perez, Operations Project and Contract Administrator
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 CEO
Robert Travers, Corporate Attorney
Fevrier Valmond, Assistant Director of Procurement
Nikki Walker, Auditor I
James Wall, Director of Maintenance
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Cole Fisher, City of Virginia Beach
Mark Shea, City of Virginia Beach
Constantine Velissarios, Newport News

The April 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 March 2021 Meeting Minutes

A motion to approve the March 2021 Meeting Minutes was made by Commissioner Woodbury and properly seconded by Alt. Commissioner Iman. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Review of the Operations and Oversight Committee Action Items

There were no action items to review.

Audit Update

Ms. Mullen stated that internal audit just completed a concurrent audit with the Department of Rail and Public Transportation (DRPT) on the Light Rail Operations Department Implementation Process.

The next audit being conducted will be for payroll and finance.

Procurement Recommendations to the Committee

Contract 21-00131, Facility Electrical System Assessment Services

Ms. Luther presented Contract 21-0013, Facility Electrical System Assessment Services for recommendation of approval.

A motion to approve Contract 21-0013, Facility Electrical System Assessment Services was made by Commissioner Fuller and properly seconded by Commissioner Woodbury.

Mr. Scott Demharter stated that the recommended vendor has performed services for HRT in the past.

A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Task Orders

Task Order 14 for Contract 19-00051, Architectural and Engineering Services was presented to the Committee for informational purposes.

There was a general question regarding the number of task orders on the contract.

There was a discussion regarding the value of the task orders to date and the purpose of the contract.

Options to be Exercised

Options to be exercised in June 2021 were reviewed with the Committee.

Upcoming Procurements

Upcoming procurements were reviewed with the Committee.

Operations Update

Mr. Jim Price had staff give 2 presentational updates on improvement projects.

Mr. Chandler Motley gave the On-Time Improvement Project presentation as enclosed in these minutes.

There was some discussion regarding missed trips and the affects COVID has had on same.

There was discussion regarding causes of on time performance issues.

Alt. Commissioner Inman stated that she would like to have performance discussed at the Management and Financial Advisory Committee (MFAC) meeting.

Mr. Alexander Brink gave the Accident Reduction Efforts presentation as included in theses minutes.

There was discussion regarding training.

There was discussion regarding the turnover rate for operations with 1-2 years of service. I was stated that currently the turnover is 6%. There have not been any terminations for operators that have had accidents. Retraining takes place before the effort to terminate takes place.

There was discussion regarding the cost of accidents.

ACTION ITEM: There was a request for staff to provide a report on the cost of accidents and how the number of HRT's accidents compares to other agencies.

ACTION ITEM: There was a request for an updated report on hiring challenges and a post-COVID plan for staffing.

There was discussion regarding the amount of training that staff receives before going into service.

Old and New Business

There was no old or new business discussed.

Adjournment

Commissioner Hamel adjourned the meeting at 11:01 AM.



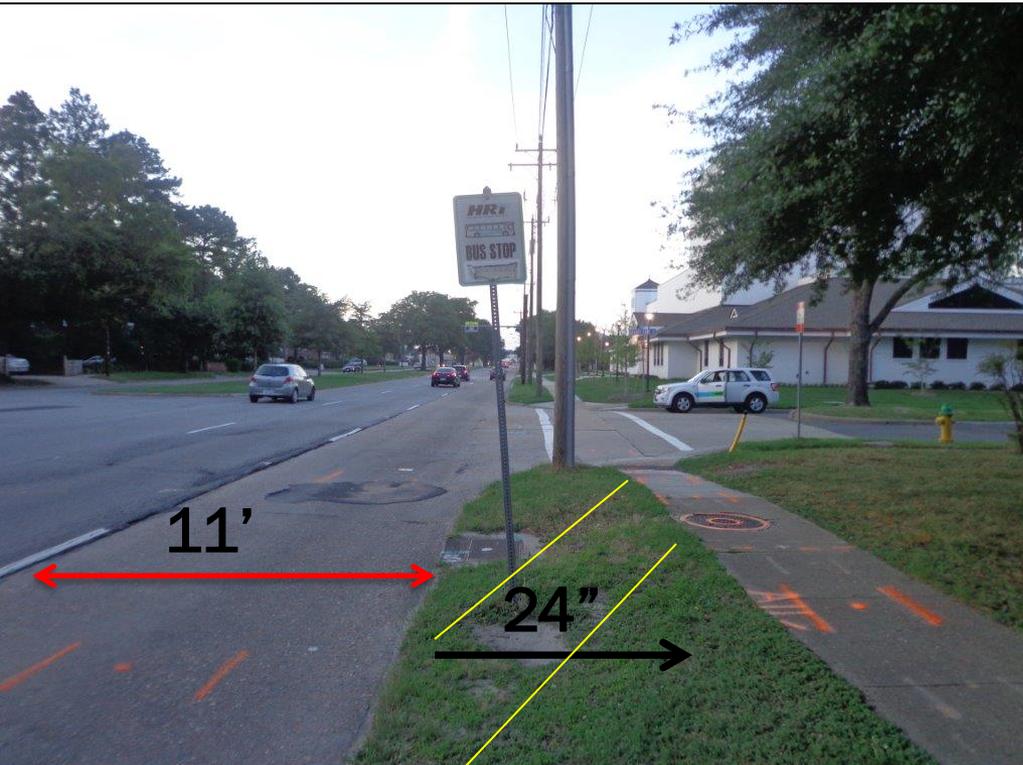
HAMPTON ROADS
TRANSIT

Accident Reduction Efforts

Bus Ops

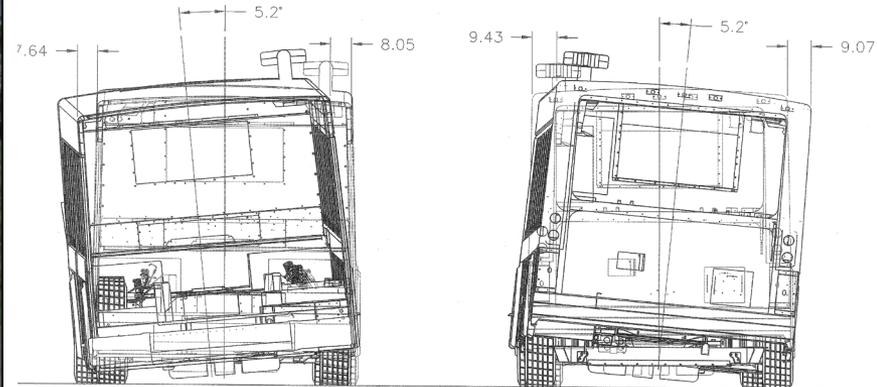
gohrt.com

Previous Efforts



FY 2012 to 2013 reduced FO accidents by 34%

- Post Accident Retraining
- Refresher Trainings
- Bus Stop Campaign
- City Coordination



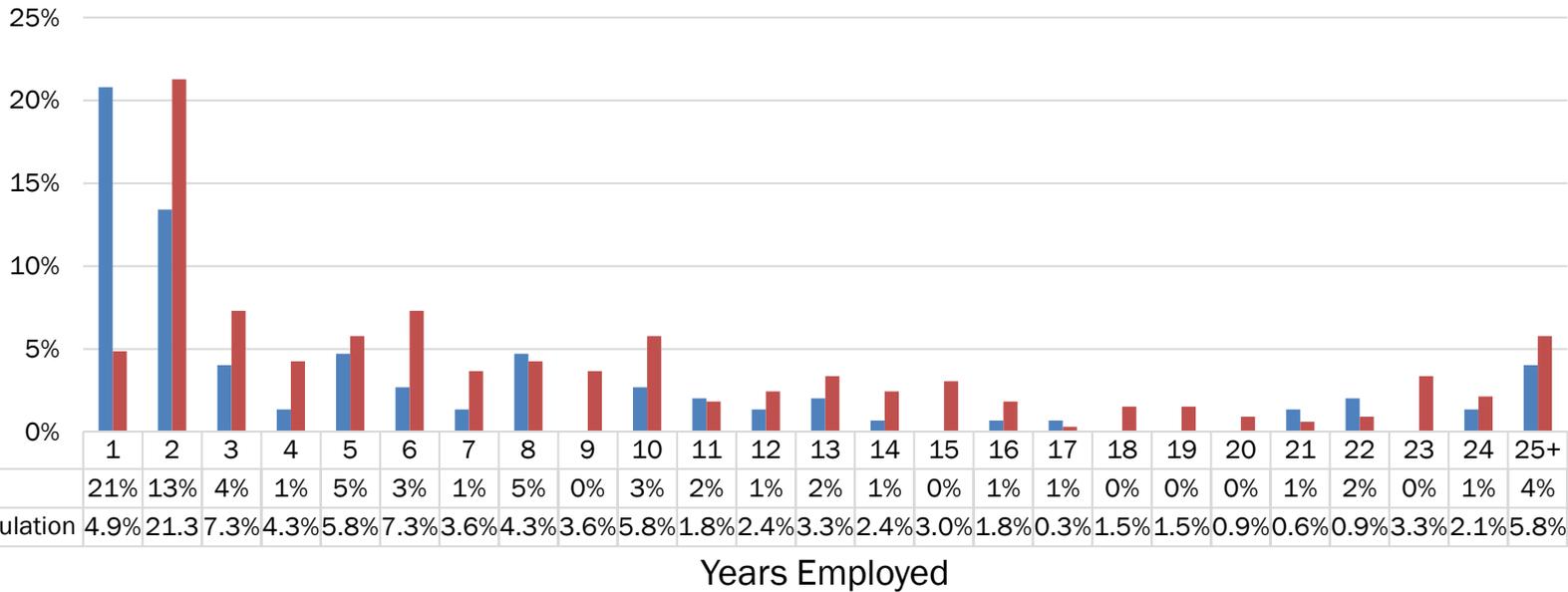
FRONT VIEW
BODIES LINED UP ON FRONT TIRES

REAR VIEW
BODIES LINED UP ON REAR TIRES

Current Efforts

Monthly KPI Review

Percentage of Preventable Accidents by Years Employed (Rolling 12 Months)



Tracking preventable accidents by population demographics (years employed)

Current Efforts

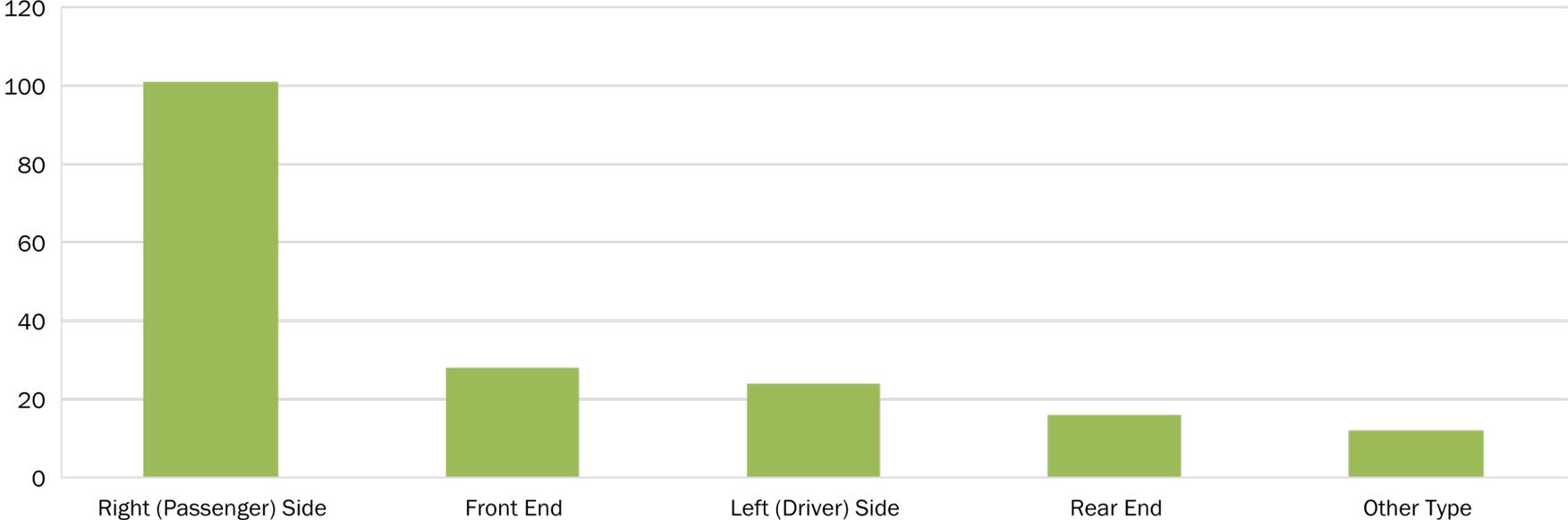
Training Approach

- Refocused to highlight safe vehicle operation
 - Less time focused on memorizing routes
 - More time focused on safe vehicle operation
- Identifying Issues
 - Ride checks with newer operators
 - Take early corrective actions when issues are identified
- Accident retraining recreates the accident
 - Repetitive drills

Current Efforts

Monthly KPI Review

Preventable Accidents by Damaged Areas Of The Bus (Rolling 12 Months)



Tracking accident damage location

Current Efforts

Right Side Awareness

- Hazard list
- Focused training
- Tailored announcements
- Proposed Campaigns “Watch your right side”



HAZARD LIST FOR OPERATORS

This list should be utilized as another tool while operating buses on the south side. Each route is broken down by specific hazards or construction areas, to better inform you of what to look for.

Route 1 This route starts at DNTC and ends at either Pembroke East, Duff's Lane, or The Joint Expeditionary Base.	<ul style="list-style-type: none">- Construction Monticello Ave between Princess Anne Rd and 18th St.- Watch out for poles, signs and tree branches all the way down Granby St.- Be mindful of tree branches covering bus stop signs.- Watch your speed.- While on Ocean View Ave, watch out for poles, signs, and tree branches.
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Current Efforts

Monthly KPI Review

Preventable Accidents Per Hour (Rolling 12 Months)

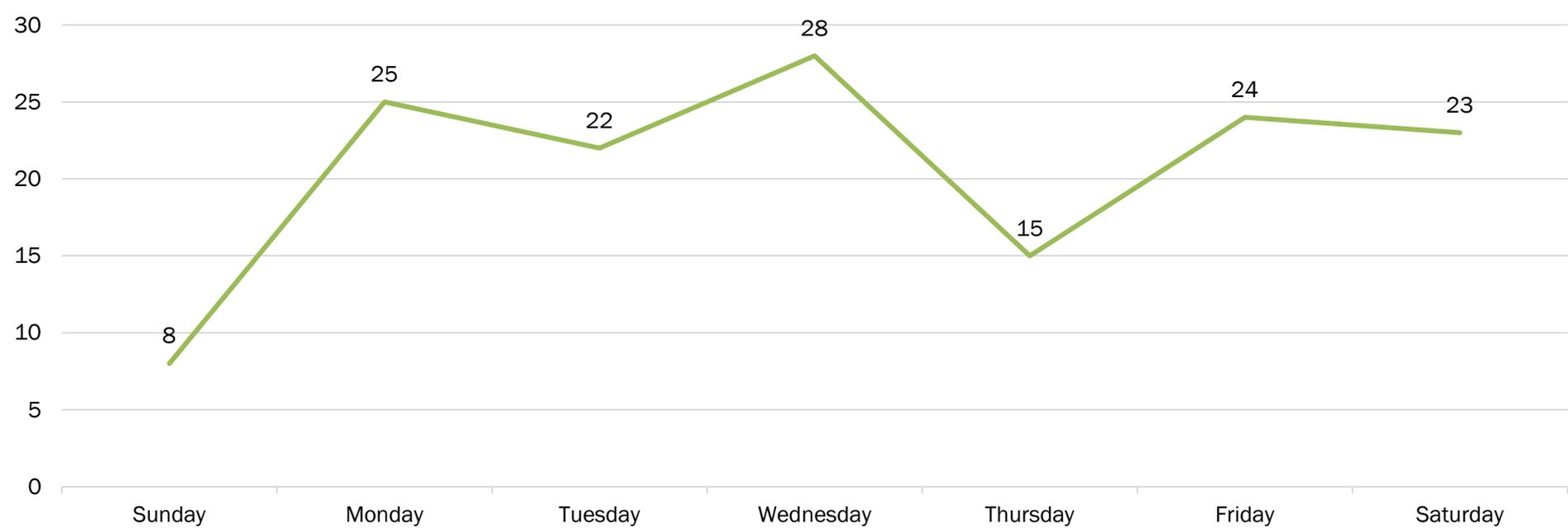


Tracking accidents and trends based on time of day

Current Efforts

Monthly KPI Review

Preventable Accidents by Day of Week (Rolling 12 Months)



Tracking accidents by day of week

Current Efforts

Handling the “When?”

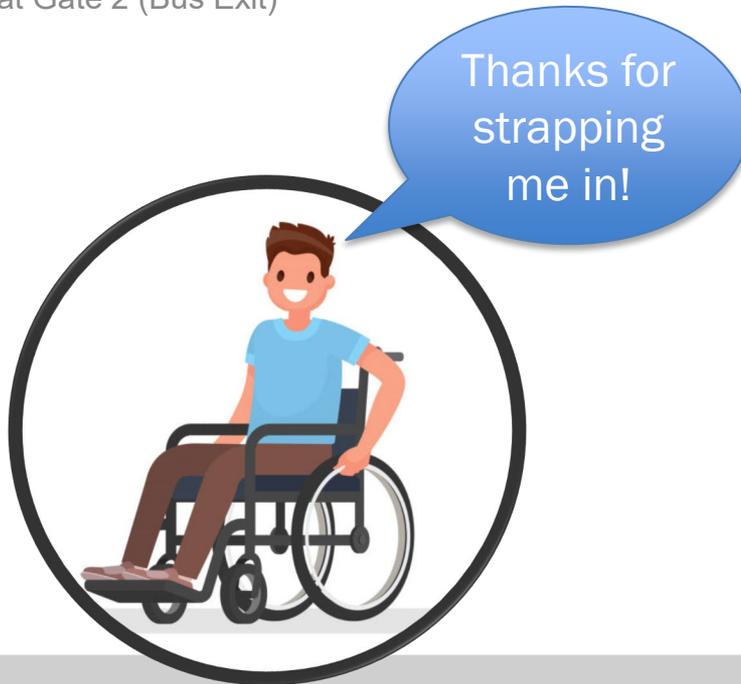
- Peak time announcements
- Enhanced Supervisor scheduling



Summary of all Efforts

Campaigns

- ADA Safety Campaign
 - Posters and literature around HRT
- Right Side Campaign
 - Sign at Gate 2 (Bus Exit)



Decisions

- Data driven
 - From KPIs
- Enhanced Supervisor Schedules
- Announcements
- Targeted Training
- Refocused Initial Training

Summary of all Efforts

Data Driven Projects

- **OTP**
 - Monthly OTP Reports
- **Accident Prevention**
 - Monthly Accident KPI
- **Staffing Levels**
 - Absence KPI
 - Missed Trips KPI
- **Operator Overtime Reduction**
 - Budget KPI
 - Total overtime hours by vacancies and absences

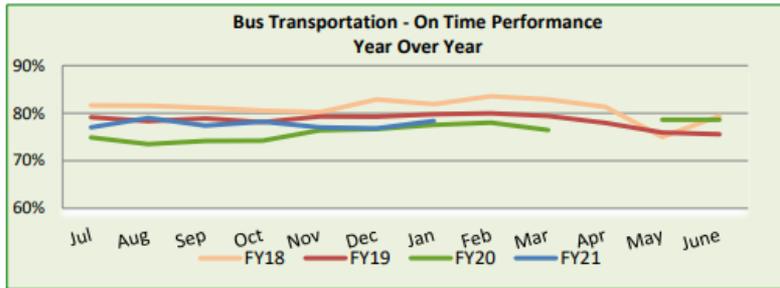


HAMPTON ROADS
TRANSIT

OTP Improvement Project

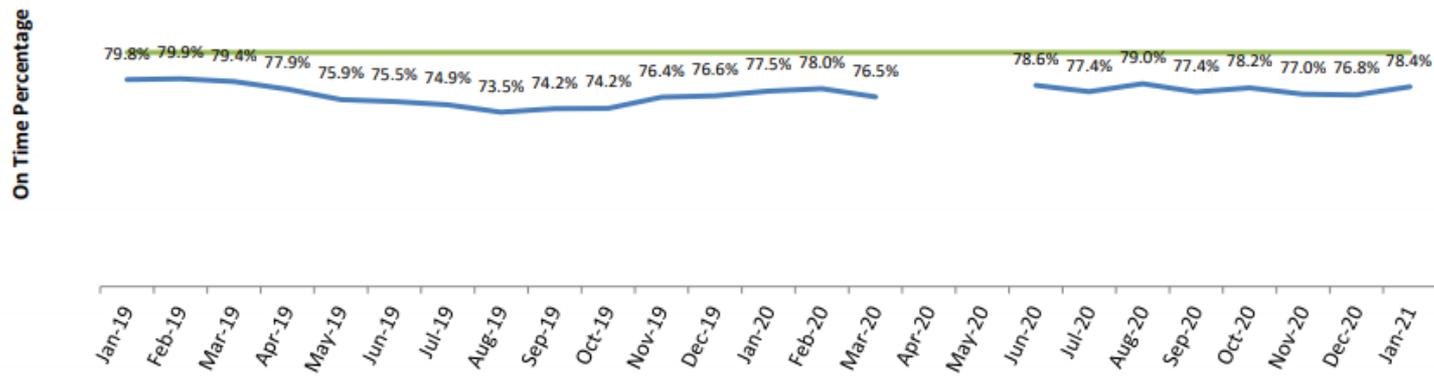
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OTP Overview



1. High ridership focus vs bottom performing focus
2. Internal Competition
3. Breakdowns
4. One - on - One
5. Coordinate with IT and Scheduling

**Bus Transportation
On Time Performance
January 2019 - January 2021**

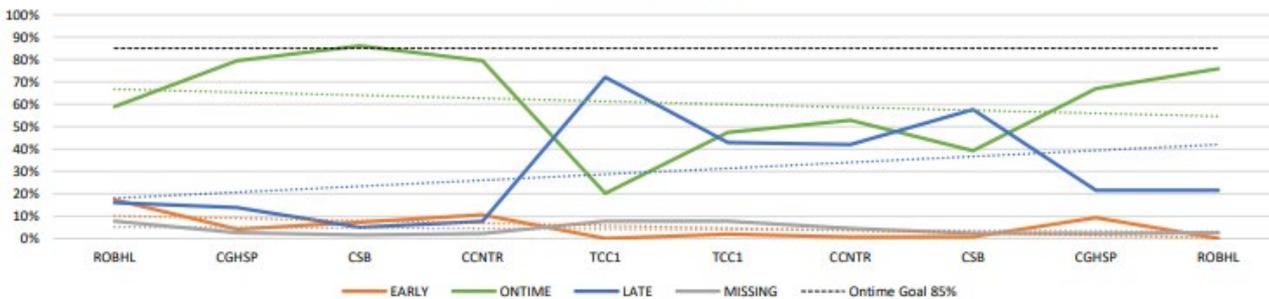


Refocused Committee

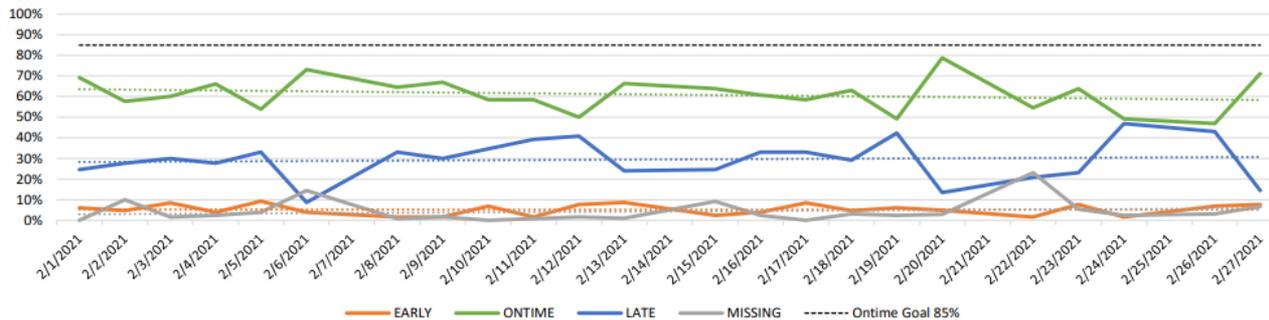
Focus on high ridership routes AND low performing routes

Excerpt from Route 014 in February
Lowest Ontime Performance Overall

Route Progression



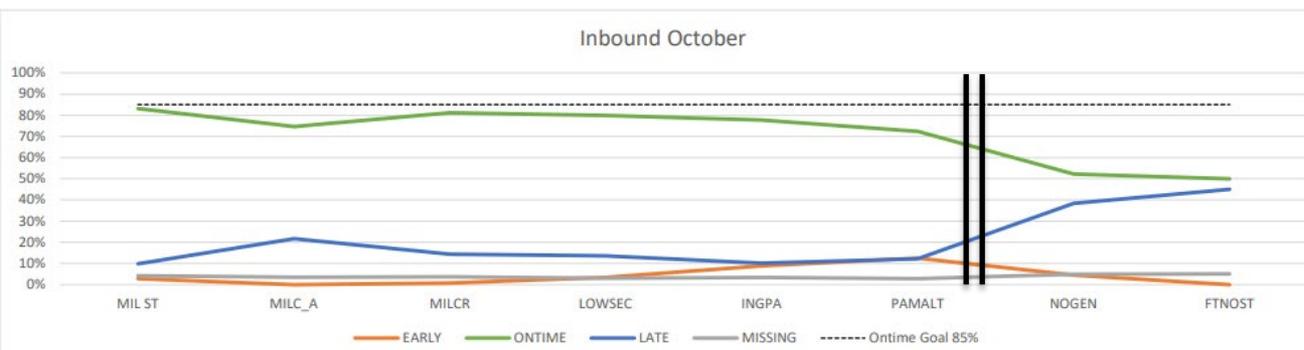
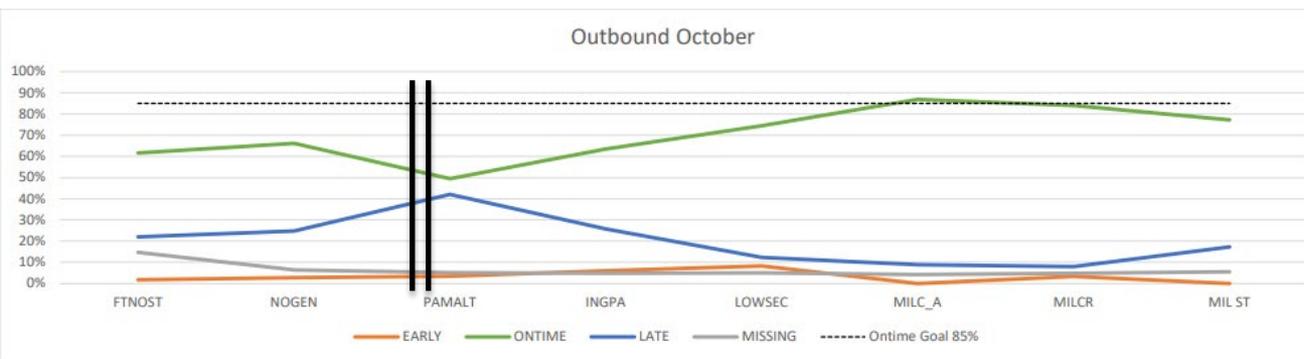
OTP Percentage by Date



Refocused Committee

Focus on high ridership routes AND low performing routes

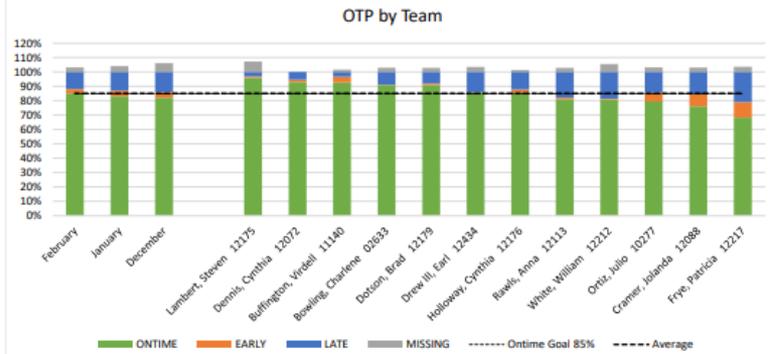
Excerpt from Route 023 in October
Lowest Ontime Performance
Based on Highest Ridership



Internal Competition

Supervisor Teams Reports

All Sturm						
	RANK	ONTIME	EARLY	LATE	MISSING	Total Crossings
February	2	85%	3%	12%	3%	11732
January	5	83%	4%	13%	4%	11031
December	4	82%	4%	14%	6%	11274
Lambert, Steven 12175	8	96%	1%	3%	7%	1001
Dennis, Cynthia 12072	25	93%	2%	5%	0%	979
Buffington, Virdell 11140	30	93%	4%	3%	2%	917
Bowling, Charlene 02633	51	91%	0%	9%	3%	1110
Dotson, Brad 12179	56	91%	1%	8%	3%	1111
Drew III, Earl 12434	132	86%	0%	14%	3%	678
Holloway, Cynthia 12176	142	85%	2%	12%	1%	1145
Rawls, Anna 12113	219	81%	1%	18%	3%	1062
White, William 12212	225	81%	1%	19%	5%	947
Ortiz, Julio 10277	260	79%	6%	14%	3%	811
Cramer, Jolanda 12088	305	76%	8%	16%	3%	837
Frye, Patricia 12217	375	68%	11%	21%	4%	1134

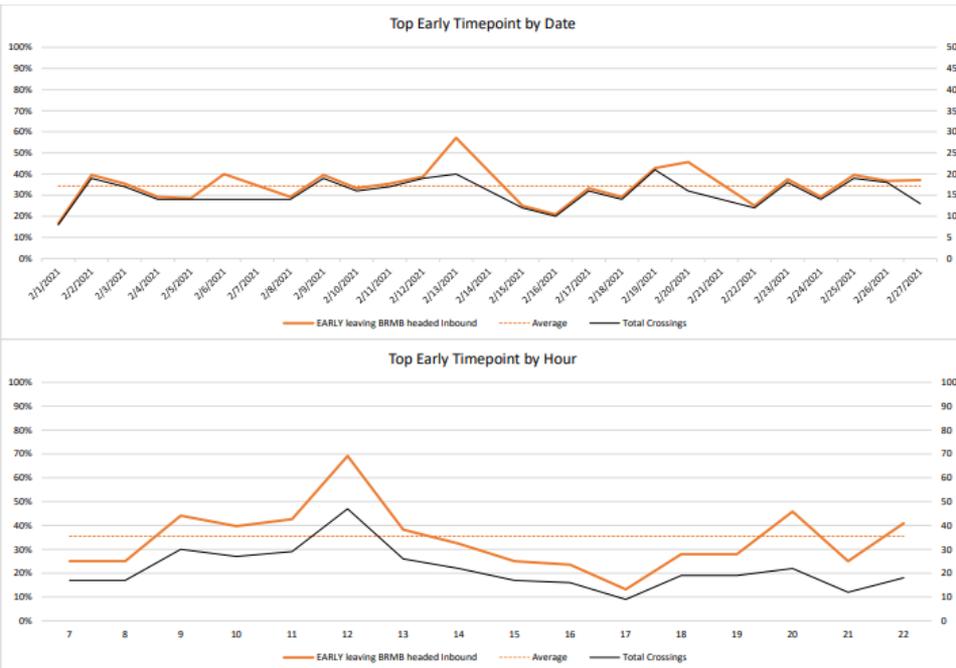


- Track team performance and trends
- Gives Operator more ownership and investment
- Address low OTP Operators individually
- Discover problems with system
- Reward Program



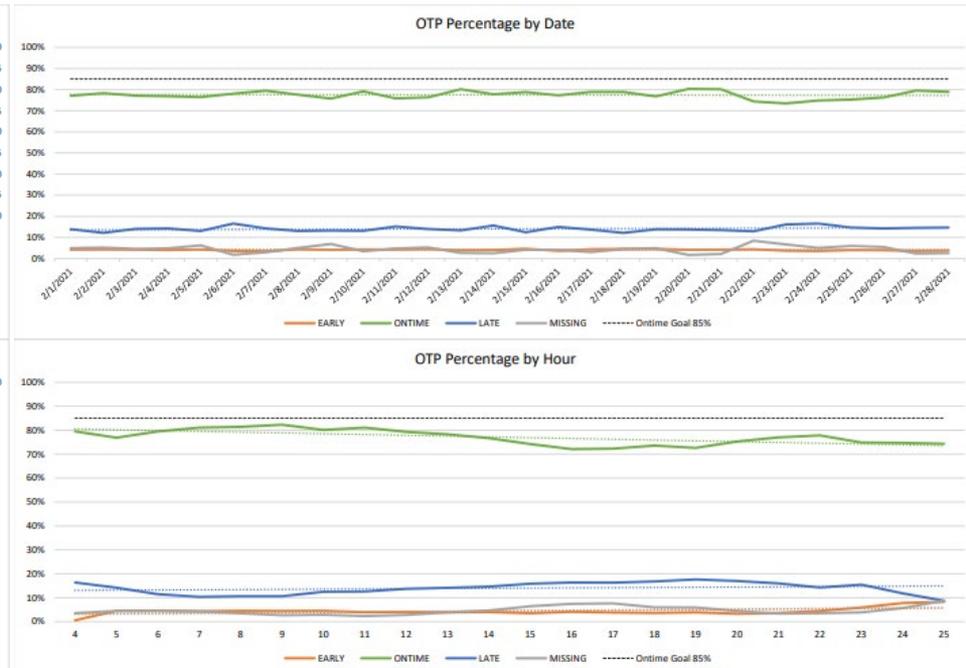
Breakdowns

Highest Early OTP Percentage



- Focus manpower to make best changes
- Identify likely cause of issues

OTP Percentage by Type



- Focus on OTP by Day and by Hour
- Allows incremental changes

Coordinate with Departments

Issues we've solved together

Excerpt from August Report

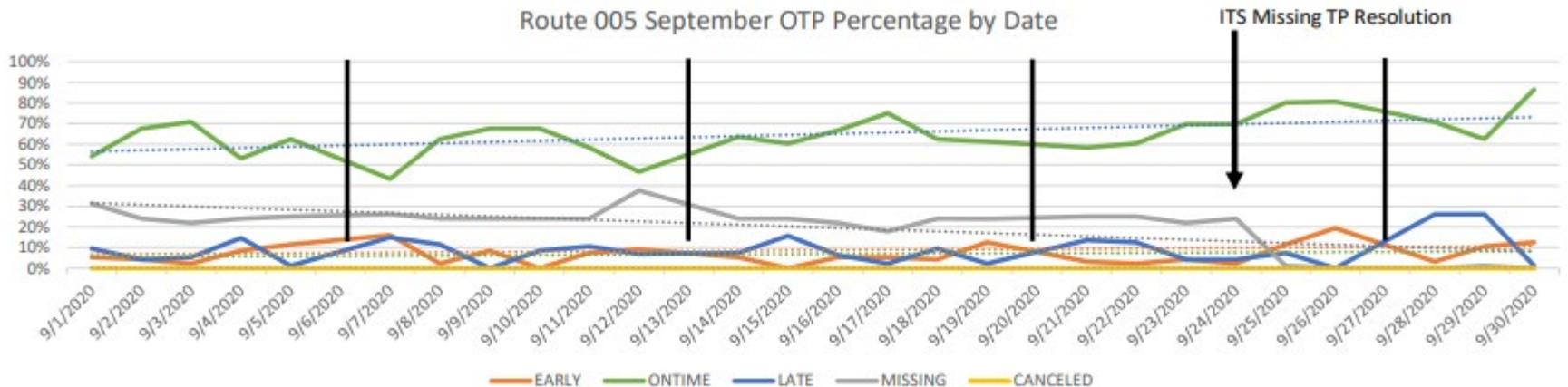
	Outbound			
	LATE	EARLY	ONTIME	MISSING
ELM	58 19%	9 3%	229 75%	11 4%
TIDBY	39 13%	26 8%	234 76%	8 3%
OV	40 13%	5 2%	255 83%	7 2%
WILL	0 0%	0 0%	2 1%	305 99%

- WILL
- LAS1C
- MRPEM
- NPRI

Currently

- Route 023
- Route 024
- BRMB

Excerpt from September Report





HAMPTON ROADS TRANSIT
APRIL/MAY 2021
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
4/8/2021	HRT staff to provide a report on the cost of accidents and how the number of HRT's accidents compares to other agencies.	Safety/Risk	6/10/2021	
4/8/2021	Staff to provide an updated report on hiring challenges and a post-COVID plan for staffing.	Human Resources	6/10/2021	

Contract No:	21-00120	Title:	Hampton Transit Center Site Reconstruction	Price: Term:	\$1,718,196.31 4 months
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Acquisition Description: Enter into a contract with a qualified Contractor to perform demolition and site reconstruction of Hampton Roads Transit's (HRT's) Hampton Transit Center parking and bus drive aisle facilities, located at 2 West Pembroke Avenue, Hampton, VA 23669.

Background: In April 2018, HRT awarded a Contract for the engineering design for reconstruction and expansion of parking and drive surfaces for the Hampton Transit Center (HTC). The Consultant prepared the design of a full reconstruction of HTC's exterior infrastructure; and, reconfiguration of the parking and bus facilities necessary for expansion of parking and number of available bus bays. Under the terms of this agreement, the Contractor shall provide all materials, labor, and equipment necessary for the demolition and reconstruction of HTC.

Contract Approach: An Invitation for Bids (IFB) was issued on February 11, 2021. Seven (7) bids were received on April 23, 2021 from the following firms:

- Allan Myers VA, Inc.
- Branscome Incorporated
- Hudgins Contracting Corp.
- Conrad Brothers of Virginia, Inc.
- Corman Kokosing Construction Company
- Kiewit Infrastructure South Co.
- Pembroke Construction Company, Inc. (Pembroke Construction)

After an evaluation of the bids received, HRT staff determined that Pembroke Construction was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and, is therefore eligible for award. A technical review of the bid by HRT also concludes that the low bid does not contain computational errors and is not unbalanced.

Pembroke Construction's bid price, in the amount of \$1,718,196.31 is deemed fair and reasonable based on a price analysis performed utilizing the independent cost estimate (Engineer's estimate), historical data, and the fact that pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Pembroke Construction is both technically and financially capable to perform the work.

Pembroke Construction is located in Hampton, VA and has performed similar services for Amtrak in Philadelphia, PA; Dwight Snead Construction in Glenn Allen, VA; and, Branch and Associates in Richmond, VA.

The period of performance for this Contract is four (4) months.

Contract No:	21-00120	Title:	Hampton Transit Center Site Reconstruction	Price:	\$1,718,196.31
				Term:	4 months

No DBE goal was established for this solicitation.

Cost/Funding: This Contract will be funded by Smart Scale Grant funds.

Project Manager: Lee Roy Padgett, Engineer

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Pembroke Construction Company, Inc. to perform Hampton Transit Center Site reconstruction in the not to exceed amount of \$1,718,196.31.

SOLICITATION RESULTS

Bidder	Total Bid Price
Pembroke Construction Company, Inc.	\$1,718,196.31
Hudgins Contracting Corp.	\$1,745,786.00
Corman Kokosing Construction Company	\$1,795,064.22
Conrad Brothers of Virginia, Inc.	\$1,831,164.36
Allan Myers VA, Inc.	\$1,987,707.00
Branscome Incorporated	\$2,156,450.25
Kiewit Infrastructure South Co.	\$2,277,003.60

Contract No:	20-00116	Title:	Mobile Data Wireless Services	Base Year Price:	\$120,055.68
				Two Option Years' Price:	\$240,111.36

Acquisition Description: Enter into a contract with a qualified Contractor to provide mobile data wireless services to meet HRT's connectivity needs for on-vehicle technology components and future cell-based backup Wide Area Networking for remote sites.

Background: Hampton Roads Transit (HRT) currently provides mobile wireless service on all of its Light Rail revenue vehicles and on forty-four (44) revenue buses running the Max route service. Under the terms of this agreement, the Contractor shall provide the following:

- Deploy unlimited data services to one-third (1/3) of HRT's connectivity enabled revenue vehicles and grow the quantity of service lines over the next twelve (12) to twenty-four (24) months to cover the remainder the fleet.
- Not limit the amount of data transferred, transfer speeds, or priority of service on individual service lines or the entire pool of service lines.
- Provide mobile data services to establish backup connectivity links at ten (10) HRT remote sites to respond to Business Continuity and Disaster Recovery events and land line outages.

Contract Approach: A Request for Proposals (RFP) was issued on February 11, 2021. Three (3) proposals were received on March 17, 2021 from the following firms:

- AT&T
- T-Mobile USA, Inc. (T-Mobile)
- Cello Partnership d/b/a Verizon Wireless

Upon review and evaluation of the proposals, HRT staff determined that T-Mobile was rated best to meet the Scope of Work requirements based on the firm's technical approach, experience and qualification described in their proposal; therefore, no technical presentations or clarifications were necessary.

In response to the RFP, Proposers were required to describe their approach to, and monthly rates for, providing the services as described in the RFP.

T-Mobile was invited for discussions and negotiations for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed monthly rate. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

As a result of the negotiations, T-Mobile agreed to provide a 15% discount on a monthly basis, instead of quarterly as was offered in their proposal. Additionally, T-Mobile quantified the

Contract No:	20-00116	Title:	Mobile Data Wireless Services	Base Year Price:	\$120,055.68
				Two Option Years' Price:	\$240,111.36

additional charge for Routable IPv4 Static IP Addresses omitted from their original proposal, and per line charges for Regulatory Programs and Telco Recovery Fees referenced in their proposal.

After a review and analysis of the BAFO received, HRT staff determined that T-Mobile provided the best value to HRT based on a combination of technical capability and price. T-Mobile'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 T-Mobile is both technically and financially capable to perform the services.

Located in Bellevue, WA, T-Mobile has provided similar services to Virginia Beach City Public Schools; Washington Metro Area Transit Authority in Washington, DC; and, Metropolitan Atlanta Rapid Transit Authority in Atlanta, GA.

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

No DBE goal was established for this solicitation.

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

Project Manager: Alex Touzov, Director of Technology Services

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to T-Mobile USA, Inc. to provide Mobile Data Wireless Services to HRT in the not-to exceed amount of \$360,167.04 for three (3) years.

Contract No:	20-00116	Title:	Mobile Data Wireless Services	Base Year Price:	\$120,055.68
				Two Option Years' Price:	\$240,111.36

SOLICITATION RESULTS

OFFEROR	ORIGINAL OFFER	BEST AND FINAL OFFER
T-Mobile USA, Inc.	\$443,040.00	\$360,167.04
AT&T	\$497,760.00	N/A
Cello Partnership d/b/a Verizon Wireless	\$618,655.02	N/A

T-Mobile's Pricing Summary

Base Year 1	Option Year 1	Option Year 2	Total
\$120,055.68	\$120,055.68	\$120,055.68	\$360,167.04

Contract No:	20-00081	Title:	Technology Staffing Services	Price:	\$750,000
				Term:	1 yr. w/2 1-yr. options

Acquisition Description: Enter into a contract with four (4) Contractors to provide Hampton Roads Transit's (HRT's) Technology Department with recruiting services to fulfill full time positions, temporary to permanent positions, and/or temporary or consultant positions. The temporary staffing services will be provided on a Task Order (TO) basis.

Background: HRT's Technology Department comprises in-house technical, functional, and business process staff. HRT requires the services of a qualified Contractor to provide recruitment services for hard-to-fill Information Technology positions with the following qualifications: (1) ability to access a robust network of technology candidates; (2) successful track record of recruiting hard-to-fill Information Technology positions; and (3) an understanding of the Information Technology services and Hampton Roads' regional job market.

As Technology advances and HRT strives to move forward with systems to align with these advances, HRT's Technology Department has been challenged in the last couple of years to fill various Technology positions needed to support this advancement. These positions are either highly specialized (such as PeopleSoft positions) or are positions which are in high demand (such as Business Intelligence Developer). These, and other types of Technology positions, have proven to be difficult to fill through normal recruiting processes.

Under the terms of this agreement, the Contractors shall provide recruiting services to assist with the fulfillment of full-time positions, on a contingency basis. These services include providing an in-depth screening and evaluation process of candidates on multiple levels prior to presentation to HRT. Additionally, the Contractor shall provide temporary/consultant assistance to supplement and support HRT's existing staff with special projects in areas such as design and development, infrastructure services and functional subject matter support.

Contract Approach: A Request for Proposals (RFP) was issued on June 4, 2020. Forty-six (46) proposals were received on September 1, 2020 from the following firms:

- 22nd Century Technologies, Inc. (22nd Century)
- Abbttech Professional Resources, Inc.
- ACI Infotech
- Action Technology
- Ampcus, Inc. (Ampcus)
- Bay State Computers, Inc.
- Cambay Consulting, LLC
- Carson Solutions, LLC
- Cherry Road Technologies
- Computer Enterprises, Inc. (CEI)
- Convertex Technologies, Inc.
- DevCare Solutions
- Elegant Enterprise Wide Solutions, Inc.
- Enterprise Solutions, Inc.
- Heartland IT Consulting
- HS Solutions, Inc.
- HyperGen, Inc.
- iLynx, Inc.

Contract No:	20-00081	Title:	Technology Staffing Services	Price:	\$750,000
				Term:	1 yr. w/2 1-yr. options

- Infojini, Inc. (Infojini)
- IntellectFaces, Inc.
- iQuasar
- Job Mobz
- Kastech Solutions LLC (Kastech)
- Lancesoft, Inc. (Lancesoft)
- Lumen Solutions, Inc. (Lumen Solutions)
- Marathon Consulting
- Moten Tate, Inc. (Moten Tate)
- Nivid Technologies
- Numbers Only, Inc.
- Omega Solutions, Inc.
- Paramount Software Solutions, Inc.
- Powersolv, Inc. (Powersolv)
- Radiant Creative Group, LLC
- Rand Technologies
- Satsyil Corp.
- Saxon Global, Inc. (Saxon Global)
- Sierra Consulting, Inc.
- Softsages Technology, LLC
- Spruce Technology, Inc. (Spruce)
- Sun Technologies, Inc.
- TEKsystems, Inc. (TEKsystems)
- Tri-Force Consulting Services, Inc.
- Virtelligence
- Voluble Systems, LLC
- Vtech Solutions, Inc
- Wipro

In response to the RFP, proposers were required to provide rates for various job titles specified in the Price Schedule. The rates will be utilized by the successful Contractors to establish pricing for temporary staffing services, temporary to permanent hire, and direct hire services requested.

Upon review and evaluation of the technical proposals, twelve (12) firms were rated best to meet the Scope of Work (SOW) requirements. The twelve (12) firms, 22nd Century, Ampcus, CEI, Infojini, Kastech, LanseSoft, Lumen Solutions, Moten Tate, Powersolv, Saxon Global, TEKsystems, and Spruce were invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of Technical Presentations, six (6) firms were deemed most qualified to meet the SOW requirements and were invited for further discussions and negotiations. Negotiations were held with Ampcus, CEI, Infojini, Lumen Solutions, Powersolv, and TEKsystems in an attempt to achieve the most competitive pricing. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

After a review and analysis of the BAFOs received, a decision was made to award to four (4) firms, Ampcus, CEI, Infojini, and Lumen Solutions in order for HRT to have the ability to obtain the most skilled resources at the most favorable prices. Their 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 the four (4) firms are technically and financially capable to provide the services.

Contract No:	20-00081	Title:	Technology Staffing Services	Price:	\$750,000
				Term:	1 yr. w/2 1-yr. options

Ampcus is headquartered in Chantilly, VA and has provided similar services to Cox Automotive in Atlanta, GA and throughout the United States; Asurion/Kelly Outsourcing and Consulting Group in Sterling, VA; and Siemens/TAPFIN Manpower Group Solutions in Washington, DC.

CEI is headquartered in Pittsburg, PA with an office in Virginia Beach, VA and has provided similar services to the City of Aurora in Aurora, CO; Anthem in Indianapolis, IN; and Comcast in Philadelphia, PA.

Infojini is headquartered in Columbia, MD and has provided similar services to the Texas Department of Transportation in Lubbock, TX; Capital Metropolitan Transportation Authority in Austin, TX; and the Port of Seattle in Seattle, WA.

Lumen Solutions is headquartered in Sterling, VA and has provided similar services to AMTRAK in Washington, DC; Washington Metropolitan Area Transit Authority (WMATA) in Washington, DC; and the Bank of the West in San Ramon, CA.

The period of performance for this contract is one (1) base year with two (2) additional one-year options.

No DBE Goal was assigned for this solicitation.

Cost/Funding: This contract will be funded by operating and grant (type of grant will vary) funds.

Project Manager: Michael Price, CIO/CTO

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Ampcus, Inc., Computer Enterprises, Inc., Infojini, Inc., and Lumen Solutions, Inc. to provide technology staffing services to HRT. The cumulative amount of all TOs issued under these Contracts will not exceed \$750,000.

Contract No:	21-00128	Title:	Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support (Renewal)	Price Term:	\$5,975,500 2 yr. w/4 1-yr. Options
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Acquisition Description: Enter into a sole source contract renewal with Genfare, a Division of SPX Corporation (Genfare) to provide support for Hampton Roads Transit’s (HRT’s) fare collection systems, including ticket vending machines (TVMs), fareboxes, vaults, hardware, repairs, spare and replacement parts, installations, upgrades, and maintenance support services on a Task Order (TO) basis.

Background: All TVMs and Fareboxes currently owned and utilized by HRT are manufactured by Genfare, which holds the proprietary rights to the equipment and software involved. Under the terms of this agreement, Genfare shall provide fareboxes, TVMs, vaults and probe solutions, hardware and firmware support, and hardware installation, maintenance, and support for current and future systems.

Contract Approach: FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one source is practicably available, and the award of a contract is infeasible under small purchase procedures, sealed bids, or competitive proposals. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of Procurement. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one source.

A solicitation was issued on March 10, 2021 and Genfare provided a responsive proposal on March 25, 2021 which included unit pricing for equipment and services specified in the Price Schedule. In order to obtain more favorable pricing, a decision was made to conduct negotiations with Genfare. Negotiations focused on reducing the proposed unit prices. Upon completion of negotiations, a Best and Final Offer was requested.

As a result of the negotiations, Genfare offered an overall average item price reduction of approximately 5%. Based on the results of the negotiations and a price analysis performed utilizing the independent cost estimate and historical data, Genfare’s pricing is deemed fair and reasonable. Additionally, Genfare certified that the unit prices offered are in line with pricing offered to other customers with similar requirements. A contractor responsibility review confirmed that Genfare is both technically and financially capable to provide the services described in the Scope of Work.

Genfare is located in Elk Grove Village, IL and is providing these services for HRT satisfactorily.

The period of performance for this Contract is two (2) base years with four (4) additional one (1) year options.

No DBE goal is assigned for this solicitation.

Contract No:	21-00128	Title:	Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support (Renewal)	Price	\$5,975,500
				Term:	2 yr. w/4 1-yr. Options

Cost/Funding: This Contract will be funded with Operating and Grant (type of grant will vary) funds.

Project Manager: Steven Florian, Fare Technology Operations Administrator

Contracting Officer: Theresa Petrowicz, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a sole source Contract to Genfare to provide Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software and Hardware, and Maintenance Support. The cumulative amount of all Task Orders issued under this Contract will not exceed \$5,975,500.00 over the six-year period.

Options to be Exercised - July 2021

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
16-73944	Fuel Products (Ultra Low Sulfur Diesel and Gasoline)	To supply and deliver diesel and gasoline fuel products to specified HRT locations	\$ 28,500,000.00	1 base yr. w/4-1 yr. options	Forth	\$ 5,700,000.00
18-76521	General Printing Services	To provide general printing services on a Task Order basis.	\$ 850,000.00	1 base yr. w/4-1 yr. options	Third	\$ 170,000.00
18-76526	Elizabeth River Ferry Service	To provide complete management of HRT's Elizabeth River Ferry Service.	\$ 6,070,631.00	3 base yrs. w/2-1 yr. options	First	\$ 1,261,170.00
18-76536	Provide Heavy Duty Bus Batteries	To provide heavy duty bus batteries.	\$ 282,848.00	1 base yr. w/4-1 yr. options	Third	\$ 58,160.00
19-00009	Bus Stop and Facilities Maintenance, Site Improvements and Repairs	To perform a variety of general commercial site and repair work.	\$ 1,093,205.00	2 base yrs. w/1-1 yr. options	First	\$ 370,625.00
20-00094	Information Technology Research and Advisory Services	To provide information technology research and advisory services.	\$ 389,745.00	1 base yr. w/1-1 yr. options	First	\$ 197,753.00

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.
Custodial Services	To provide custodial services at all of HRT's various facilities.
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.
Heating, Ventilation, Air Conditioning, Refrigeration (HVAC/R) and Plumbing Maintenance Services	To provide Preventative Maintenance (PM) and repair services for its heating, ventilation, and air conditioning/refrigeration (HVAC/R) and plumbing equipment.
Human Resource Management System Software Consultant Services	To provide the assessment of HRT's current Human Resource Management System business processes and systems and prepare a comprehensive needs assessment and action plan.
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.
Parts Washer Service and Solvent Maintenance	To provide parts washer service and solvent maintenance to HRT.
Provision of Safety Shoes and High Visibility Jackets and Short Sleeve Shirts	To provide the provision of safety shoes and high visibility jackets and short sleeve shirts for HRT's bus and Light Rail employees.
State Legislative and Public Relations Services	To provide state legislative and public relations services.

Transit Operator Uniforms	To furnish transit operator uniforms.
Vaccination Access Transportation Program	To provide on-demand curb-to-curb transportation for individuals traveling to and from COVID-19 vaccination appointments.
Vehicle Miles Reduced Tracker Application Software	To provide Vehicle Miles Reduced (VMR) Tracker application software and support services.