



## Meeting of the Operations and Oversight Committee

Thursday, November 3, 2022 • 10:00 a.m.  
3400 Victoria Blvd, Hampton, VA and  
Virtual via ZOOM

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, November 3, 2022, 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://hrtransit.org.zoom.us/webinar/register/WN\\_Z8M2iIC-R4uSJ06zfdjsw](https://hrtransit.org.zoom.us/webinar/register/WN_Z8M2iIC-R4uSJ06zfdjsw)

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



# Meeting of the Operations and Oversight Committee

Thursday, November 3, 2022 • 10:00 a.m.  
Hybrid 3400 Victoria Blvd., Hampton, VA and  
Virtual ZOOM Meeting

## AGENDA

1. Approval of the October 2022 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update-Malika Blume
4. Procurement Recommendations to the Committee-Sonya Luther
  - a. Contract 22-00181-Information Technology Risk Assessment.
  - b. Contract 22-00171-PeopleSoft Human Capital Management Managed Services (Renewal).
5. Contract 20-00075, Ferry Boat Build Project Modifications-Sonya Luther
  - a. Modification No. 9 provides remedies to address the stability issues with Hull 141. Total for Modification 9, \$57,858.02.
  - b. Modification No. 10 provides for changes to the Electrical Tagging Schematic, Stem Tube Seal and Bearing, Additional Cameras, and Wheelhouse HV AC Unit. Total for Modification 10, \$48,879.33.
  - c. Modification No. 11 provides remedies to address the stability issues with Hull 142. Total for Modification 11, \$32,274.97.

Total Contract value following Modifications 9, 10, and 11 - \$6,623,588.97.
6. Task Orders **(for informational purposes only)**.
  - a. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support:
    - i. Task Order 67. This Task Order is for repair of Bill Stackers. This Task Order is for \$525.00 and is funded with operating funds.

ii. Task Order 68. This Task Order is for repair of Card Reader, Beze, 8, UIC-Programmed. This Task Order is for \$700.00 and is funded with Operating funds.

7. Options to be Exercised December 2022 & January 2023-Sonya Luther
8. Upcoming Commission Approvals-Sonya Luther
9. Operations Update-Benjamin Simms, IV
10. Old and New Business
9. Adjournment

**The next Operations & Oversight Committee Meeting will be held on Thursday, December 1, 2022, in Norfolk, VA and virtually via ZOOM.**



# Meeting of the Operations and Oversight Committee

Thursday, October 13, 2022, • 10:00 a.m.  
509 E 18<sup>th</sup> St. Norfolk, VA, and Zoom Meeting

## MEETING MINUTES

### Call to Order

Commissioner Glover called the meeting to order at 10:01 AM.

### **Commissioners in attendance:**

Commissioner Glover, Portsmouth  
Commissioner Woodbury, Newport News  
Commissioner Houston, Norfolk  
Commissioner Kanoyton (Zoom)  
Commissioner Ross-Hammond, Virginia Beach  
Commissioner Mucha, VDRPT (Zoom)

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

Ray Amoruso, Chief Planning and Development Officer  
Tammara Askew, Administrative Support Technician  
Keisha Branch, Director of Capital Programs (Zoom)  
Malika Blume, Director of Internal Audit  
Amy Braziel, Director of Contracted Services and Operational Analytics  
Kamlesh Chowdhary, Director ITS Technology Services  
Rodney Davis, Director of Customer Relations  
April Edwards, Operations Support Technician  
Donna Brumbaugh, Director of Finance (Zoom)  
Sheri Dixon, Director of Treasury (Zoom)  
Jennifer Dove, Grants and Civil Rights Coordinator (Zoom)  
Angela Glass, Director of Budget and Financial Analysis (Zoom)  
William Harrell, President, and CEO  
Shane Kelly, Manager of Security and Emergency Preparedness  
Robert Lee, RTS Project Manager (Zoom)  
Kristy Lockhart, Management Analyst (Zoom)  
Sonya Luther, Director of Procurement  
Alexis Majied, Chief of Communications and External Affairs  
Maryann Martin, Operations Analyst (Zoom)  
Tracy Moore, Director of Transportation (Zoom)  
John Nason, Director of Bus Maintenance (Zoom)  
Sibyl Pappas, Chief Engineering & Facilities Officer  
Michael Perez, Operations Project & Contract Administrator (Zoom)  
John Powell, Telecommunications Specialist  
Michael Price, Chief Information Officer/Technology Officer  
Luis Ramos, Sr. Executive Administrator

Dawn Sciortino, Chief of Safety  
Benjamin Simms, IV, Chief Operating Officer  
Brian Smith, Deputy Chief Executive Officer  
Monique Strickland, Talent Acquisition Manager  
Alex Touzov, Director of Technology Services (Zoom)  
Robert Travers, Corporate Counsel  
Fevrier Valmond, Asst. Director of Procurement (Zoom)  
Kim Wolcott, Chief Human Resources Officer

**Others in attendance:**

Alt. Commissioner Cipriano, Newport News  
Andrew Ennis, VADRPT (Zoom)  
Alt. Commissioner Gribble, Virginia Beach  
Alt. Commissioner Velissarios, Newport News (Zoom)

The October Operations and Oversight meeting package was distributed electronically to committee members and the media in advance of the meeting. The meeting package consisted of:

- Agenda
- Action Items
- Minutes from the Previous Meeting
- Procurement Items for Approval
- Options to be Exercised
- Upcoming Procurements

**Approval of the September 2022, Meeting Minutes**

A motion to approve the September 8, 2022, Operations and Oversight Committee meeting minutes was made by Commissioner Woodbury and was properly seconded by Commissioner Houston. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Mucha, Houston, and Woodbury

Nays: None

Abstain: None

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

There was one action item regarding microtransit metrics which was completed on October 3, 2022, via email.

## **Internal Audit Update**

Ms. Malika Blume shared that the DRPT/Concurrent Audit is still ongoing and anticipates the final report will be presented at the November Operations and Oversight Committee Meeting.

Ms. Blume stated that a new internal audit employee will be starting on October 17, 2022.

Commissioner Kanoyton joined the meeting via zoom at 10:10 am

## **Procurement Items for Approval**

### **Contract 22-00196, General Painting Services (Renewal)**

Ms. Sonya Luther presented Contract 22-00196, General Painting Services (Renewal), as a recommendation that the Commission approve the award of a contract to QC General Construction, LLC to provide general painting services. The cumulative amount of all Task Orders issued under this Contract will not exceed \$200,000 over the three-year period.

A motion to approve Contract 22-00196 General Painting Services (Renewal) was made by Commissioner Houston and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Kanoyton, Mucha, Houston, and Woodbury

Nays: None

Abstain: None

### **Contract 22-00195, HASTUS Maintenance and Support Services (Renewal)**

Ms. Sonya Luther presented Contract 22-00195, HASTUS Maintenance and Support Services (Renewal) as a recommendation that the Commission approve the award of a contract to GIRO, Inc. to provide HASTUS maintenance and support services in the not-to-exceed amount of \$444,268.00.

Mr. Kamlesh Chowdhary gave a brief overview of the HASTUS Maintenance and support services contract.

A motion to approve Contract 22-00195, HASTUS Maintenance and Support Services (Renewal) was made by Commissioner Houston and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Kanoyton, Mucha, Houston, and Woodbury

Nays: None

Abstain: None

Commissioner Ross-Hammond joined the meeting at 10:22 am.

**Contract 22-00170, Pre-Employment Background Screening Services (Renewal)**

Ms. Sonya Luther presented Contract 22-00170, Pre-Employment Background Screening Services (Renewal) was a recommendation that the Commission approve the award of a contract to First Choice Research and Investigations, LLC to provide pre-employment background screening services in the not to exceed amount of \$137,497.50.

Ms. Monique Strickland gave a brief presentation on the pre-employment background screening services contract.

A motion to approve Contract 22-00170, Pre-Employment Background Screening Services (Renewal) was made by Commissioner Ross-Hammond and seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Kanoyton, Mucha, Ross-Hammond, Houston, and Woodbury

Nays: None

Abstain: None

**Contract 22-00191, Safety Support Services (Renewal)**

Ms. Sonya Luther presented Contract 22-00191, Safety Support Services (Renewal) was a recommendation that the Commission approve the award of a contract to ADS System Safety Consulting, LLC to provide safety support services. The cumulative amount of all Task Orders issued under this contract will not exceed \$495,000.00 over the three-year period.

Ms. Dawn Sciortino gave a brief presentation regarding the safety support services contract.

There was discussion regarding capabilities of contractor and their ability to fill a void.

A motion to approve Contract 22-00191, Safety Support Services (Renewal) was made by Commissioner Woodbury and seconded by Commissioner Houston. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Kanoyton, Mucha, Ross-Hammond, Houston, and Woodbury

Nays: None

Abstain: None

### **Task Orders**

Task Orders were enclosed in the agenda. There were no questions or comments regarding same.

### **Options to be Exercised**

Options to be exercised for November and December were reviewed with the Committee.

### **Upcoming Procurements**

Upcoming procurements were reviewed with the Committee.

### **Operations Update**

Mr. Benjamin Simms gave an update on service during recent weather events and the impact on service to include interruptions on light rail and ferry.

### **Old and New Business**

There was discussion regarding microtransit funding and ensuring funds for future service are identified.

Chair Glover thanked Commissioner Kanoyton for her service. Commissioner Kanoyton stated that she would still be a champion for transportation and support efforts at the Legislative level.

There was discussion regarding new COVID booster vaccines.

### **Adjournment**

Commissioner Glover adjourned the meeting at 10:47 AM.





HAMPTON ROADS TRANSIT  
OCTOBER-NOVEMBER 2022  
OPERATIONS AND OVERSIGHT COMMITTEE  
ACTION ITEMS

<b>Date</b>	<b>Action Item</b>	<b>Responsible Party</b>	<b>Due Date</b>	<b>Completed Date &amp; Method</b>
	NONE			

<b>Contract No.:</b> 22-00181	<b>Title:</b> Information Technology Risk Assessment	<b>Contract Amount:</b> \$189,982.50
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**Acquisition Description:** Enter into a contract with a qualified Contractor to perform an Information Technology (IT) Risk Assessment.

**Background:** Hampton Roads Transit (HRT) has a requirement to perform a risk assessment in support of HRT's existing compliance environment, such as the Federal Transit Administration's (FTA's) Financial Management and Oversight (FMO) compliance recommendations. HRT intends to perform a risk assessment to identify and quantify prioritized risks associated with HRT's operation of its technology assets. The risk assessment process includes the development of a prioritized list of risk mitigation strategies and recommendations aimed at further limiting risk exposure while preserving confidentiality, system availability, and integrity of HRT's data and systems. Under the terms of this agreement, the Contractor shall perform a detailed organizational review; an IT policy and procedures review; a technical review of HRT's infrastructure monitoring systems and private and public systems mapping; and a technical security systems review. The Contractor shall follow the National Institute of Standards and Technology (NIST) recommended risk assessment structure and processes, as applicable to the Scope of Work; and assess compliance with control targets, regulations, and guidelines.

**Contract Approach:** A Request for Proposals was issued on April 22, 2022. Sixteen (16) proposals were received on June 10, 2022, from the following firms:

- Accenture LLP
- AIS Network
- Ampcus, Inc. (Ampcus)
- Carahsoft Technology Corp.
- CESO Technology
- Cyber Guardian Threat Solution (Cyber Guardian)
- Illumant LLC (Illumant)
- Janus Software, Inc., dba Janus Associates (Janus)
- MGT of America Consulting, LLC (MGT)
- Plant & Moran, PLLC (Plant Moran)
- RSM US LLP
- Securance Consulting
- SoftSages Technology
- SysAudits.com, LLC
- Tevora Business Solutions, Inc.
- vTech Solution, Inc.

<b>Contract No.:</b> 22-00181	<b>Title:</b> Information Technology Risk Assessment	<b>Contract Amount:</b> \$189,982.50
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Upon an initial review and evaluation of the technical proposals, six (6) firms (Ampcus, Cyber Guardian, Illumant, Janus, MGT, and Plant Moran) were rated best to meet the Scope of Work requirements. The six (6) firms were invited to discuss their proposal and provide technical clarification on their approach to the Scope of Work.

Following the technical presentations and interviews, HRT Staff determined that Janus was the most technically qualified to provide the services described in the Scope of Work based on clarifications provided during their presentation. Therefore, Janus was further invited for discussion and negotiations for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and reducing their proposed pricing. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested. The BAFO included a \$15,000.00 reimbursement allowance for travel and other direct costs associated with completing the assessment onsite, which was not included in the original price schedule.

As a result of the negotiations, Janus reduced its total price by \$3,299.50, or approximately 2%; however, due to the inclusion of the reimbursement allowance, the total price proposed increased by \$11,700.50. Based on the results of the negotiations, a price analysis performed, and the fact that the pricing was obtained in a competitive environment, Janus' pricing is deemed fair and reasonable. A contractor responsibility review performed confirmed that Janus is both technically and financially capable to perform the services.

Janus is located in Stamford, CT and has provided similar services for the Capital District Transportation Authority in Albany, NY; Dormitory Authority of the State of New York in Albany, NY; and Pennsylvania Treasury in Harrisburg, PA.

The contract period of performance is four (4) months.

No DBE goal was assigned for this solicitation.

**Cost/Funding:** This contract will be funded with state and ACC funds.

**Project Manager:** Jack Sherman, IT Security Administrator

**Contracting Officer:** Fevrier Valmond, Assistant Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Janus Software, Inc. to provide information technology risk assessment services in the not-to-exceed amount of \$189,982.50.

<b>Contract No.:</b> 22-00181	<b>Title:</b> Information Technology Risk Assessment	<b>Contract Amount:</b> \$189,982.50
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### Solicitation Results

<b>OFFEROR</b>	<b>OFFER</b>	<b>BEST AND FINAL OFFER</b>
Cyber Guardian Threat Solutions	\$49,500.00	N/A
Carahsoft Technology Corp.	\$51,948.75	N/A
SysAudits.com, LLC	\$52,470.00	N/A
CESO Technology	\$76,285.00	N/A
Illumant, LLC	\$99,000.00	N/A
Securance Consulting	\$124,000.00	N/A
RSM US LLP	\$147,880.00	N/A
<b>Janus Software, Inc., dba Janus Associates</b>	<b>\$178,282.00</b>	<b>\$189,982.50</b>
AIS Network	\$201,583.00	N/A
SoftSages Technology	\$203,500.00	N/A
vTech Solution, Inc.	\$268,373.64	N/A
Ampcus, Inc.	\$284,922.00	N/A
MGT of America Consulting, LLC	\$304,200.00	N/A
Plante & Moran, PLLC	\$385,000.00	N/A
Tevora Business Solutions, Inc.	\$390,174.00	N/A
Accenture LLP	\$422,000.00	N/A

<b>Contract No.:</b> 22-00171	<b>Title:</b> PeopleSoft Human Capital Management Managed Services (Renewal)	<b>Contract Amount:</b> Base Year: \$210,625.00 Three Option Years: \$631,875.00 <b>Total: \$842,500.00</b>
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**Acquisition Description:** Enter into a sole source renewal contract with CherryRoad Technologies, Inc. (CherryRoad) to provide managed services for Hampton Roads Transit's (HRT's) PeopleSoft Human Capital Management (HCM) 9.1 application.

**Background:** HRT utilizes PeopleSoft HCM to manage the Agency's workforce management and paying of its employees, which support HRT's ability to ensure employees are available to support overall daily operations. HRT requires HCM managed services to assist HRT in managing ongoing operations; ensure consistent high levels of availability and service to all users; and proactively and efficiently respond to regulatory and security updates. Under the terms of this agreement, the Contractor shall provide qualified, experienced senior staff to resolve issues and provide timely support for all installed versions of PeopleSoft HCM and HCM PeopleTools, modules.

**Contract Approach:** FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one source is available, and the award of a contract is infeasible under small purchase procedures, sealed bids, or competitive proposals. In June 2018, HRT issued a contract to CherryRoad to provide managed services for the PeopleSoft HCM 9.1 application through the competitive Request for Proposal (RFP) process. In order to maintain continuity of operations, and to avoid substantial duplication of costs, the FTA permits sole source procurements in instances when it is likely that award to another Contractor would result in substantial duplication of costs that are not expected to be recovered through competition. 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 April 4, 2022, and CherryRoad provided a responsive proposal on April 20, 2022. In order to obtain more favorable pricing, a decision was made to conduct negotiations with CherryRoad. Negotiations focused on reducing support and maintenance costs and to provide clarifications to the Scope of Work and terms and conditions of the RFP.

Although CherryRoad did not offer any concessions as a result of the negotiations, CherryRoad's pricing is deemed fair and reasonable based on the results of a price analysis performed utilizing historical data. CherryRoad's hourly rates are the same as those being utilized in the previous Contract. Additionally, CherryRoad certified that the pricing offered to HRT are the same rates offered to other customers with similar requirements. A contractor responsibility review confirmed that CherryRoad is technically and financially capable to perform the work.

<b>Contract No.:</b> 22-00171	<b>Title:</b> PeopleSoft Human Capital Management Managed Services (Renewal)	<b>Contract Amount:</b> Base Year: \$210,625.00 Three Option Years: <u>\$631,875.00</u> <b>Total: \$842,500.00</b>
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CherryRoad is located in Parsippany, NJ and has been providing support and maintenance services to HRT satisfactorily.

The Contract period of performance is one (1) base year, with three (3) additional one-year options.

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

**Project Manager:** Glenda Dixon, Director of ERP Services

**Contracting Officer:** Fevrier Valmond, Assistant Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a renewal contract to CherryRoad Technologies, Inc. to provide PeopleSoft Human Capital Management managed services in the not-to-exceed amount of \$842,500.00 over the four (4) year period.

**Exercise of Options – January 2023**

<b>Contract No.</b>	<b>Title</b>	<b>Description</b>	<b>Total Awarded Value</b>	<b>Period of Performance</b>	<b>Option Year to be Exercised</b>	<b>Total Amount of Option Year</b>
17-74638	Electronic Fare Payment System – Mobile Ticketing System Pilot Program	To implement Electronic Fare Payment System based upon the initial pilot roll-out of a Mobile Ticketing System.	\$248,510.00	9 mos. with 5-1 yr. options	Fourth	To Be Determined
19-00014	Provision of Office Supplies	To supply and deliver office supplies at various HRT locations on an as needed basis.	\$240,000.00	1 base yr. w/3 1-yr. options	Second	\$60,000.00
19-00031	Paratransit Services	To provide paratransit services.	\$39,570,388.00	3 base yrs. w/2 1-yr. options	First	\$16,453.734.40
19-00051	Architectural and Engineering Services	To provide architectural and engineering services on a Task Order basis.	\$7,000,000.00	3 base yrs. w/2 1-yr. options	First	\$1,750,000.00
20-00072	General Financial Consulting Services	To provide general financial consulting services on a Task Order basis.	\$370,000.00	1 base yr. w/2 1-yr. options	Second	\$123,333.33
20-00097A & B	Ferry Repair Services	To perform scheduled and emergency repairs for HRT's ferry boat fleet on a Task Order basis.	\$925,000.00	1 base yr. w/4 1-yr. options	Second	\$185,000.00
21-000151	Bus, Light Rail, and Ferry Passenger Amenity Stops Cleaning and Trash Services	To maintain the appearance and cleanliness of bus, light rail, and ferry passenger amenity stops throughout Hampton Roads.	\$4,357,917.00	1 base yr. w/2 1-yr. options	First	\$1,443,331.00

**UPCOMING CONTRACTS FOR APPROVAL**

Title	Description	Renewal Contract Expiration Date
Armored Truck Services	To provide armored truck services. Current contract was extended on a month-to-month basis until award of a new contract.	2/28/2022
Chesapeake Corridor Study	To develop and screen potential corridor options that connect major activity centers in the city of Chesapeake.	New
Facilities General Contractor Services	To perform general commercial renovation, site work, and repair work (not otherwise contracted by HRT) on a task order basis.	New
Fence and Railing Maintenance Services	To provide repair and maintenance of the fencing systems and gates at various locations.	11/19/2022
Fleet Vehicle Body, Paint, and Graphics Repair Services	To furnish routine and emergency body repair services for HRT's Fleet vehicles on a task order basis. The existing contract was allowed to expire in order to revamp the Scope of Work.	4/22/2022
General Planning Consultant	To provide general planning consulting services on a task order basis.	05/31/2023
Generator Replacement for Hampton Facility	To replace the current 150kW generator at 3400 Victoria Blvd., Hampton.	New
<b>Human Resources Management System Software and Implementation Services</b>	<b>To implement and support a Human Resource Management System.</b>	<b>New</b>
Light Rail Automatic Passenger Counting System Upgrade	To upgrade the existing INIT APC system installed on HRT's light rail fleet.	New
Light Rail Vehicle Midlife Overhaul	To provide the complete turnkey provision of Light Rail Vehicle midlife overhauls for a fleet of nine Siemens S70 LRVs.	New
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.	New
Oil and Fluid Analysis Services	To provide laboratory testing and reporting services for oils, fuels, and antifreeze.	New
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.	New



Paratransit Fleet Expansion	Provision of twenty-four (24) Body on Chassis (BOC) paratransit heavy duty vehicles.	New
Passenger Information System	To implement passenger information systems at select locations throughout the service area, to present transit specific information to customers, including real-time route schedule and service related information.	New
Procurement of 16 Security (Non-Revenue) Vehicles	To provide an expanded fleet of security/police vehicles to provide quality services and protection to HRT's ridership.	New
Provision of Magnetic Fare Media	To provide magnetic fare media for bus, rail, trolley and ferry. Current contract was extended on a month-to-month basis until award of a new contract.	1/8/2022
Provision of Non-Revenue Fleet Vehicle Parts	To supply and delivery parts for HRT's non-revenue vehicles.	New
Provision of Sixty-Two (62) Non-Revenue Vehicles	To provide sixty-two (62) non-revenue vehicles to replace older, less reliable mission critical support vehicles.	New
National Transit Database Reporting Software	To provide and implement a cloud-based software solution for Transit Data Management.	New
RTS Facilities Expansion Vehicles	To provide three (3) pickup trucks for the Facilities Department.	New