



Meeting of the Operations and Oversight Committee

Thursday, September 14, 2023, • 10:00 a.m.
3400 Victoria Blvd. Hampton, VA and Virtual via ZOOM

A meeting of the Operations and Oversight Committee is scheduled for Thursday, September 14, 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_Yt0JUvX2SrmmKbC4UzGXlw

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



Meeting of the Operations and Oversight Committee

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

AGENDA

1. Approval of the August 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. 20-00060, Modification No. 5, Passenger Shelter Fabrication, and Installation.
 - b. Contract No. 22-00219, Third Party Administrator for Claims Handling and Risk Control Services (Renewal).
 - c. Contract No. 23-00234, Wide Area Network, Internet, and Telephone 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 100. This Task Order is for CAP Touch Board; IR Port Board, Pedestal Board; Backlane Board; Speaker, Harn., Lid Interconnect, Harn., OCU Connection; Harn., Power/Comm/Pedesta; Bill Validator/Transport; Wiring Harness; External Power Cable; OCU Cable; Solenoid Printer; Shaft, Bypass; Optical Encoder; Motor Main Drive; Mag Head; Button-Lens; Coin Cup; TRiM Sensor Cleaning Cards; Fast Fare Pedestal; Grooved Timing Belt; Corner Trim; Intermediate Coin Bypass. This Task Order is for \$10,931.56 and is funded with operating funds.
 - ii. Task Order 101. This Task Order is for Cable Interface; Eccentric Roller; Anti-Static Roller; Pulley; Guide Brush

- Assembly; Motor Assembly; Retaining E-Ring; Extension Spring; Compression Spring; Spring; FastFare Belt; Locking Bar; PCB Control; TRIM Conveyor PCB; Coin Docking Cable; Hopper Docking Cable; Data Probe Port Assembly; Washer Spacer; BT E-Ring; Nylon Receiver Door Washer; TVM3 Computer; Lens Clear; Sensor Flag; Disc Magnet; Screws. This Task Order is for \$27,490.46 and is funded with operating funds.
- iii. Task Order 102. This Task Order is for LCD FastFare Display; Dual Head Swipe Reader Board; FastFare Cover; Conveyor; Shaft No. 1; Shaft No. 2; Shaft No. 8B; Shaft No. 9; Shaft No. 10A; Shaft No. 7A; Roller Assembly; Printhead; Static Eliminator Brush Assembly; Extension Spring; Stop Shield; Roll Pin; O-Ring; Pulley; Door Lock Motor; Shaft No. 4B; D-Drive Pulley; Flanged Bearing; Shaft No. 7B. This Task Order is for \$27,364.62 and is funded with operating funds.
 - iv. Task Order 103. This Task Order is for Lid Open Switch; Shaft No. 4A; Shaft No. 6; Shaft No. 8A; Compression Spring; Print Head; Printer Guide Assembly; Window Barcode; Bypass Spring; Swipe Reader; Harness Power Supply; Wiring Harness Chassis; Choke Coil; Washer Spring; Washers; Wiring Harness Pedestal; Transponder Bracket; Front Bracket; Optical Encoder; PCB Power Supply. This Task Order is for \$14,156.96 and is funded with operating funds.
 - v. Task Order 104. This Task Order is for Battery controller; 6' audio cables. This Task Order is for \$1,090.60 and is funded with operating funds.
 - vi. Task Order 105. This Task Order is for Bill validator repair; PCB Control repair; Door lock motor repair. This Task Order is for \$900.69 and is funded with operating funds.
 - vii. Task Order 106. This Task Order is for Controller Module Repair. This Task Order is for \$490.17 and is funded with operating funds.
 - viii. Task Order 107. This Task Order is for Air filters; Speakers; Lens; Sensors - door shutter cable; Coin return sensors; Laser door sensors; Coin inputs. This Task Order is for \$21,389.14 and is funded with operating funds.
 - ix. Task Order 108. This Task Order is for Small Bill Validator o-ring; Ticket chute sensor cable; Left slide drawer. This Task Order is for \$1,637.88 and is funded with operating funds.

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

**The next Operations & Oversight Committee Meeting will be held on Thursday,
October 12, 2023, in Norfolk, VA and virtually via ZOOM.**



Meeting of the Operations and Oversight Committee

Thursday August 10, 2023, • 10:00 a.m.
509 E. 18th Street Norfolk, VA, and Zoom Meeting

MEETING MINUTES

Call to Order

Commissioner Glover called the meeting to order at 10:00 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 Ross-Hammond, Virginia Beach
Commissioner Houston, Norfolk

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer (Zoom)
Monique Battle, Associate Project Manager
Malika Blume, Director of Internal Audit (Zoom)
Keisha Branch, Director of Capital Programs (Zoom)
Amy Braziel, Director of Contracted Services and Operational Analytics
Donna Brumbaugh, Director of Finance (Zoom)
Conner Burns, Chief Financial Officer
Kamlesh Chowdhary, Director of ITS Services
William Collins, Facilities Maintenance Manager
Rodney Davis, Director of Customer Relations
Sherri Dawson, Director of Transit Development (Zoom)
Sheri Dixon, Director of Revenue Services
Jennifer Dove, Grants and Civil Rights Coordinator (Zoom)
April Garrett, Sr. Executive Assistant
Johnathan Greene, Sr Manager of Bus Transportation (Zoom)
Wayne Groover, Director of Light Rail Maintenance and Facilities (Zoom)
Shelia Gullede, Director, Technology PMO
William Harrell, President, and CEO
Autumn Jenkins, Operations Support Technician
Keith Johnson, Paratransit Service Contract Admin.
Shane Kelly, Manager Security & Emergency Preparedness
Sonya Luther, Director of Procurement
Steve Magaro, Emergency Preparedness Manager Security (Zoom)
Alexis Majied, Chief Communications and External Affairs (Zoom)

Maryann Martin, Operations Analyst (Zoom)
Tracy Moore, Director of Transportation
John Nason, Director of Bus Maintenance (Zoom)
Sibyl Papas, Chief Engineering & Facilities Officer
Christopher Pfaffinger, Marketing Manager
Michael Perez, Operations Project & Contract Administrator (Zoom)
Michael Price, Chief Information Officer/CTO
John Powell, Telecommunications Specialist
Luis Ramos, Sr. Executive Administrator
Dawn Sciortino, Director of Safety (Zoom)
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 (Zoom)
Jessica White, Contract Administrator (Zoom)
Wesley Wiggins, Facilities & Rail Maintenance Administration (Zoom)
Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Lisa Cipriano, Newport News
Alt Commissioner Brian Swets, Portsmouth
Andrew Ennis, DRPT (Zoom)

The August 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
- Procurement Items for Approval
- Options to be Exercised
- Upcoming Procurements

Approval of the July 13, 2023, Meeting Minutes

A motion to approve the July 13, 2023, Operations and Oversight Committee meeting minutes was made by Commissioner Bullock, and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Review of the Operations and Oversight Committee Action Items

There were no Action Items to review.

Internal Audit Update

There was no internal audit update.

Procurement Items for Approval

Contract 23-00238, Armored Transportation Services (Renewal)

Ms. Sonya Luther presented Contract 23-00238, Armored Transportation Services (Renewal), as a recommendation that the Commission approve the award of a contract to Loomis Armored US, LLC for armored transportation services in the not-to-exceed amount of \$337,086.00 over a four-year period.

A presentation was given by Ms. Sheri Dixon and is enclosed in these meeting minutes for reference.

There was discussion regarding why vendors from previous contracts did not respond to the bids.

A motion to approve Contract 23-00238, Armored Transportation 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, Ross-Hammond, Houston, and Woodbury.

Nays: None

Abstain: None

Contract 23-00229, Elizabeth River Ferry Service (Renewal)

Ms. Sonya Luther presented Contract 23-00229, Elizabeth River Ferry Service (Renewal), as a recommendation that the Commission approve the award of a contract to Norfolk by Boat to provide Elizabeth River Ferry services in the amount of \$11,526,516.00 for five (5) years.

There was discussion regarding Federal and Maritime requirements.

There was discussion regarding the cost of the current contract and the increased cost for the new contract.

A motion to approve Contract 23-00229, Elizabeth River Ferry Service (Renewal) was made by Commissioner Bullock and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Contract 23-00228, General Printing Services (Renewal)

Ms. Sonya Luther presented Contract 23-00228, General Printing Services (Renewal), as a recommendation that the Commission approve the award of a contract to Liskey and Sons Printing, Inc. to provide general printing services. The cumulative amount of all Task Orders issued under this contract will not exceed \$630,000.00 over the five-year period.

There was discussion regarding what is included in the contract, specifically if it includes design work or just materials.

There was discussion regarding inclusion of monthly and annual provisions.

A motion to approve Contract 23-00228, General Printing Services (Renewal) was made by Commissioner Johnson and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Contract 23-00247, Information Technology Research and Advisory Services (Renewal)

Ms. Sonya Luther presented Contract 23-00247, Information Technology Research and Advisory Services (Renewal), as a recommendation that the Commission approve the award of a sole source contract to Gartner, Inc. to provide information technology research and advisory services in the not-to-exceed amount of \$297,711.00 for a one (1) year period.

A presentation was given by Mr. Michael Price and is enclosed in these meeting minutes for reference.

There was discussion regarding specific examples about the research, training, and mentoring previously done for HRT.

There was discussion regarding if this vendor will perform the repairs.

There was discussion regarding the current amount of staff and if the cost would cover more personnel.

There was discussion regarding contract length.

A motion to approve Contract 23-00247, Information Technology Research and Advisory Services (Renewal) was made by Commissioner Ross-Hammond and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Contract 22-00220, Provision of Trolley Buses

Ms. Sonya Luther presented Contract 22-00220, Provision of Trolley Busses, as a recommendation that the Commission approve the award of a contract to Double K, Inc. dba Hometown Manufacturing, Inc. to provide trolley buses for HRT in the not to exceed amount of \$1,112,562.00.

It was stated that the 2 trolleys are new and not replacements.

A motion to approve Contract 22-00220, Provision of Trolley Busses was made by Commissioner Ross-Hammond and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Contract 23-00225, TransitMaster Computer Aided Dispatch/Automatic Vehicle Location System Upgrade.

Ms. Sonya Luther presented Contract 23-00225, TransitMaster Computer Aided Dispatch/Automatic Vehicle Location System Upgrade, as a recommendation that the Commission approve the award of a contract to contract to Vontas, to upgrade

approximately eighty-two (82) buses with the latest version of onboard TransitMaster CAD/AVL system components in the not-to-exceed amount of \$1,370,681.00.

A presentation was given by Mr. Kamlesh Chowdhary and is enclosed in these meeting minutes for reference.

There was discussion regarding the upgrades only being placed in the busses that have two years or more of life remaining and if the systems are interchangeable.

There was discussion regarding what access the passengers will have because of the added technology and the possibility of WIFI.

A motion to approve Contract 23-00225, TransitMaster Computer Aided Dispatch/Automatic Vehicle Location System Upgrade was made by Commissioner Houston and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Commissioner Ross-Hammond left the meeting at 10:56am.

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 October 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 updated the board regarding the upcoming annual GOAL meeting being hosted by HRT August 14-16

Mr. Simms updated the board regarding the winding down of trolley season in Virginia Beach. September 4, 2023 is the last full-service day and post season will continue through October 1st closing the season following the Neptune Festival.

Old and New Business

Alt. Commissioner Cipriano thanked Mr. William Harrell, Ms. Amy Braziel, and Mr. Ray Amoruso for their excellent presentation at City Council on transportation and microtransit.

Mayor Glover thanked HRT for their superior response to a recent incident concerning a bus stop in Portsmouth and encouraged all to keep up the great work.

Commissioner Comments

Action Item: Alt. Commissioner Cipriano requested a report on paratransit at a future Operations and Oversight Committee Meeting and to possibly make it a recurring update from an operational standpoint to go over performance metrics and complaints.

Action Item: Commissioner Woodbury would like a copy of all the "Free Fare Days" throughout the year to be emailed to the board.

Adjournment

Commissioner Glover adjourned the meeting at 11:02 AM.



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Please see below for a list of all the days that HRT supports Free Fare Day throughout the next fiscal year.

Free Fare Days:

- A. Tuesday, November 7, 2023- (Election Day)
- B. Monday, February 5, 2024- (Transit Equity Day)
- C. Monday, April 22, 2024- (Earth Day)
- D. Wednesday, June 19, 2024 (Juneteenth)



HAMPTON ROADS
TRANSIT

Armored Transportation Services Contract Number 23-00238

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Armored Transportation Services

Current Contract - Brinks

- Contract awarded to Dunbar March 2019
 - Term: One (1) base year, with two (2) option years
- Brinks acquired Dunbar July 2019

Solicitations

- Two (2) prior unsuccessful solicitations over two-year period
- Loomis – Only proposal received

Armored Transportation Services

Armored Transportation Services Contract Number: 23-00238				BRINKS (Current)				LOOMIS			
Column1	BASE YEAR 1	OPTION YEAR 1	OPTION YEAR 2	BASE YEAR 1	BASE YEAR 2	BASE YEAR 3	OPTION YEAR 1				
ANNUAL TOTAL	\$39,092	\$39,756	\$40,909	\$80,496	\$82,818	\$85,116	\$88,656				
TOTAL CONTRACT PRICE			\$119,757.60				\$337,086.00				





HAMPTON ROADS
TRANSIT

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Operations and Oversight Committee

Information Technology Research & Advisory Services

Technology Department - August 2023

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Information Technology Research & Advisory Services

Some Key Services:

- Expert Technical Research Capabilities
- Expert Technical Advisors
- Supports All Areas of Technology
- Outstanding Training and Mentoring
- Proven Track Record:
 - Gartner has provided these services to several municipalities within VA.





HAMPTON ROADS

TRANSIT

Thank you!

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Operations and Oversight Committee

TransitMaster Onboard CAD/AVL System upgrade

Technology Department - August 2023

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TransitMaster CAD/AVL Purpose

TransitMaster CAD/AVL (Computer Aided Dispatch / Automatic Vehicle Location) system provides:

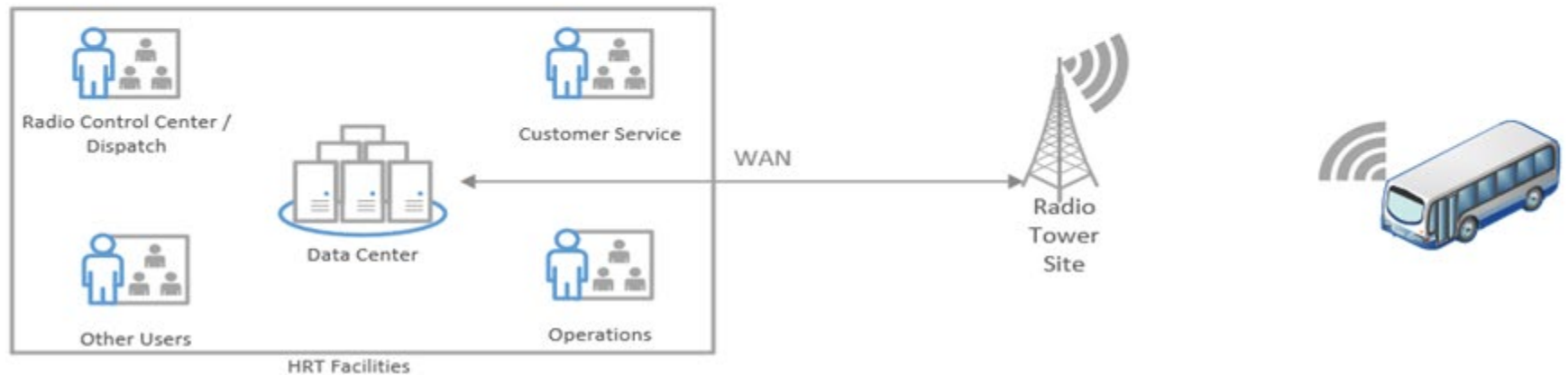
- Dispatching and management of bus service with situational awareness of vehicles
- Voice and text communication between Dispatch Center and Vehicle Operators
- Event driven incident management
- Onboard Single Sign-On to the farebox and Destination Sign
- Schedule adherence and route adherence information to Operators
- Automated destination sign message at the start of new trips
- Automated PA system including next stop announcements
- Automatic passenger counting
- Real time monitoring of schedule adherence and location of buses
- Real time transit feed updates using GTFS-RT

Onboard CAD/AVL System upgrade

TransitMaster CAD/AVL (Computer Aided Dispatch/Automatic Vehicle Location) onboard system:

- Three different versions of equipment and user interface on the vehicles.
- Older hardware platforms do not support newer Operating System & Communication modes.
- Configuration management and maintenance becomes difficult.
- Replacing hardware on buses that have more than two years of useful life.
- New computer hardware, mobile data terminal, cable harnesses, antennas, APC sensors.
- New GPS, wireless, audio and serial interfaces; supports wider voltage range.
- Majority of buses on same hardware/software platform with mobile enriched user interface.
- Supports multimode communications for improved coverage and location update frequency.
- New hardware is modular for easier upgrades and repairs.
- Same user interface on majority of buses - improved user experience for Operators.

TransitMaster CAD/AVL



TransitMaster Support & Maintenance

MDT (Mobile Data Terminal):

Driver interface to the onboard system and communications (majority of the buses will have the Touch Screen Data Terminal)



TransitMaster Support & Maintenance

VLU (Vehicle Logic Unit):

Onboard computer tracks location, schedule adherence, provides and collects data to/from other onboards systems (integrations with other systems like farebox, destination sign, APC, radio, odometer, PA, discretes, cellular router)



TransitMaster Support & Maintenance

VLU (Vehicle Logic Unit):

Integrations with other systems (destination sign, APC, Fare collection system, internal and external PA system)





HAMPTON ROADS
TRANSIT

Thank you!

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

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
8/10/2023	Staff to provide an update on paratransit metrics and customer service complaints	Operations-Amy Brazil & Customer Relations-Rodney Davis	Within the next couple months	September 14, 2023 @ Operations and Oversight Committee Meeting.
8/10/2023	Staff to provide a list of all the Fare Free Days to the committee.	Operations	ASAP	September 14, 2023, Attached in meeting package.

<p>Contract No: 20-00060, Modification No. 5</p>	<p>Title: Passenger Shelter Fabrication and Installation</p>	<p>Modification Amount \$6,672,541.87</p>
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Acquisition Description: Award a contract modification to increase the Passenger Shelter Fabrication and Installation contract value by an additional \$6,672,541.87.

Background: In July 2020, the Commission approved the award of a contract to Duo-Gard Industries, Inc., in the not-to-exceed amount of \$3,413,714.00, to provide passenger shelter fabrication and installation services for HRT over a five-year period. The contract was awarded through the competitive Request for Proposals process, with a Scope of Work which required services on a task order basis.

A Modification in the amount of \$228,061.00, which increased the contract value to \$3,641,775.00, was issued in November 2020 for the Contractor to fabricate shelters for the ferry docks at High Street and North Landing in Portsmouth and Waterside in Norfolk. An additional Modification in the amount of \$625,367.50, which increased the contract value to \$4,267,142.50, was issued in February 2023 to account for an increase in raw materials and labor costs incurred by the Contractor since the Contract was awarded. Combined, both modifications represent a 25% increase of the original contract value.

In order to continue the installation of passenger shelters along HRT's RTS and non RTS bus routes and to support the member cities in their Capital Improvement Plans for the installation of passenger amenities at bus stops, additional funds will enable HRT to continue to pay for the fabrication and installation of passenger shelters, including solar lighting along HRT's RTS bus routes, bus stops in the member cities to support their Capital Improvement Plan, and passenger amenities.

This Modification 5 will provide additional funding of the Contract for up to two (2) years.

Contract Approach: The estimated amount of \$6,672,541.87 is to supplement the remaining balance of the contract in order to cover anticipated costs for passenger shelter fabrication and installation services required by HRT.

Cost/Funding: This Modification will be funded with HRRTF and operating funds.

Project Managers: Don Lint, Construction Projects Coordinator

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a 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.

Contract No.: 22-00219	Title: Third Party Administrator for Claims Handling and Risk Control Services (Renewal)	Contract Amount: Three Base Years: \$ 898,950.00 Two Option Years: \$ 598,950.00 Total: \$1,497,900.00
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Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide workers' compensation, general liability, automobile liability, and cost recovery subrogation claims handling and risk management services for Hampton Roads Transit (HRT).

Background: Currently, HRT's Safety and Risk Management Department works with a Third-Party Administrator (TPA) to administer all HRT claims. The successful Contractor will be an extension of the Risk Management Department and must be technically proficient in claims handling in accordance with the ordinances, regulations, and laws of Hampton, Norfolk, Virginia Beach, Portsmouth, Chesapeake, Newport News, the Commonwealth of Virginia, and the United States. Additionally, the Contractor must have proven experience, knowledge, and expertise in the Virginia Workers' Compensation Act and its application to the public entity claims process. Under the terms of this agreement, the Contractor will administer, process, aggressively investigate, identify, and clarify all liability matters for general liability, automobile, and cost recovery subrogation claims, as well as those claims filed under the Virginia Workers' Compensation Act. The Contractor will also provide risk control services to assist with identifying, assessing, and mitigating potential hazards that affect HRT.

Contract Approach: A Request for Proposals was issued on March 8, 2023. Three (3) proposals were received on May 19, 2023, from the following firms:

- PMA Management Corp (PMA)
- Specialized Contract Administrators, LLC (SCA)
- RCM&D Self-Insured Services Company (SISCO)

Upon review and evaluation of the technical proposals, all three (3) firms were rated best to meet the Scope of Work (SOW) requirements and were subsequently invited to discuss their proposals and provide technical clarifications in regard to their approach.

At the conclusion of discussions, SISCO was deemed the most qualified firm to meet the SOW requirements based on the firm's strong technical qualifications and information presented regarding their overall proposed project approach. SISCO was therefore invited for further discussions and negotiations. Negotiations focused on reducing the proposed pricing. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

After a review and analysis of the BAFO received, HRT staff determined that SISCO provided the best value to HRT based on a combination of technical capability and price. As a result of the negotiations, SISCO reduced their total proposed price by \$124,480 or approximately 7.67%. SISCO's BAFO pricing is deemed fair and reasonable based on the results of the negotiations, a

Contract No.: 22-00219	Title: Third Party Administrator for Claims Handling and Risk Control Services (Renewal)	Contract Amount: Three Base Years: \$ 898,950.00 Two Option Years: \$ 598,950.00 Total: \$1,497,900.00
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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.

SISCO is located in Baltimore, MD and has provided similar services to the City of Annapolis; Cecil County, MD; Harford County, MD; and the Virginia Hospital Center in Arlington, VA.

No DBE goal was established for this solicitation.

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

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

Project Manager: Misty Gordon, Risk Manager

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a 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.

Solicitation Results

OFFEROR	OFFER	BEST AND FINAL OFFER
PMA Management Corp.	\$1,339,400.00	N/A
RCM&D Self-Insured Services Company	\$1,622,380.00	\$1,497,900.00
Specialized Contract Administrators, LLC	\$1,728,015.00	N/A

RCM&D Self-Insured Services Company's Proposal Summary

Base Year 1	Base Year 2	Base Year 3	Option Year 1	Option Year 2	Summary
\$306,750.00	\$296,100.00	\$296,100.00	\$296,100.00	\$302,850.00	\$1,497,900.00

Contract No.: 23-00234	Title: Wide Area Network, Internet, and Telephone Services (Renewal)	Contract Amount: Base Year: \$ 209,431.36 Four Option Years: \$ 813,445.44 Total: \$1,022,876.80
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Acquisition Description: Enter into a contract with a qualified telecommunications provider to interconnect Hampton Roads Transit's (HRT's) various properties; and provide internet access and telephone services.

Background: HRT conducts bus and trolley operations from three (3) major sites located in Hampton, Norfolk, and Virginia Beach. Light Rail operations are conducted from the Norfolk Tide Facility and Light Rail Operations Facility, with auxiliary communication services being present at select locations along the alignment. Customers are serviced at various transportation hubs located throughout the Hampton Roads area. With a few exceptions, all large sites are interconnected with leased Metro Ethernet (MetroE) Wide Area Network (WAN). Telephony services for HRT's phone system are currently delivered via Primary Rate Interfaces (PRI) with Direct Inward Dialing (DID) functionality at the Hampton and Norfolk Operations facilities. Additionally, all sites are serviced with Plain Old Telephone Service (POTS) lines for life safety and emergency systems. Under the terms of this agreement, the Contractor will deliver scalable WAN connectivity to all HRT locations; provide a scalable Internet access solution; offer direct connectivity to hosted cloud services providers; and provide delivery of Voice Services supporting HRT's telecommunication needs with PRI and Voice over Internet Protocol (VoIP) solutions, as well as analog lines for life safety and emergency systems.

Contract Approach: A Request for Proposals (RFP) was issued on May 3, 2023. Three (3) proposals were received on June 6, 2023, from the following firms:

- Cox Virginia Telecom, LLC (Cox)
- T-Mobile for Government (T-Mobile)
- Windstream Services, LLC (Windstream)

In response to the RFP, proposers were given the option to propose on one (1) or all of the services required. Upon review and evaluation of the technical proposals, Cox was rated best to meet the requirements of the Scope of Work (SOW) due to their past experience with HRT and their understanding of the solutions required; therefore, no presentations or proposal clarifications were required.

In order to obtain more favorable pricing, a decision was made to conduct negotiations with Cox. Negotiations focused on clarifying assumptions made in establishing pricing and reducing the proposed rates. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

After an analysis of the BAFO received, Cox reduced its total price by \$42,850.00, or approximately 4%. Based on the results of the negotiations and the fact that the pricing was

Contract No.: 23-00234	Title: Wide Area Network, Internet, and Telephone Services (Renewal)	Contract Amount: Base Year: \$ 209,431.36 Four Option Years: \$ 813,445.44 Total: \$1,022,876.80
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obtained in a competitive environment, Cox's BAFO is deemed fair and reasonable. A contractor responsibility review performed confirmed that Cox is both technically and financially capable to perform the work.

Cox is headquartered in Atlanta, GA and has provided similar services for the Fairfax County Government; Chesapeake City Public Schools; and Portsmouth City Public Schools. Cox also currently provides these services for HRT satisfactorily.

No DBE goal was established for this solicitation.

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

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

Project Manager: Alex Touzov, Senior Director of Technology Services

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended 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.

Solicitation Results

Offeror	Original Pricing	Negotiated Pricing
T-Mobile for Government*	\$91,086.00	N/A
Windstream Services, LLC*	\$905,050.44	N/A
Cox Virginia Telecom, LLC	\$1,065,726.80	\$1,022,876.80

*Did not provide pricing for all services.

Cox Virginia Telecomm, LLC's Proposal Summary

Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Summary
\$209,431.36	\$203,361.36	\$203,361.36	\$203,361.36	\$203,361.36	\$1,022,876.80

Exercise of Options – November 2023						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
18-78382R	Healthcare Reporting Services	To provide a full-service solution to support compliance with healthcare annual reporting, referred to as the Affordable Care Act.	\$157,100.00	1 yr. w/4 1-yr. options	Fourth	\$30,420.00
20-00076	On-Site Vehicle Inspection Services	To provide on-site vehicle inspections and quality assurance services on a Task Order basis.	\$174,854.00	1 yr. w/4 1-yr. options	Third	\$32,700.00
20-00091	Employee Benefits Consulting and Broker Services	To provide employee benefits and broker services to HRT.	\$240,500.00	3 yrs. w/2 1-yr. options	First	\$49,000.00
22-00196	General Painting Services	To provide general painting services on a Task Order basis.	\$200,000.00	1 yr. w/2 1-yr. options	First	\$66,666.67

UPCOMING CONTRACTS FOR APPROVAL		
Title	Description	Renewal Contract Expiration Date
Applicant Tracking Solution and Learning Management System	To provide an Applicant Tracking Solution and Learning Management System to assist the Human Resources department to track applicants and manage training records of employees.	12/29/2023
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
Mechanic's Tool Supply Services	To provide tool supply services for HRT's mechanics on an as needed basis.	07/11/2023
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.	New

Parking Garage Debris Netting	Installation of debris netting at the 18 th Street parking garage to catch small debris that may fall from the existing concrete panels at each of the joints/seams.	New
Provision of Heavy Duty Bus Batteries	To provide heavy duty bus and trolley batteries and battery maintenance training.	07/25/2023
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