



Meeting of the Operations and Oversight Committee

Thursday, April 11, 2024, • 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, April 11, 2024, at 10:00 a.m. in the Norfolk Boardroom. 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_6uVlzBFxSySJQjaomonajA

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



Meeting of the Operations and Oversight Committee

Thursday, March 14 2024, • 10:00 a.m.
Hybrid 3400 Victoria Blvd. Hampton, VA and
Virtual ZOOM Meeting

AGENDA

1. Approval of the March 2024 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. 22-00211, (HRMS) Human Resources Management System Software and Implementation Services.
 - b. Contract No. 24-00274, Information Technology Research and Advisory Services (Renewal).
 - c. Contract No. 24-00269, Provision of Bulk Fluids.
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 137. This Task Order is for Magtek Swipe Reader. This Task Order is for \$307.00 and is funded with operating funds.

- ii. Task Order 138. This Task Order is for Gasket, data escutcheon. This Task Order is for \$55.00 and is funded with operating funds.
- iii. Task Order 139. This Task Order is for G05 Optical encoders; Shaft No. 7B; 14” Wide Timing Belts; Solenoid Printers; Mag Heads. This Task Order is for \$3,464.20 and is funded with operating funds.

6. Options to be Exercised June 2024-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, May 9, 2024, in Hampton, VA and virtually via ZOOM.



Meeting of the Operations and Oversight Committee

Thursday March 14, 2024, • 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 10:00 AM.

Commissioners in attendance:

Chairman Glover, Portsmouth
Commissioner, Woodbury, Newport News
Commissioner, Ross-Hammond, Virginia Beach
Commissioner Avery Daughtrey DRPT (Zoom)
Commissioner Johnson, Chesapeake
Commissioner Bullock, Newport News
Commissioner Houston, Norfolk (Zoom)
Commissioner Jovanovic, Virginia Beach

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer (Zoom)
Tammara Askew, Administrative Support Tech (Zoom)
Monique Battle, Associate Project Manager (Zoom)
Malika Blume, Director of Internal Audit
Keisha Branch, Director of Capital Programs
Amy Braziel, Director of Contracted Services and Operational Analytics
Donna Brumbaugh, Director of Finance (Zoom)
Conner Burns, Chief Financial Officer (Zoom)
Danielle Burton, Assistant Manager of Bus Transportation (Zoom)
Dudley Clark, Contract Budget Analyst (Zoom)
William Collins, Facilities Maintenance Manager
Rodney Davis, Director of Customer Relations (Zoom)
Sherri Dawson, Director of Transit Development
Daniel Detmer, Engineer/Project Manager (Zoom)
Sheri Dixon, Director of Revenue Services (Zoom)
Jennifer Dove, Grants and Civil Rights Coordinator (Zoom)
Jerry Dunkley, Sr. Manager of Ops Training (Zoom)
Steven Florian, Fare Technology Service Manager
April Garrett, Sr. Executive Assistant
Angela Glass, Director of Budget and Financial Analysis (Zoom)
Misty Gordon, Risk Manager
Malik Greene, Administrative Coordinator (Zoom)
Wayne Groover, Director of Light Rail Maintenance and Facilities (Zoom)

William E. Harrell, President, and CEO
Danielle Hill, Director of Human Resources
Toni Hunter, Staff Auditor (Zoom)
Autumn Jenkins, Operations Support Technician
Keith Johnson, Paratransit Service Contract Admin.
Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)
Shane Kelly, Sr. Manager Security & Emergency Preparedness
Tanya Kelley, Procurement Admin. Assistant (Zoom)
Anthony Kramer, Assistant Security Manager
Robert Lee, RTS Program Manager (Zoom)
Sonya Luther, Director of Procurement
Alexis Majied, Chief Communications Officer (Zoom)
Steven Magaro, Emergency Preparedness Manager (Zoom)
Maryann Martin, Data Analyst II (Zoom)
Lawrence Mason, Emergency Management Specialist (Zoom)
Tracy Moore, Director of Transportation (Zoom)
John Nason, Director of Bus Maintenance
Sibyl Papas, Chief Engineering & Facilities Officer
Noelle Pinkard, Organizational Advancement Officer (Zoom)
Michael Price, Chief Information Officer/CTO
Chad Pritchett, Sr. Budget Analyst (Zoom)
John Powell, Telecommunications Specialist
Luis Ramos, Executive Assistant to the President & CEO
Shleaker Rodgers, Staff Auditor (Zoom)
Dawn Sciortino, Director of Safety
Donald Shea, Warranty and Assets Administrator
Benjamin Simms, IV, Chief Transit Operations Officer
Brian Smith, Deputy Chief Executive Officer
Monique Strickland, Talent Acquisition Manager (Zoom)
Robert Travers, Corporate Counsel
Alex Touzov, Sr. Director of Tech Services
Jessica White, Contract Administrator (Zoom)
Wesley Wiggins, Facilities & Rail Maintenance Admin (Zoom)
Kim Wolcott, Chief Human Resources Officer
Fevrier Valmond, Asst Director of Procurement

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Ina Kreps
Commissioner Gray, Hampton (Zoom)
Alt. Commissioner Eisenberger, Chesapeake (Zoom)
Constantinos Velissarios, Newport News (Zoom)
Commissioner Carey, Chesapeake (Zoom)
Andrew Ennis, DRPT (Zoom)

The March 2024 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
- Audit Update
- Procurement Items for Approval
- Options to be Exercised
- Upcoming Procurements

Approval of the January 11, 2023, Meeting Minutes

A motion to approve the January 11, 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, and Woodbury.
Nays: None

Abstain: None

Please Note:

Commissioner Daughtery arrived at 10:01 am.
Commissioner Houston arrived at 10:02 am.
Commissioner Ross-Hammond arrived at 10:03 am.

Review of the Operations and Oversight Committee Action Items

There was one action item to review which will be presented at April's meeting.

Internal Audit Update

There was no internal audit update.

Procurement Items for Approval

Contract 19-00051, Modification No.4, Architectural and Engineering Services.

Ms. Sonya Luther presented Contract 19-00051, Modification No. 4, Architectural and Engineering Services, as a recommendation that the Commission approve the award of a modification to increase the not-to exceed amount of the Architectural and Engineering Services contract by \$3,000,000.00, from \$8,750,000.00 to \$11,750,000.00.

Ms. Sibyl Pappas was available to answer questions.

There was discussion regarding using a sole source and previous adjustments made to the contract.

There was discussion regarding the new RFP and ensuring that all the projects that can be added to this contract are added at the time of the bidding process.

There was discussion regarding RTS funding.

Action Item: What is the amount and percentage over the life of this contract assigned to RTS, Emergency Situations, Maintenance, and Design for the Southside facility.

A motion to approve Contract 19-00051, Modification No. 4, Architectural and Engineering Services, 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 23-00255, Ava Managed Services (Renewal).

Ms. Sonya Luther presented Contract 23-00255, Ava Managed Services (Renewal), as a recommendation that the Commission approve the award of a contract to Morgan Birgé and Associates to provide Avaya Managed Services in the firm-fixed price of \$551,925.25, over five (5) years.

Mr. Alex Touzov gave a presentation.

A motion to approve Contract 23-00255, Ava Managed Services (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 23-00223R, Bus Repower Services.

Ms. Sonya Luther presented Contract 23-00223R, Bus Repower Services, as a recommendation that the Commission approve the award of a contract to Cummins Sales and Service to provide bus repower services in the not-to-exceed amount of \$1,270,678.42.

Ms. Monique Battle was available to answer questions.

There was discussion regarding work covered under this project and the average lifespan of the bus.

There was discussion explaining what repower is, corrosion due to salt water and current services performed by the vendor Cummings.

There was discussion regarding certification requirements.

A motion to approve Contract 23-00223R, Bus Repower Services, was made by Commissioner Woodbury 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 23-00262, Hampton Roads Transit Roof and Cladding Replacement.

Ms. Sonya Luther presented Contract 23-00262, Hampton Roads Transit Roof and Cladding Replacement, as a recommendation that the Commission approve the award of a contract to Patuxent Roofing and Contracting, LLC to perform roof and cladding replacement at HRT's 3400 Victoria Blvd., Hampton facility, in the not to exceed amount of \$2,562,520.50.

Ms. Sibyl Pappas was available to answer questions.

There was discussion regarding unseen damage being included in the contract and structural details such as the weight of the roof.

There was discussion regarding RSTP (Regional Service Transportation Program) which covers this contract.

Contingency for this contract was discussed.

There was discussion regarding the number of firms bidding on this contract.

A motion to approve Contract 23-00262, Hampton Roads Transit Roof and Cladding Replacement, 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 23-00265, Legal Services (Renewal).

Ms. Sonya Luther presented Contract 23-00265, Legal Services (Renewal), as a recommendation that the Commission approve the award of a contract to Pender & Coward, Wood Rogers Vandeventer Black, and Williams Mullen to provide legal services in the combined not-to-exceed amount of \$3,570,000.00 for a term of five (5) years.

Mr. Robert Travers was available to answer questions.

There was discussion regarding what is done with the money if it's not spent.

There was a discussion regarding transit public unions.

There was discussion to see if it would be possible to expand HRT's legal services to reduce the number of firms.

A motion to approve Contract 23-00265, Legal Services (Renewal), was made by Commissioner Woodbury 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 23-00249, Managed Print Services (Renewal).

Ms. Sonya Luther presented Contract 23-00249, Managed Print Services (Renewal), as a recommendation that the Commission approve the award of a contract to Canon Solutions America to provide managed print services in the not-to-exceed amount of \$336,514.59 for five (5) years.

Mr. Alex Touzov gave a brief presentation and was available to answer questions.

A motion to approve Contract 23-00249, Managed Print 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 20-00047, Modification No. 4, Oracle Database Administration Managed Services, and Initiated Issue Support.

Ms. Sonya Luther presented Contract 20-00047, Modification No. 4, Oracle Database Administration Managed Services, and Initiated Issue Support, as a recommendation that the Commission approve the award of a modification to increase the not-to-exceed amount of the Oracle Database Administration Managed Services and Initiated Issue Support Contract by \$40,434.00, from \$247,120.00 to \$287,554.00.

Mr. Alex Touzov was available to answer questions.

There was discussion regarding the need to continue to extend this contract vs a new solicitation.

There was discussion regarding the evaluation of vendors that come back and ask for price modifications.

A motion to approve Contract 20-00047, Modification No. 4, Oracle Database Administration Managed Services, and Initiated Issue Support, 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

Please note: Alt. Commissioner Jovanovic took over at 11:19 for Commissioner Ross-Hammond.

Contract 23-00241, Modification No. 1, Oracle Enterprise Database Annual Support.

Ms. Sonya Luther Contract 23-00241, Modification No. 1, Oracle Enterprise Database Annual Support., as a recommendation that the Commission approve the award of a modification to increase the not-to-exceed amount of the Oracle Enterprise Database Annual Support Contract by \$487,827.65, from \$1,478,819.22 to \$1,966,646.87.

Mr. Alex Touzov gave a presentation.

There was discussion regarding who requested the contract modification.

There was discussion concerning the timely manner of solicitations and why this cyber security piece was not added in the original solicitation.

A motion to approve Contract 23-00241, Modification No. 1, Oracle Enterprise Database Annual Support, was made by Commissioner Bullock and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Contract 23-00257, Property and Casualty Insurance Brokerage Services (Renewal).

Ms. Sonya Luther Contract 23-00257, Property and Casualty Insurance Brokerage Services (Renewal), as a recommendation that the Commission approve the award of a contract to Alliant Insurance Services, Inc. to provide property and casualty insurance brokerage services in the not-to-exceed amount of \$235,750.00 for five (5) years.

Ms. Misty Gordon was available to answer questions.

There was discussion regarding why 'Lockton Companies' bid was so low and why they were eliminated.

A motion to approve Contract 23-00257, Property and Casualty Insurance Brokerage Services (Renewal), was made by Commissioner Woodbury and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Contract 23-00254R, Provision of Six (6) Non-Revenue Vehicles.

Ms. Sonya Luther Contract 23-00254R, Provision of Six (6) Non-Revenue Vehicles, as a recommendation that the Commission approve the award of a contract to Apple Ford Inc., dba Apple Ford Lincoln, to provide and deliver six (6) non-revenue vehicles in the not-to-exceed amount of \$346,626.00.

Ms. Monique Battle gave a presentation.

There was discussion to see if we can use the repower of buses for this contract and the current life span of those buses.

There was discussion regarding the age and average mileage of the fleet.

A motion to approve Contract 23-00254R, Provision of Six (6) Non-Revenue Vehicles, was made by Commissioner Woodbury and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Contract 24-00282, Purchase of Seven (7) 40' Hybrid Buses.

Ms. Sonya Luther Contract 24-00282, Purchase of Seven (7) 40' Hybrid Buses, as a recommendation that the Commission approve the award of a contract to Gillig, LLC. to procure seven (7) 40' Allison eGenFlex Hybrid buses, in the total amount of \$6,559,889.00.

Ms. Monique Battle was available to answer questions.

There was discussion regarding the funding source.

There was discussion regarding fare technology being part of the upgrades.

There was discussion regarding maintenance staff training.

A motion to approve Contract 24-00282, Purchase of Seven (7) 40' Hybrid Buses, was made by Commissioner Woodbury and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Contract 23-00263, Paratransit Services (Renewal).

Ms. Sonya Luther Contract 23-00263, Paratransit Services (Renewal), as a recommendation that the Commission approve the award of a contract to Easton Coach Company, LLC to provide Paratransit services not-to-exceed amount of \$150,097,243.00 over a seven (7) year period.

Ms. Amy Braziel and Keith Johnson gave a presentation and were available to answer questions.

There was discussion regarding the transition challenges for the current contract.

There was discussion regarding the transition between current clients and the software provider.

There was discussion regarding driver communication vs client communication and the current roll out plan.

There was discussion to see what HRT is doing to ensure communication between drivers and clients during transition.

There was discussion inquiring about the \$200K in upgrades to locations and what it involves.

There was discussion regarding the local call center, how soon it will be up and running.

The Committee requested regular updates regarding the transition.

There was discussion regarding performance incentives.

A motion to approve Contract 23-00263, Paratransit Services (Renewal), was made by Commissioner Woodbury and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Jovanovic, and Woodbury.

Nays: None

Abstain: Daughtery

Task Orders

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

Options to be Exercised.

Options to be Exercised enclosed in the meeting package for April and May 2024 were reviewed by the Committee.

Upcoming Procurements

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

Operations Update

Due to the length of this meeting Mr. Benjamin Simms, IV did not give an operations update.

Old and New Business

Commissioner Woodbury offered Newport News Calendars to any that would want one.

Alt. Commissioner Cipriano commended Ms. Sonya Luther and her team for the hard work that she put in.

Commissioner Comments

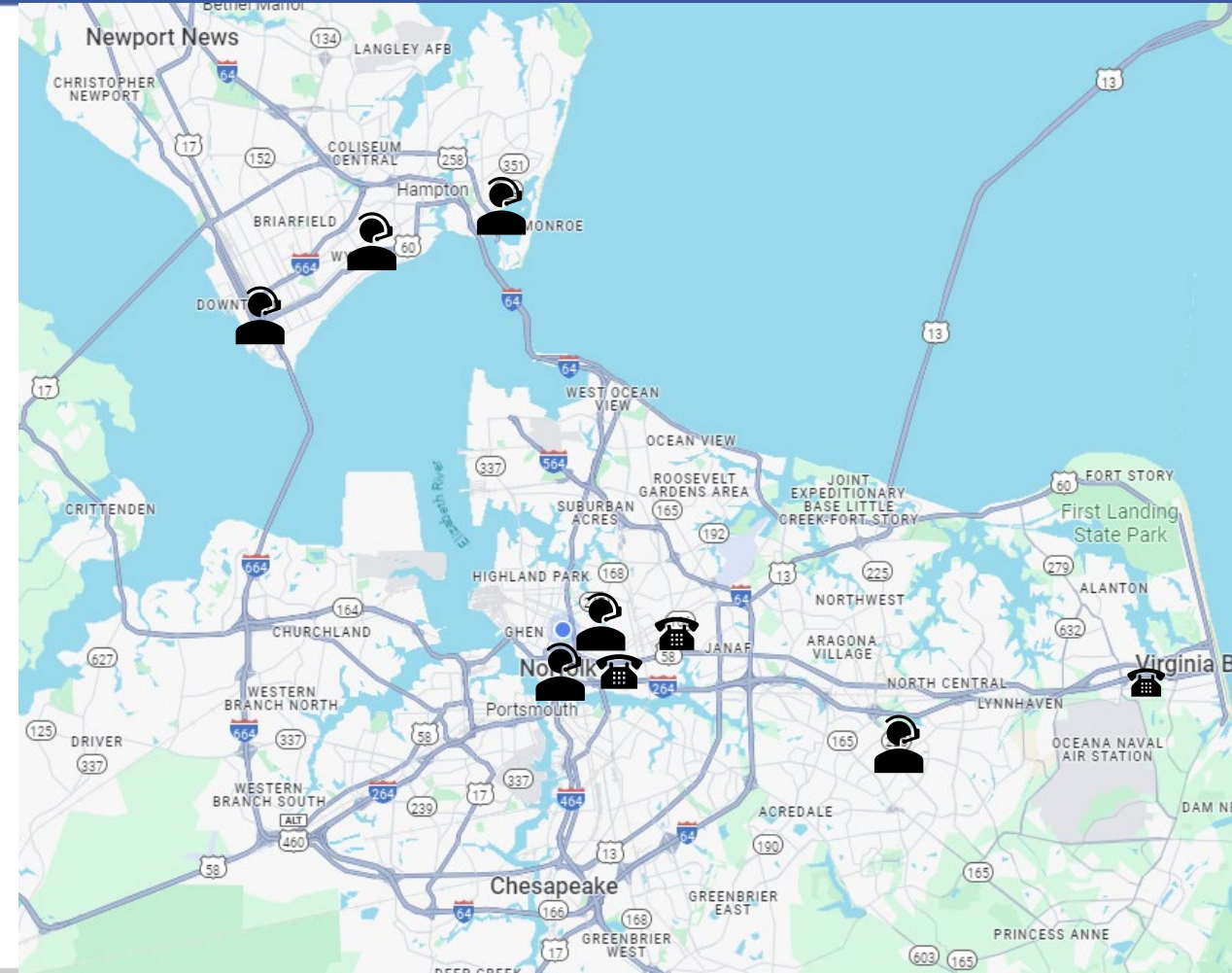
Commissioner Glover wished everyone a Happy St. Patrick's Day as well as wished Mr. William Harrell a Happy Birthday in which the commission joined in by singing the "Happy Birthday Song".

Next Operations and Oversight Committee meeting will be held in the Norfolk boardroom on April 11, 2024, at 10am.

Adjournment

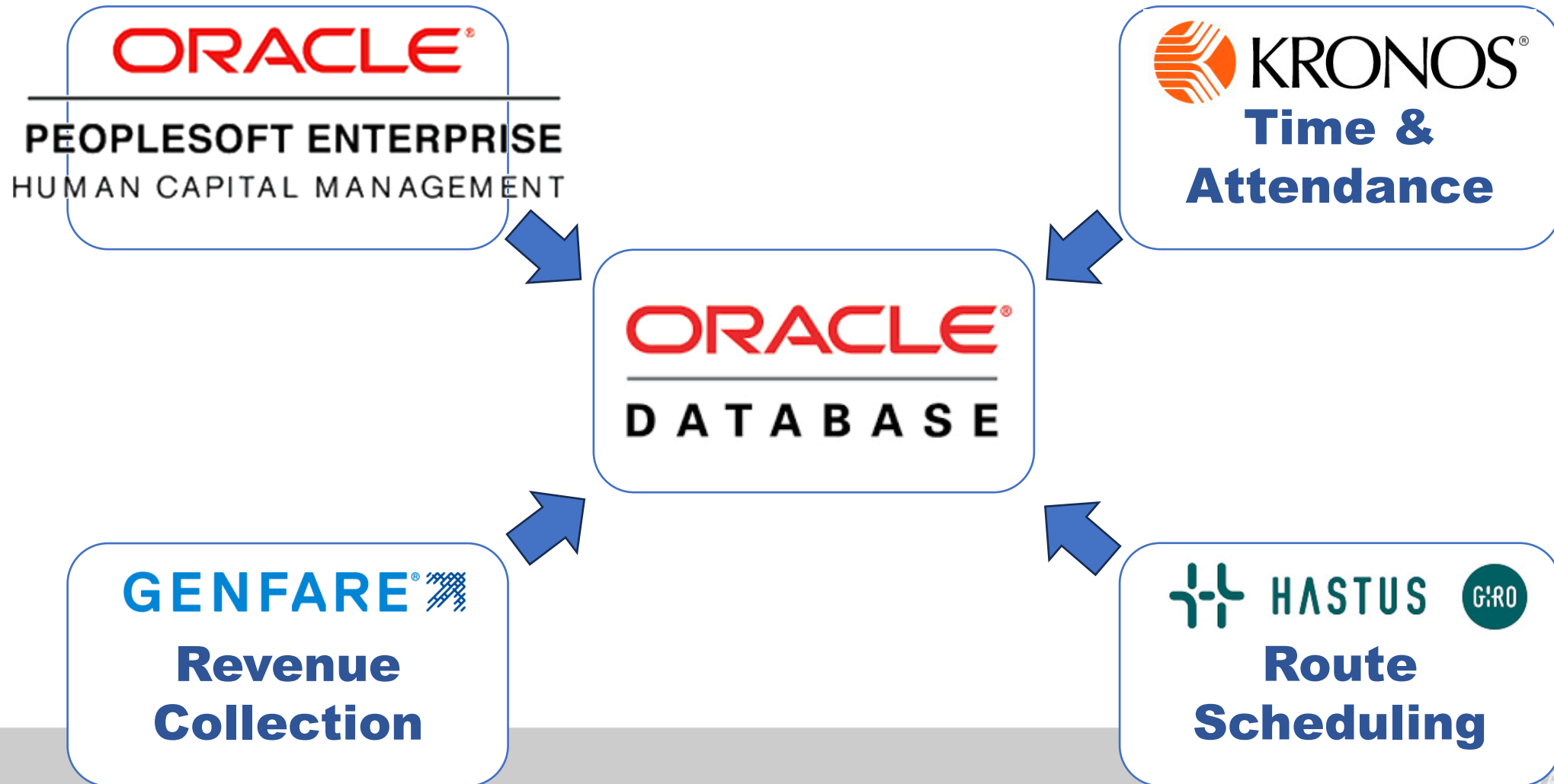
Commissioner Glover adjourned the meeting at 12:21 PM.

Avaya Managed Services

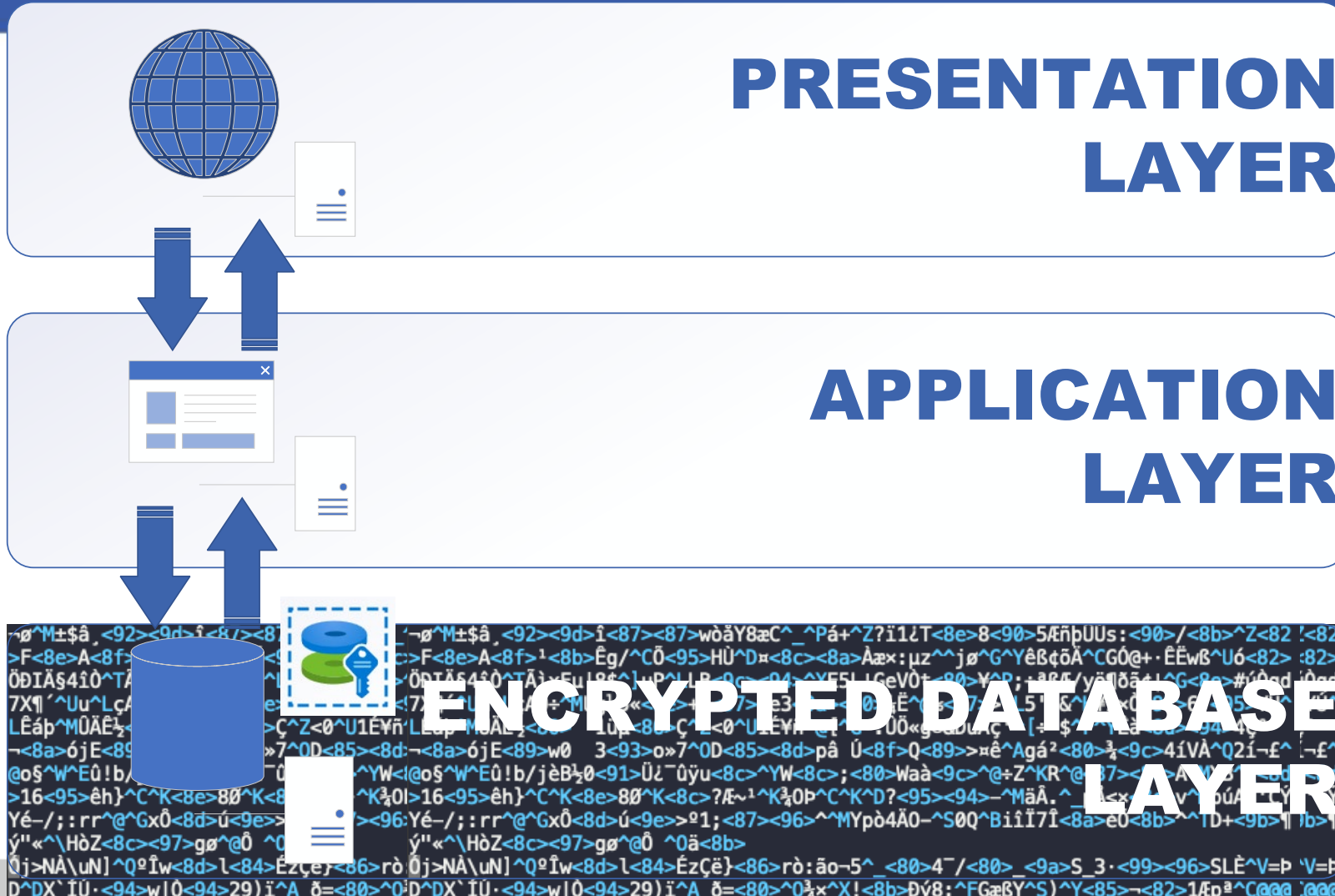


Oracle Database Administration Managed Services and Initiated Issue Support Extension

* Attached as part of the meeting minutes



Oracle Enterprise Database Encryption



APPLICATION SPECIFIC

APPLICATION SPECIFIC

ORACLE®
DATABASE



HAMPTON ROADS
TRANSIT

Provision of Six (6) Non-Revenue Vehicles

23-00254R

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Provision of Six (6) Non-Revenue Vehicles



Hampton Roads Transit (HRT) has a requirement for six (6) 5-passenger vans to replace older, less dependable, Operations support vehicles. These vehicles will serve as an integral part of HRT's day-to-day operations by:

- Allowing Supervisors to complete performance checks; as well as respond to incidents and accidents.

Provision of Six (6) Non-Revenue Vehicles

Make, Model, Costs:

- (6) Ford T150 Cargo vans
- \$57,771
- \$346,626





HAMPTON ROADS
TRANSIT

RFP 23-00263 Paratransit Services

Operations & Oversight Committee
March 14, 2024

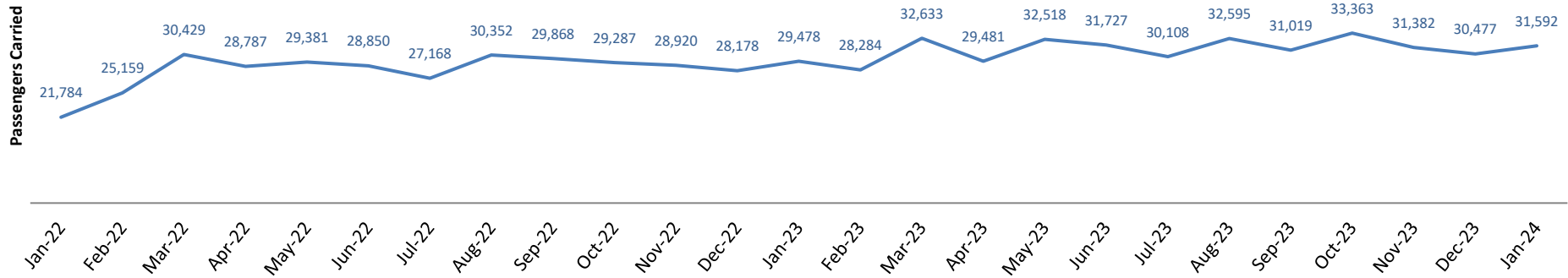
gohrt.com

Overview

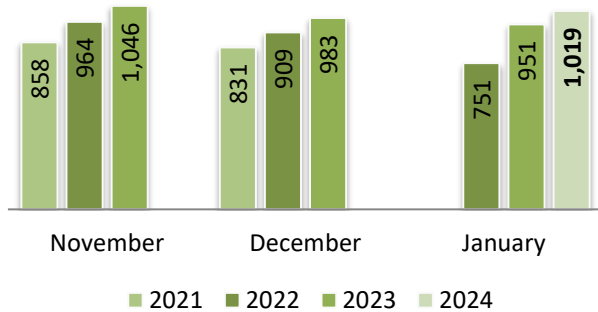
- Paratransit is a Federally mandated ADA service that is critically important for Hampton Roads residents.
- Overall demand for service is increasing.



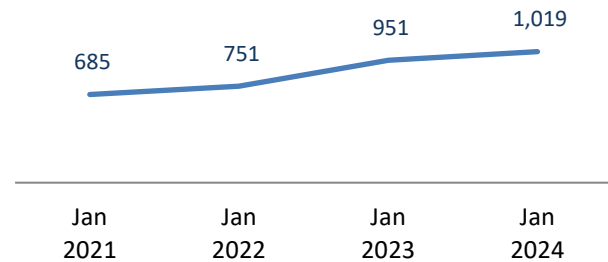
Paratransit Transportation Ridership * January 2022 - January 2024



Paratransit Transportation Average Daily Ridership YoY - 3-Month Comparison



Paratransit Transportation Avg Daily Ridership YoY - 1-Month Comparison



* Includes passengers in taxis & TNC's

- FY 2024 YTD has seen an increase in ridership of 8.9% over prior year.
- This follows a 12.5% increase in FY 2023.

What is Paratransit service is used for today?

- HRT cannot require customers to share trip type.
- 49.9% of trip purposes are not defined.
- The remaining 50.1% fall into the following categories for FY24 YTD (compared to 2019):
 - Work: 56.8% (42.7% in 2019)
 - Medical: 18.8% (15.2% in 2019)
 - Dialysis: 17.5% (15.8% in 2019)
 - Church: 2.9% (4.7% in 2019)
 - Shopping: 1.5% (3.9% in 2019)
 - Social: 1.4% (15.3% in 2019)
 - Court: 0.3% (0.1% in 2019)

Trip Origins & Destinations Within a City

- Norfolk – 63.4%
- Newport News – 62.8%
- Virginia Beach – 61.4%
- Hampton – 54.6%
- Chesapeake – 46.9%
- Portsmouth – 46.2%

Trips between South Side & North Side

- 2019 was 2.9% of total trips taken (5,900 trips)
- FY24 YTD is 3.6% of total trips taken (8,893 so far)

The recommended contract provides HRT with:

- Call Center
- Sedan Service
 - Current vendor supplies ~33 additional TNC/Taxi vehicles
- Van Service
 - HRT's current ADA accessible van fleet is 91 active
 - 32 new vans due to arrive in late June



New Contract includes:

- Operation of 3 facilities: 2 operations depots and 1 call center
- Vehicle maintenance
- Software suite to continue online and mobile reservations

Will remain in the current locations

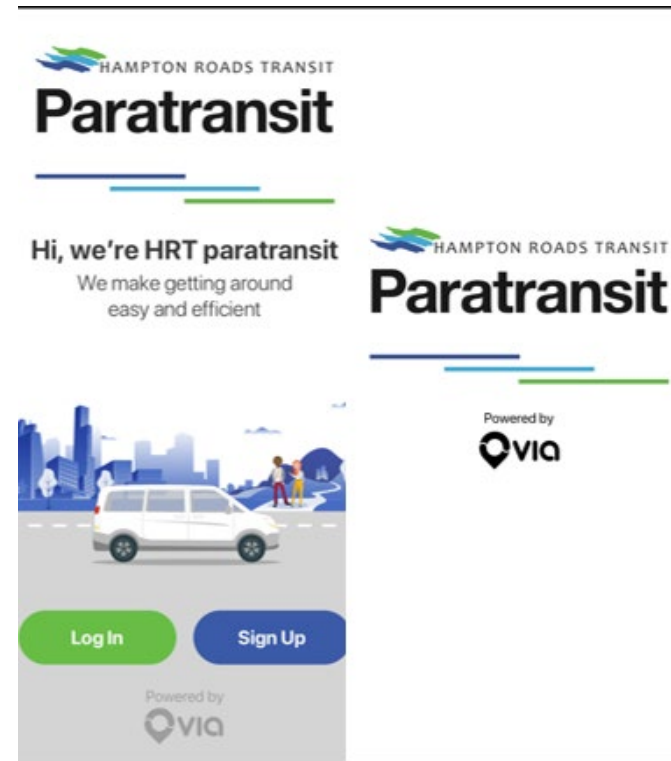
- 20th Street in Norfolk
- 44th Street near Roanoke Ave. in Newport News

Minimal transition

- Same software as current
- Pulling from current driver/staff pool

Improvements

- Investing \$200K in upgrades to locations
- Local call center office
- HRT will have office space at all locations
- Vehicle maintenance done by Easton, no subcontractors
- Local, in-house onsite recruiter
- Street supervisors being added, current contractor does not have



Contractor Performance Incentives & Penalties

- **Previous penalties should not be a gauge of future performance.**
- The performance incentives are designed to provide superior service to our customers.
- All 15 performance incentives/dis-incentives remain in the new contract.
- Annual penalties ranged from 2.4% (FY2017) up to 13.9% (FY2019) of gross billings.
- Incentives and penalties include On-Time Performance (OTP), Missed Trips, Fleet Maintenance, Customer Complaint Response.

Recommendation

- Contract award to Easton Coach Company
 - 3-base year contract with 4 additional OPTION years



HAMPTON ROADS TRANSIT
 JANUARY 2024/MARCH 2024
 OPERATIONS AND OVERSIGHT COMMITTEE
 ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
January 11, 2024	Provide a presentation on Mobile Fares	Technology	April's Operations and Oversight Committee Meeting	Power Point presentation 04/11/2024
March 14, 2024	Contract 19-00051, Modification No.4, Architectural and Engineering Services: What is the amount and percentage over the life of this contract is assigned to RTS, Emergency Situations, Maintenance, and Design for the Southside Facility	Facilities/Engineering	April 11, 2024	04/11/2024



HAMPTON ROADS
TRANSIT

Internal Audit Department Report

gohrt.com

Bus Operations Training Audit

(Audit Scope)

Are bus training records effectively and efficiently recorded, documented and housed to ensure compliance oversight agency requirements and HRT's EXE-101 rev. 9?

- Policies and Procedures
- Reviewed training documents in LMS
- Observed training sessions

Bus Operations Training Audit cont.

(Areas of Opportunity)

Training

- Bus Supervisor Refresher Training not completed
- Bus Supervisor Initial Training not completed
- Bus Operator Refresher Training not completed
- Line Instructor Training not completed
- LMS training documents are not consistently retained

Triennial Audit

Virginia Department of Rail and Public Transportation

- March 26-28, 2024
- Currently in fieldwork

Thank you!

Questions



HAMPTON ROADS TRANSIT

Contract No.: 22-00211	Title: Human Resources Management System Software and Implementation Services	Contract Amount:	
		Implementation:	\$3,791,641.00
		Two Base Years:	\$1,123,544.00
		Three Option Years:	<u>\$1,538,949.00</u>
		Total:	\$6,454,134.00

Acquisition Description: Enter into a contract with qualified firms to provide and implement Human Resource Management System (HRMS) software for transit organizations.

Background: Hampton Roads Transit (HRT) requires an HRMS software which meets or exceeds current requirements and whose complete product offering provides a robust solution set that will allow the agency to continue to leverage this investment well into the future as the needs of HRT grow and evolve. Required application software includes the following:

- Human Resources:
 - Absence and Leave Management
 - Benefits Administration
 - Compensation
 - Employee/Manager Self-Service
 - Learning Management
 - Performance Management
 - Recruitment
 - Onboarding
 - Offboarding
 - Workforce Management
- Payroll
- Pension Management
- Time and Attendance
- Data Analytics and Reporting
- Any other necessary software components to support the Core Application Software solution

Under the terms of this agreement, the Contractor shall supply and implement a cloud-based, single, integrated solution for Human Resource and Payroll functions. Required services include project management; business process redesign; software installation/set-up; software configuration; data extraction, conversion and migration; integration and interface development; business analytics and report development; change management; security design and configuration; system documentation development; testing; knowledge transfer and training services for all staff; deployment; ongoing hosting services; and ongoing support and maintenance services. Additionally, the Contractor shall conduct a thorough business analysis at the start of implementing each module and provide HRT with a pre-configured system using its best practices and experience as a model.

Contract No.: 22-00211	Title: Human Resources Management System Software and Implementation Services	Contract Amount:	
		Implementation:	\$3,791,641.00
		Two Base Years:	\$1,123,544.00
		Three Option Years:	<u>\$1,538,949.00</u>
		Total:	\$6,454,134.00

Contract Approach: A Request for Proposals (RFP) was issued on January 4, 2023. Five (5) proposals were received on February 21, 2023, from the following firms:

- Avaap U.S.A. LLC (Workday)
- Collaborative Solutions, LLC (Workday)
- Mythics, LLC (Oracle HCM Cloud)
- OnActuate Consulting U.S., Inc. (Ceridian Dayforce)
- UKG Inc. (UKG Ready® HCM)

After an extensive and detailed review and analysis of the technical proposals received, two (2) firms, Avaap and Collaborative Solutions, were rated best to meet the requirements of the Scope of Work. The two (2) firms were invited to participate in technical presentations, demonstrations, and interviews that focused on the specific requirements of HRT. At the conclusion of discussions, and upon review of the price proposals, HRT staff determined that the proposed pricing of the two (2) firms required further clarification. While the pricing was indicative of the relative cost for each proposal, the firms had made different and incomplete assumptions that impacted pricing and prevented reasonable comparison without further clarification and normalization of the pricing proposals.

HRT staff decided to enter into negotiations with both firms for the purpose of a possible award. Negotiations focused on the proposed managed services fees, data conversion effort, end-user training, clarification of the functional requirements, and the proposed price schedule, to include any potential additional costs. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

Following an analysis of the BAFOs received, HRT staff determined that Collaborative Solutions provided the best overall value to HRT based on a combination of their technical capabilities, proposed HRMS software, and price. After the selection of Collaborative Solutions, there were additional discussions held to further refine their BAFO based on HRT's requirements. Based on the results of the negotiations, a price analysis conducted, and the fact that pricing was obtained in a competitive environment, Collaborative Solutions' BAFO is deemed fair and reasonable. A contractor responsibility review confirmed that Collaborative Solutions is both technically and financially capable of performing the work.

Collaborative Solutions is located in Reston, VA and has provided similar services to the Regional Transportation District of Denver in Denver, CO; Transurban Limited in Tysons, VA; and Maryland Environmental Services in Millersville, MD.

Contract No.: 22-00211	Title: Human Resources Management System Software and Implementation Services	Contract Amount:	
		Implementation:	\$3,791,641.00
		Two Base Years:	\$1,123,544.00
		Three Option Years:	<u>\$1,538,949.00</u>
		Total:	\$6,454,134.00

The period of performance for this contract is two (2) base years, effective at the conclusion of the initial not-to-exceed twenty-four (24) month development and implementation phase. There is an option to extend the contract, including all licensing, maintenance, hosting, and support services for up to an additional three (3) one-year options.

No DBE Goal was assigned for this solicitation.

Cost/Funding: This contract will be funded with federal 5307, state, and local grant and HRRTF funds.

Project Manager: Glenda Dixon, Director of ERP Services

Contracting Officer: Sonya Luther, Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of contracts to Collaborative Solutions, LLC to provide implementation and ongoing support and Workday, Inc. to provide and host their Workday human resources management system in the not-to-exceed amount of \$3,186,481.00 and \$3,267,653.00, respectively.

SOLICITATION RESULTS

OFFEROR	INITIAL OFFER	BEST AND FINAL OFFER
OnActuate Consulting U.S., Inc. (Ceridian Dayforce)	\$2,356,640.00	N/A
UKG, Inc. (UKG Ready® HCM)	\$3,483,684.00	N/A
Avaap U.S.A. LLC (Workday)	\$4,646,455.00	\$5,643,802.20
Collaborative Solutions, LLC (Workday)	\$4,978,608.00	\$6,454,134.00
Mythics, LLC (Oracle HCM Cloud)	\$5,078,780.00	N/A

Contract No.: 22-00211	Title: Human Resources Management System Software and Implementation Services	Contract Amount:	
		Implementation:	\$3,791,641.00
		Two Base Years:	\$1,123,544.00
		Three Option Years:	<u>\$1,538,949.00</u>
		Total:	\$6,454,134.00

Collaborative Solutions, LLC's Price Summary						
Implementation (Project Management, Business Process Review and Configuration, Data Conversion, Integration, Reporting, etc.)	Base Year 1	Base Year 2	Option Year 1	Option Year 2	Option Year 3	Total
\$2,757,681.00	\$139,200.00	\$116,100.00	\$73,500.00	\$50,000.00	\$50,000.00	\$3,186,481.00

Workday, Inc.'s Price Summary						
Implementation (Software Licenses, Training, and Software Tools)	Base Year 1	Base Year 2	Option Year 1	Option Year 2	Option Year 3	Total
\$1,033,960.00	\$430,027.00	\$438,217.00	\$446,571.00	\$455,093.00	\$463,785.00	\$3,267,653.00

<p>Contract No: 24-00274</p>	<p>Title: Information Technology Research and Advisory Services (Renewal)</p>	<p>Contract Amount: \$315,070.00</p>
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Acquisition Description: Enter into a sole source renewal service contract with Gartner, Inc. to provide information technology research and advisory services.

Background: Hampton Roads Transit’s (HRT’s) Information Technology Department requires the services of a research and advisory firm to provide technical assistance and support to improve performance and reduce risks associated with a multitude of Technology projects. With HRT’s limited technical staffing resources, Gartner has proven to be a definitive and cost-effective method for HRT’s Technology Management to provide both strategic expertise and timely insight into all of the Agency’s key technology initiatives. Under the terms of this agreement, Gartner will provide technical assistance to HRT’s Technology Department to drive HRT’s technology related mission and vision. Research and advisory assistance will include but is not limited to contract/cost optimization services; analysis and research; consulting services; benchmarking; peer networking; access to webinars and seminars; and access to resources in a workgroup environment.

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. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of Procurement. Gartner is the industry standard for providing research, information technology (IT) contract review, IT key metrics data, peer networking, and expertise across a wide range of IT solutions. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one (1) source.

A solicitation was issued on February 20, 2024, and Gartner, Inc. provided a responsive proposal on March 5, 2024, in the amount of \$315,070.00. The proposal included an annual cost to provide the requested services over the one-year contract term.

Based on the results of a price analysis performed utilizing historical data and the current Gartner State and Local Government pricing, the proposed pricing is deemed fair and reasonable. A contractor responsibility review confirmed that Gartner is both technically and financially capable to provide the services described in the Scope of Work.

Gartner, Inc. is headquartered in Stamford, CT and has provided these services for municipalities throughout the Commonwealth of Virginia and HRT satisfactorily.

The period of performance for this contract is one (1) year.

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

Contract No: 24-00274	Title: Information Technology Research and Advisory Services (Renewal)	Contract Amount: \$315,070.00
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Project Manager: Michael Price, Chief Technology Officer/Chief Information Officer

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended 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 \$315,070.00 for a one (1) year period.

Contract No: 24-00269	Title: Provision of Bulk Fluids	Contract Amount:	
		Base Year:	\$ 565,680.00
		Four Option Years:	<u>\$2,301,720.00</u>
		Total:	\$2,867,400.00

Acquisition Description: Enter into a contract with a qualified Contractor to provide and deliver branded automotive lubricants to Hampton Roads Transit (HRT) locations.

Background: HRT, in an effort to consolidate the purchases of automotive lubricants, has a requirement for a Contractor to provide diesel exhaust fluid, automatic transmission fluid, antifreeze, motor oil, high mobility grease, heavy-duty synthetic gear oil, full synthetic motor oil, and full synthetic transmission fluid. Under the terms of this agreement, the Contractor shall provide and deliver the automotive lubricants to both the Northside and Southside facilities. HRT reserves the right to have product samples randomly collected and tested during the duration of the contract.

Contract Approach: An Invitation for Bids was issued January 31, 2024. Six (6) bids were received on March 12, 2024, from the following firms:

- Cadence Petroleum Group
- Cummins Inc. dba Cummins Sales and Service, Inc.
- Mansfield Oil Company of Gainesville, Inc. (Mansfield Oil)
- PetroChoice LLC
- Safety-Kleen Systems
- World Fuel Services, Inc. (World Fuel)

In response to the IFB, Bidders were required to provide unit prices per gallon or per pound for each type of lubricant. After review and evaluation of the bids received, the lowest bid, from Mansfield Oil, was deemed nonresponsive. Mansfield Oil did not provide pricing for all of the items listed on the Price Schedule. Consequently, HRT staff determined that World Fuel was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and is therefore eligible for award.

World Fuel’s bid price is deemed fair and reasonable based on a price analysis performed utilizing the independent cost estimate, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that World Fuel is technically and financially capable to perform the work.

World Fuel is located in Virginia Beach, VA and provides similar services for the City of Chesapeake and the City of Newport News. World Fuel has also performed these services in the past for HRT satisfactorily.

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

Contract No: 24-00269	Title: Provision of Bulk Fluids	Contract Amount:	
		Base Year:	\$ 565,680.00
		Four Option Years:	<u>\$2,301,720.00</u>
		Total:	\$2,867,400.00

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, Transit Operations

Contracting Officer: Jessica White, Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to World Fuel, Inc. for the provision of bulk fluids in the not-to-exceed amount of \$2,867,400.00 over a five-year period.

SOLICITATION RESULTS

FIRM	TOTAL BID PRICE
Mansfield Oil	\$ 826,530.82
World Fuel, Inc.	\$2,867,400.00
Cadence Petroleum Group	\$3,114,500.00
Petro Choice	\$3,125,810.00
Cummins Inc.	\$3,334,335.00
Safety Kleen	\$4,161,900.00

World Fuel Services, Inc.'s Bid Summary					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$565,680.00	\$565,680.00	\$578,680.00	\$578,680.00	\$578,680.00	\$2,867,400.00

Exercise of Options – June 2024

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
20-00100	Ticket Vending Machine Credit Card Processing Services	To provide Ticket Vending Machine (TVM) credit card processing services for HRT.	\$282,500.00	3 yrs. w/2 1-yr. options	First	\$63,562.50
21-00128	Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support	Support for HRT's fare collection systems, including TVMs, fareboxes, vaults, hardware, repairs, spare and replacement parts, installations, upgrades, and maintenance support services on a Task Order basis.	\$5,975,500.00	2 yrs. w/4 1-yr. options	Second	\$995,916.67
21-00153	Fuel Products (Ultra Low Sulfur Diesel and Gasoline)	To supply and deliver diesel and gasoline fuel products to specified Hampton Roads Transit (HRT) locations.	\$50,500,000.00	1 yr. w/4 1-yr. options	Second	\$10,100,000.00
22-00183	Hampton Roads Transit Sign Fabrication and Maintenance	To fabricate and maintain HRT's service signs throughout the Hampton Roads service region.	\$1,040,668.25	2 yrs. w/2 1-yr. options	First	\$211,546.25
22-00189	TransitMaster Software Support and Maintenance Services	To provide TransitMaster Maintenance and Support Services.	\$2,383,024.00	1 yr. w/4 1-yr. options	Second	\$475,685.00
22-00213	Private Security Services	To provide private security services.	\$10,224,348.04	1 yr. w/4 1-yr. option	Second	\$1,945,371.36
23-00235	Light Rail Track Work	Inspection, maintenance, repair, and construction of track work related to the Norfolk LRT system on an as-needed basis.	\$6,900,000.00	1 yr. w/3 1-yr. options	First	\$1,725,000.00

UPCOMING CONTRACTS FOR APPROVAL

Title	Description	Renewal Contract Expiration Date
Audio/Visual Services	To provide audio and visual support services on a Task Order basis.	12/15/2024
Bottled Gas Services	To provide various sizes and types of compressed bottled gases and other related items.	05/28/2023
Bus Operator Barrier Installation and Modification Services	To plan, engineer, and execute bus retrofits such as operator protective barrier modifications and installations on up to 135 buses.	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
Equipment Rental and Services	To provide rental equipment needed to support all bus, light rail, and trolley operations.	New
Fencing 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.	03/19/2024
Forklift and Manlift Preventative Maintenance and Repair Services	To provide scheduled and unscheduled maintenance and repair of forklifts and manlifts.	6/03/2024
Gate Operator Maintenance and Repair Services	To perform a variety of repair and maintenance work of the gate operators at various HRT facility locations on a Task Order basis.	New
General Environmental Services	To provide general environmental services.	10/31/2024
General Financial Services	To provide general financial consultants to address HRT's various financial needs.	04/27/2024
HVAC and Mechanical Services	To provide preventative maintenance and repair services for HRT's heating, ventilation, and air conditional/refrigeration and plumbing equipment.	07/22/2024
Light Rail Vehicle Body Repair Services	To provide routine and emergency on-site Light Rail Vehicle body repair services.	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
Paratransit Eligibility Evaluation and Processing Services	To perform the processing and evaluation of applications from persons interested in certification to use HRT's paratransit services.	06/30/2024
Provision of Facility Furniture	To provide furniture to various HRT facilities.	5/14/2024
Provision of Office Supplies	To procure office supplies for HRT.	1/8/2024
Provision of Two (2) Non-Revenue Security Vehicles	To procure two (2) Police Interceptor Utility vehicles to expand the fleet of security support vehicles.	New
Technology Staffing Services	To provide technology staffing services.	06/23/2024
Transit Mobile Data Services	To provide 5G cellular mobile data wireless services to meet connectivity needs for revenue vehicles and remote sites.	9/30/2024
Wi-Fi/Networking	To provide equipment and services necessary to modernize, expand, and operate HRT's Network Systems on a Task Order basis.	New