



Meeting of the Operations and Oversight Committee

Thursday, October 12, 2023, • 10:00 a.m.
509 E. 18th Street Norfolk, VA and Virtual via ZOOM

A meeting of the Operations and Oversight Committee is scheduled for Thursday, October 12, 2023, 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_Pajkydw6SW6FYTaXYwIxzQ

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



Meeting of the Operations and Oversight Committee

Thursday, October 12, 2023, • 10:00 a.m.
Hybrid 509 E 18th Street Norfolk, VA and
Virtual ZOOM Meeting

AGENDA

1. Approval of the September 2023 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 No. 23-00250, Applicant Tracking Solution and Learning Management System (Renewal).
 - b. Contract No. 23-00246, Heavy Duty Bus Batteries (Renewal).
 - c. Contract No. 23-00245, Mechanics' Tool Supply Services (Renewal).
5. 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 109. This Task Order is for Odyssey power supply kit; Credit card reader cover; Coin shutter sensor; Coin hopper shute sensor; Magtek swiper reader; Inner process trim bezel. This Task Order is for \$13,199.86 and is funded with operating funds.
 - ii. Task Order 110. This Task Order is for Bill validator O-rings; Metal button dashboards; Interface-MEI BNR; Fan/audio connect PCB; LED driver; 'C' retaining rings; Cashbox catch; Left drawer slide; Docking connector; Piezo sensor cable; Door ticket chute sensor. This Task Order is for \$5,594.40 and is funded with operating funds.

- iii. Task Order 111. This Task Order is for Door lock motor assembly. This Task Order is for \$350.00 and is funded with operating funds.
- iv. Task Order 112. This Task Order is for Bill Mechanism Repairs. This Task Order is for \$3,444.60 and is funded with operating funds.
- v. Task Order 113. This Task Order is for Alarm board battery; Universal sensor board; RJ11 cable; Mag head; Auxiliary heater. This Task Order is for \$3,031.79 and is funded with operating funds.
- vi. Task Order 114. This Task Order is for Body and one way clutch; Sensor cable; Left slide drawer; process trim. This Task Order is for \$2,590.21 and is funded with operating funds.
- vii. Task Order 116. This Task Order is for Air Cylinder Receiver. This Task Order is for \$670.35 and is funded with operating funds.

- 6. Options to be Exercised December 2023-Sonya Luther
- 7. Upcoming Commission Approvals-Sonya Luther
- 8. Operations Update-Tracy Moore
- 9. Old and New Business
- 10. Adjournment

The next Operations & Oversight Committee Meeting will be held on Thursday, November 9, 2023, in Hampton, VA and virtually via ZOOM.



Meeting of the Operations and Oversight Committee

Thursday September 14, 2023, • 10:00 a.m.
3400 Victoria Blvd. Hampton, VA, and Zoom Meeting

MEETING MINUTES

Call to Order

Commissioner Glover called the meeting to order at 10:03 AM.

Commissioners in attendance:

Chairman Glover, Portsmouth
Commissioner Johnson, Chesapeake
Alt. Commissioner Avery Daughtrey DRPT (Zoom)
Commissioner Woodbury, Newport News
Commissioner Bullock, Newport News
Commissioner Houston, Norfolk

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Monique Battle, Associate Project Manager (Zoom)
Malika Blume, Director of Internal Audit
Keisha Branch, Director of Capital Programs (Zoom)
Amy Braziel, Director of Contracted Services and Operational Analytics
Donna Brumbaugh, Director of Finance
Conner Burns, Chief Financial Officer
Gene Cavazos, Director of Marketing & Communication and External Affairs (Zoom)
Dudley Clark, Budget Analyst (Zoom)
William Collins, Facilities Maintenance Manager
Rodney Davis, Director of Customer Relations
Sherri Dawson, Director of Transit Development (Zoom)
Sheri Dixon, Director of Revenue Services (Zoom)
Jennifer Dove, Grants and Civil Rights Coordinator (Zoom)
Vanity Faulkner, Budget Analyst (Zoom)
April Garrett, Sr. Executive Assistant
Angela Glass, Director of Budget and Financial Analysis, (Zoom)
Misty Gordon, Risk Manager
Wayne Groover, Director of Light Rail Maintenance and Facilities
William Harrell, President, and CEO
Danielle Hill, Director of Human Resources
Autumn Jenkins, Operations Support Technician
Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)
Keith Johnson, Paratransit Service Contract Admin.
Shane Kelly, Manager Security & Emergency Preparedness

Tanya Kelley, Procurement Admin Assistant (Zoom)
Anthony Kramer, Assistant Security Manager
Don Lint, Construction Projects Coordinator (Zoom)
Sonya Luther, Director of Procurement
Steve Magaro, Emergency Preparedness Manager Security (Zoom)
Maryann Martin, Operations Analyst (Zoom)
Tracy Moore, Director of Transportation
Sophia Owen-Allen, Staff Auditor (Zoom)
Sibyl Papas, Chief Engineering & Facilities Officer
Michael Price, Chief Information Officer/CTO
Chad Pritchett, Sr. Budget Analyst (Zoom)
John Powell, Telecommunications Specialist
Shleaker Rodgers, Staff Auditor (Zoom)
Dawn Sciortino, Director of Safety
Benjamin Simms, IV, Chief Operating Officer
Brian Smith, Deputy Chief Executive Officer
Alex Touzov, Director of Technology Services
Robert Travers, Corporate Counsel
Fevrier Valmond, Assistant Director of Procurement
Jessica White, Contract Administrator (Zoom)
Kristine Woodbury, Contract Specialist (Zoom)
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Michael Ortiz, VIA
Alt. Commissioner Lisa Cipriano, Newport News
Alt. Commissioner Brian Swets, Portsmouth (Zoom)
Alt. Commissioner Constantinos Velissarios, Newport News
Andrew Ennis, DRPT (Zoom)
Mary Pharris, VIA (Zoom)

The September 2023 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
- List of all HRT's Fare Free Days
- Procurement Items for Approval
- Options to be Exercised
- Upcoming Procurements

Approval of the August 10, 2023, Meeting Minutes

A motion to approve the August 10, 2023, Operations and Oversight Committee meeting minutes was made by Commissioner Woodbury and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Daugherty, Houston, and Woodbury.

Nays: None

Abstain: None

Review of the Operations and Oversight Committee Action Items

There were two action items reviewed by the committee resulting from the August 10, 2023 Operations and Oversight Committee Meeting:

- HRT staff to provide an update on paratransit metrics and customer service complaints in which Mrs. Amy Braziel and Mr. Rodney Davis gave a presentation. The presentation is included in these meeting minutes for reference.
- HRT staff to provide a list of all the fare free days to the committee. An email was sent to the commissioners with fare free dates and was included in Septembers Package. A copy is in these meeting minutes for reference.

Internal Audit Update

There was no internal audit update.

Procurement Items for Approval

Contract 20-00060, Modification No. 5, Passenger Shelter Fabrication

Ms. Sonya Luther presented Contract 20-00060, Modification No. 5, Passenger Shelter Fabrication, as a recommendation that the Commission approve the award of modification to increase the Passenger Shelter Fabrication and Installation contract by an additional \$6,672,541.87, to a not-to-exceed amount of \$10,939,684.37.

Ms. Sibyl Pappas was called upon to provide additional information regarding this contract.

There was discussion regarding missing modifications and if the modification is an expansion of the original scope of the contract.

There was discussion on how many shelters have been, and will be, installed under this contract.

There was discussion regarding the procedure for rebidding the contract vs. continually modifying the contract once the modifications reach a certain percentage.

A motion to approve Contract 20-00060, Modification No. 5, Passenger Shelter Fabrication was made by Commissioner Bullock and properly seconded by Commissioner Houston. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Daugherty, Houston, and Woodbury.

Nays: None

Abstain: None

Contract 22-00219, Third Party Administrator for Claims Handling and Risk Control Services (Renewal)

Ms. Sonya Luther presented Contract 22-00219, Third Party Administrator for Claims Handling and Risk Control Services (Renewal), as a recommendation that the Commission approve the award of contract to RCM&D Self-Insured Services Company to provide third party administrator services to HRT in the amount of \$1,497,900.00 over a five-year period.

Ms. Dawn Sciortino and Ms. Misty Gordon gave a presentation and is enclosed in these meeting minutes for reference.

There was discussion on who the administrator was up to this point and why the cost is lower.

A motion to approve Contract 22-00219, Third Party Administrator for Claims Handling and Risk Control Services (Renewal), was made by Commissioner Bullock and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Daugherty, Houston, and Woodbury.

Nays: None

Abstain: None

Contract 23-00234, Wide Area Network, Internet, and Telephone Services (Renewal)

Ms. Sonya Luther presented Contract 23-00234, Wide Area Network, Internet, and Telephone Services (Renewal), as a recommendation that the Commission approve the award of a contract to Cox Virginia Telecom, LLC to provide wide area network, internet, and telephone services in the amount of \$1,022,876.80 for five (5) years.

Mr. Alex Touzov gave a presentation and is enclosed in these meeting minutes for reference.

There was discussion regarding what is covered under this contract.

There was discussion as to why this contract is priced higher than the other bids.

A motion to approve Contract 23-00234, Wide Area Network, Internet, and Telephone Services (Renewal), was made by Commissioner Bullock and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Daugherty, Houston, and Woodbury.

Nays: None

Abstain: None

Task Orders

Task Orders were included on the agenda for review. There were no questions or comments regarding same.

Options to be Exercised

Options to be Exercised enclosed in the meeting package for November 2023 were reviewed by the Committee.

Upcoming Procurements

Upcoming procurements enclosed in the meeting package were reviewed with the Committee.

Operations Update

Mr. Benjamin Simms, IV provided the Operations Update in which he spoke about the winding down of summer season and upcoming events such as the Neptune Festival in Norfolk, Grand Illumination Parade, and the Holly Dazzle Event in Newport News.

Mrs. Amy Braziel gave an update on Paratransit performance and customer complaints per the request of the August Operations and Oversight Committee Meeting.

Mr. Simms introduced the newest member of the Security and Emergency Preparedness team, Mr. Anthony "Tony" Kramer who is the Assistant Security Manager.

Old and New Business

Mr. Ray Amoruso was called on to speak on the increase in ridership.

Commissioner Comments

Commissioner Glover thanked everyone for contributing and for volunteering their time to improve our transit systems for all the residents in all our cities.

Adjournment

Commissioner Glover adjourned the meeting at 11:59 AM.

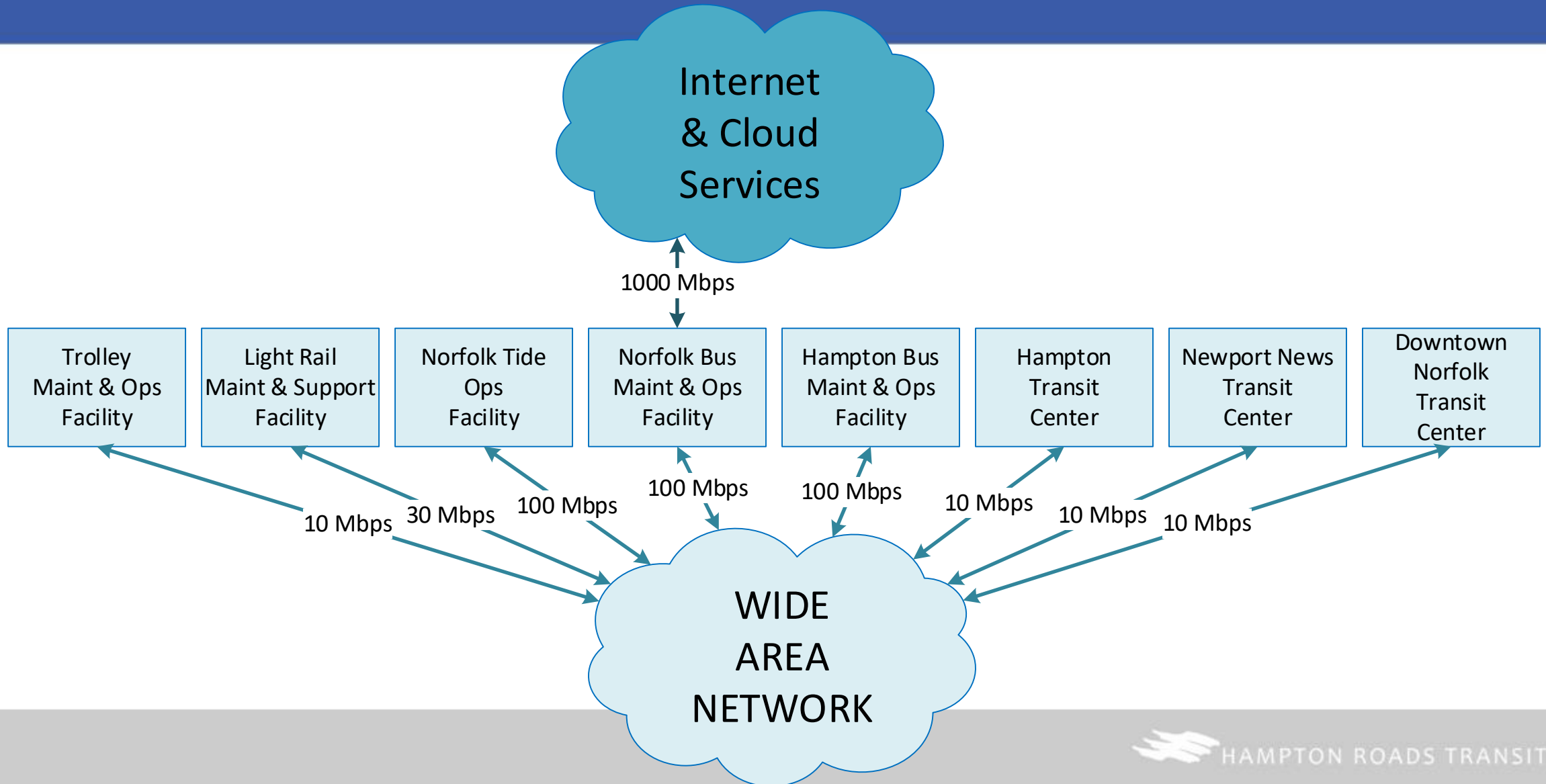
Submitted by April Edwards, Sr. Executive Assistant

Risk Management Third Party Administrator Services

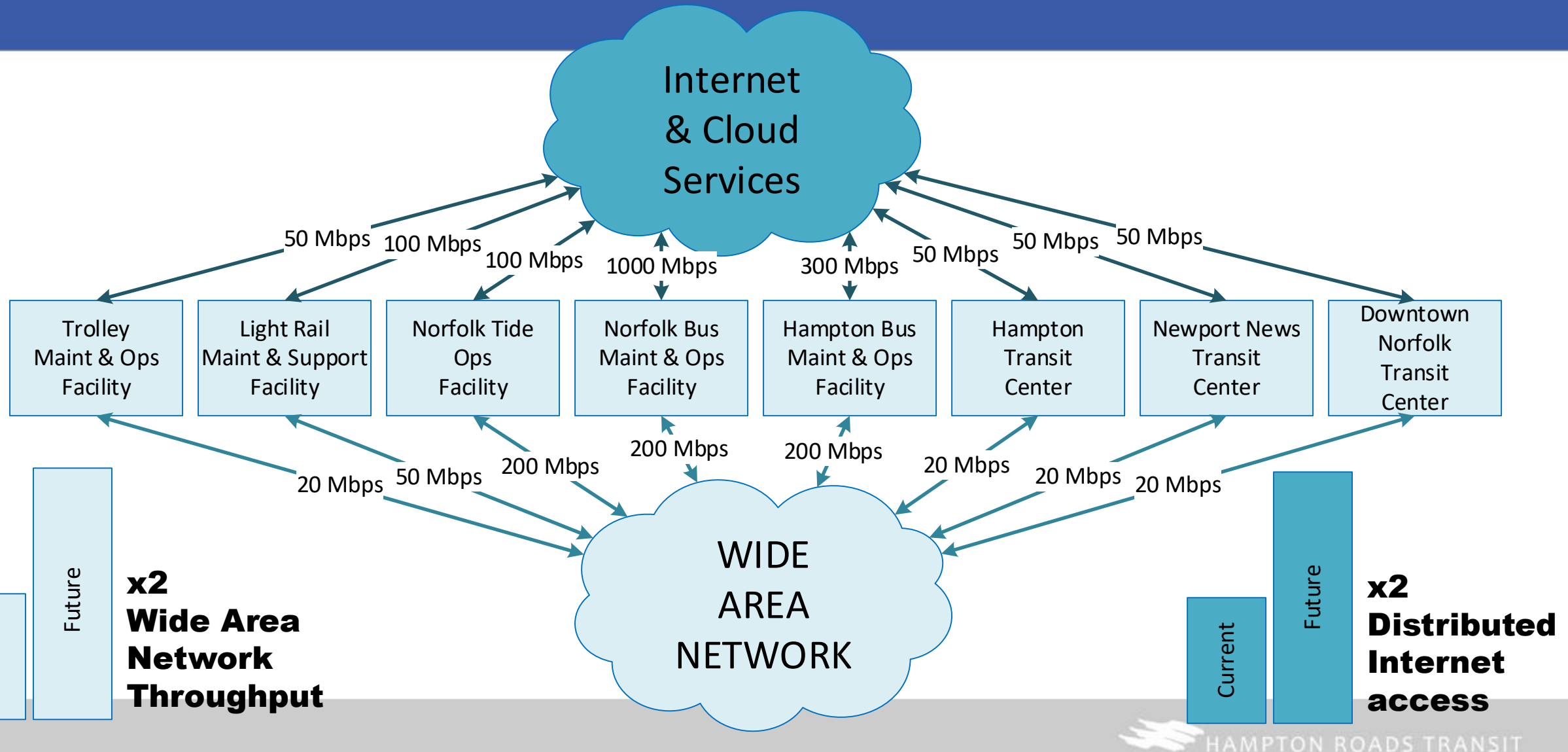
- Workers' Compensation, General Liability and Auto Liability claims handling
- Cost recovery subrogation claims handling
- Safety and Risk control services



WAN, Internet, and Telephone Services



WAN, Internet, and Telephone Services





HAMPTON ROADS TRANSIT
SEPTEMBER/October 2023
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method

Contract No: 23-00250	Title: Applicant Tracking Solution and Learning Management System (Renewal)	Contract Amount:	
		Two Base Years	\$ 79,998.00
		One Option Year	\$ 42,000.00
		Total:	\$121,998.00

Acquisition Description: Enter into a sole source renewal Contract with Arcoro Holding Corp. to provide an applicant tracking solution and learning management system.

Background: Currently, Hampton Roads Transit (HRT) utilizes the Arcoro Holdings Corp. (Arcoro) Applicant Tracking Solution and Learning Management System to assist its Human Resources department to track applicants and manage training records of employees. Arcoro is the sole distributor and supporter of the system. Under the terms of this agreement, Arcoro will provide a cloud-based solution to assist in tracking over 6,000 applicants; and a learning management system with capabilities to create a training system to support approximately 930 employees.

Contract Approach: FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one (1) source is 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 (1) source.

A solicitation was issued on July 26, 2023, and Arcoro provided a responsive proposal on August 7, 2023, in the total amount of \$179,970.00. In an effort to obtain more favorable pricing, a decision was made to conduct discussions and to negotiate with Arcoro. Negotiations focused on clarifying HRT's requirements, clarifying assumptions used in establishing pricing, and reducing the total proposed price. As a result of the negotiations, and removal of unsolicited software and services, Arcoro reduced its total price by \$57,972.00, or approximately 32.2%.

Based on a price analysis performed utilizing the Independent Cost Estimate, historical data, and Arcoro's certification that the revised pricing is in line with pricing offered to other transit agencies, Arcoro's revised pricing is deemed fair and reasonable. A contractor responsibility review confirmed that Arcoro is both technically and financially capable to provide the services described in the Scope of Work.

Arcoro is headquartered in Scottsdale, AZ, and has provided similar services to HRT satisfactorily.

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

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

Project Manager: Monique Strickland, Talent Acquisition Manager

Contract No: 23-00250	Title: Applicant Tracking Solution and Learning Management System (Renewal)	Contract Amount:	
		Two Base Years	\$ 79,998.00
		One Option Year	<u>\$ 42,000.00</u>
		Total:	\$121,998.00

Contracting Officer: Kristine Woodbury, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Arcoro Holdings Corp. to provide an applicant tracking solution and learning management system in the not-to-exceed amount of \$121,998.00 over a three-year period.

Solicitation Results

Original Pricing	Revised Pricing
\$179,970.00	\$121,998.00

Pricing Summary

Base Year 1	Base Year 2	Option Year 1	Total
\$39,999.00	\$39,999.00	\$42,000.00	\$121,998.00

Contract No.: 23-00246	Title: Heavy Duty Bus Batteries (Renewal)	Contract Amount:	
		Base Year	\$173,917.48
		Four Option Years	<u>\$787,086.32</u>
		Total	\$961,003.80

Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide heavy duty bus batteries.

Background: Hampton Roads Transit (HRT) requires a qualified Contractor to provide heavy duty bus Absorbent Glass Mat (AGM) batteries and battery maintenance training. Under the terms of this agreement, the Contractor will provide batteries for use in diesel engine buses equipped with electric starters, electronic fare boxes, air conditioning, and wheelchair lifts, as well as trolley batteries. The Contractor will also provide battery maintenance training to HRT personnel at the Southside and Northside locations once per contract year. Additionally, the Contractor will provide a minimum thirty-six (36) month prorated warranty, with a six (6) month no-cost replacement warranty from HRT's installation service date.

Contract Approach: An Invitation for Bids (IFB) was issued on August 18, 2023. Four (4) bids were received on September 21, 2023, from the following firms:

- Cummins, Inc.
- Northeast Battery
- Parts Authority LLC (Parts Authority)
- Tidewater Fleet Supply, LLC

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

Parts Authority's bid price is deemed fair and reasonable based on a price analysis performed utilizing historical data, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that Parts Authority is technically and financially capable to perform the work.

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

Parts Authority is located in New Hyde Park, NY, and has provided similar services for the Solid Waste Authority in West Palm Beach, FL; Santa Clara Transportation Authority (VTA) in San Jose, CA; and the Sacramento Municipal Utility District in Sacramento, CA.

No DBE goal was assigned for this solicitation.

Contract No.: 23-00246	Title: Heavy Duty Bus Batteries (Renewal)	Contract Amount:	
		Base Year	\$173,917.48
		Four Option Years	<u>\$787,086.32</u>
		Total	\$961,003.80

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

Project Manager: Don Shea, Warranty and Assets Administrator

Contracting Officer: Kristine Woodbury, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Parts Authority LLC to provide heavy duty bus batteries in the not-to-exceed amount of \$961,003.80 over a five-year period.

SOLICITATION RESULTS

FIRM	TOTAL BID PRICE
Parts Authority LLC	\$961,003.80
Northeast Battery	\$1,217,508.00
Tidewater Fleet Supply, LLC	\$1,273,509.92
Cummins Inc.	\$1,540,370.04

Parts Authority LLC's Bid Summary					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$173,917.48	\$182,613.56	\$191,743.76	\$201,330.96	\$211,398.04	\$961,003.80

Contract No.: 23-00245	Title: Mechanics' Tool Supply Services (Renewal)	Contract Amount: \$223,125.00 1 yr. w/4 1-yr. Options
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide tool supply services for approximately eighty-five (85) mechanics on an as needed basis.

Background: Hampton Roads Transit (HRT) is required to provide an annual tool allowance of \$475.00 to eligible mechanics each year. Under the terms of this agreement, the Contractor will provide professional, quality tools designated for the automotive industry in form, fit, and function for HRT mechanics. The Contractor will visit HRT's Norfolk and Hampton Bus Maintenance facilities two (2) times per week for the duration of the Contract to secure new orders and deliver tools to eligible mechanics in accordance with a pre-determined schedule; and are responsible for all labor, materials, equipment, and transportation necessary for the provision of the required tools.

Contract Approach: A Request for Proposal (RFP) was issued on July 18, 2023. One (1) proposal was received on August 31, 2023, from Snap-On Industrial (Snap-On). A post-response survey of firms solicited concluded that most firms did not have adequate staffing to provide all of the services required in the Scope of Work. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

Proposers were required to provide unit prices for a list of various tools HRT anticipates its mechanics will need during the life of the contract and a percentage discount off the standard catalog pricing. After an evaluation of the proposal received, HRT staff determined that Snap-On was technically qualified to meet the Scope of Work requirements.

In an effort to obtain more favorable pricing, discussions and negotiations were held with Snap-On for the purpose of a possible award. Negotiations focused on clarifying HRT's requirements, clarifying assumptions used in establishing pricing, and increasing the proposed discount percentage. At the conclusion of negotiations, a Best and Final Offer was requested.

Although Snap-On did not offer any pricing/discount concessions, the proposed discount percentage is deemed fair and reasonable based on a price analysis conducted using historical data and Snap-On's certification that the proposed pricing and discount percentage are in line with pricing and discount offered to other customers similar to HRT. A contractor responsibility review confirmed that Snap-On is technically and financially capable of providing the required services.

Snap-On is headquartered in Kenosha, WI, and has provided similar services to Baltimore Schools, in Baltimore, MD; Montgomery County Fleet, in Rockville, MD; and Montgomery County Schools, in Silver Springs, MD.

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

Contract No.: 23-00245	Title: Mechanics' Tool Supply Services (Renewal)	Contract Amount: \$223,125.00 1 yr. w/4 1-yr. Options
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No DBE Goal was assigned for this solicitation.

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

Project Manager: Don Shea, Warranty and Assets Administrator

Contracting Officer: Kristine Woodbury, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Snap-On Industrial to provide tool supply services for HRT's mechanics, in the not-to-exceed amount of \$223,125.00 over a five-year period.

Exercise of Options – December 2023						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
21-00134	Auditing Services	To provide auditing services.	\$346,300.00	1 yr. w/4 1-yr options	Second	\$69,200.00
21-00145	Transit Operator/Supervisor Uniforms	To provide transit operator and supervisor uniforms for approximately 762 employees at various Hampton Roads Transit (HRT) locations.	\$1,730,650.00	1 yr. w/4 1-yr options	Second	\$346,130.00

UPCOMING CONTRACTS FOR APPROVAL		
Title	Description	Renewal Contract Expiration Date
Avaya Managed Services	To provide managed services for HRT's Avaya PBX telephony system.	10/14/2023
Bottled Gas Services	To provide various sizes and types of compressed bottled gases and other related items.	05/28/2023
Bus Repower Services	To perform the mid-life repower of eight (8) existing buses for restoration to revenue service.	New
Database Administration Managed Services	To provide 24x7 support of all current Production Servers and their associated databases; 8x5 support of all Development/Test Servers and their associated databases; and Database Project Support Services for activities not covered under the Database Administration Managed Services offerings.	New
Fence and Railing Maintenance and Repair Services	To perform a variety of repair and maintenance work of the fencing and gates at various locations within the HRT service area on a Task Order basis.	New
Generator Replacement for Hampton Facility	To replace the current 150kW generator at 3400 Victoria Blvd., Hampton.	New
Human Resources Management System Software and Implementation Services	To implement and support a Human Resource Management System.	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
Managed Print Services	To supply and maintain printers and high-performance Multi-Function Devices (MFDs) with all-inclusive consumables and device maintenance agreement based on a monthly print volume.	New
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.	New
Property and Casualty Insurance Brokerage Services	To provide property and casualty insurance brokerage services.	01/02/2024
Provision of Six (6) Non-Revenue Vehicles	To procure five (5) seven (7)-passenger vans and one (1) small cargo van to replace older, less dependable mission critical Operations support vehicles.	New

Technology Staffing Services	To provide technology staffing services.	06/23/2024
Uniform Rental Services	To provide uniform rental services, cleaning supplies, and OSHA required first aid items for bus and rail maintenance staff.	08/28/2023