



Meeting of the Operations and Oversight Committee

Thursday, January 11, 2024, • 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, January 11, 2024, at 10:00 a.m. in the Hampton 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_pVwL0q4EQ7qEKLy86fGfyQ

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



Meeting of the Operations and Oversight Committee

Thursday, January 11 2024, • 10:00 a.m.
Hybrid 3400 Victoria Blvd. Hampton, VA and
Virtual ZOOM Meeting

AGENDA

1. Approval of the December 2023 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. Audit Update-Malika Blume
4. Approval of 2024 Audit Schedule- Malika Blume
5. Procurement Recommendations to the Committee-Sonya Luther
 - a. Contract No. 17-75527, Modification No. 4, Armored Car Services
 - b. Contract No. 23-00240, Uniform Rental Services
6. Task Orders **(for informational purposes only)**.
 - a. Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support:
 - i. Task Order 125. This Task Order is for FastFare Fareboxes and Software Licenses. This Task Order is for \$381,594.34 and is funded with grant funds.
 - ii. Task Order 126. This Task Order is for FastFare Fareboxes and Software Licenses. This Task Order is for \$ 83,017.90 and is funded with grant funds.
 - iii. Task Order 129. This Task Order is for “O” Rings; Synchronous Belt; Belt A14788; Flanged ball bearing. This Task Order is for \$ 5,047.40 and is funded with operating funds.

7. Options to be Exercised March of 2024-Sonya Luther
8. Upcoming Commission Approvals-Sonya Luther
9. Operations Update-Benjamin Simms, IV
10. Old and New Business
10. Adjournment

The next Operations & Oversight Committee Meeting will be held on Thursday, February 8, 2024, in Norfolk, VA and virtually via ZOOM.



Meeting of the Operations and Oversight Committee

Thursday December 07, 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, Woodbury, Newport News (Phone)
Alt. Commissioner Avery Daughtrey DRPT (Zoom)
Commissioner Johnson, Chesapeake
Commissioner Bullock, Newport News
Commissioner Houston, Norfolk

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning and Development Officer
Tammara Askew, Administrative Support Tech (Zoom)
Monique Battle, Associate Project Manager
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 (Zoom)
Conner Burns, Chief Financial Officer
William Collins, Facilities Maintenance Manager
Rodney Davis, Director of Customer Relations
Sherri Dawson, Director of Transit Development
Sheri Dixon, Director of Revenue Services (Zoom)
Jennifer Dove, Grants and Civil Rights Coordinator (Zoom)
Jerry Dunkley, Sr. Manager of Ops Training
April Garrett, Sr. Executive Assistant
Johnathan Greene, Sr. Manager of Bus Transportation (Zoom)
Wayne Groover, Director of Light Rail Maintenance and Facilities
William E. Harrell, President, and CEO
Danielle Hill, Director of Human Resources
Autumn Jenkins, Operations Support Technician
Keith Johnson, Paratransit Service Contract Admin.
Shane Kelly, Sr. Manager Security & Emergency Preparedness
Tanya Kelley, Procurement Admin Assistant (Zoom)
Anthony Kramer, Assistant Security Manager
Sonya Luther, Director of Procurement

Tracy Moore, Director of Transportation
Sibyl Papas, Chief Engineering & Facilities Officer
Michael Perez, Operations Project & Contract Administrator (Zoom)
Michael Price, Chief Information Officer/CTO
John Powell, Telecommunications Specialist
Luis Ramos, Executive Assistant to the President & CEO
Shleaker Rodgers, Staff Auditor
Dawn Sciortino, Director of Safety
Sherry Scott, Manager of Bus Transportation (Zoom)
Donald Shea, Warranty and Assets Administrator
Benjamin Simms, IV, Chief Transit Operations Officer
Monique Strickland, Talent Acquisition Manager
Alex Touzov, Director of Technology Services (Zoom)
Robert Travers, Corporate Counsel
Jessica White, Contract Administrator (Zoom)
Kim Wolcott, Chief Human Resources Officer
Fevrier Valmond, Asst Director of Procurement

Others in attendance:

Alt. Commissioner Cipriano, Newport News
Alt. Commissioner Brian Swets, Portsmouth (Zoom)
Alt. Commissioner Constantinos Velissarios, Newport News (Zoom)

The December 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 October 12, 2023, Meeting Minutes

A motion to approve the October 12, 2023, Operations and Oversight Committee meeting minutes was made by Commissioner Bullock, and properly seconded by Commissioner Houston, A roll call vote resulted as follows:

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

Nays: None

Abstain: None

Review of the Operations and Oversight Committee Action Items

AI: What percentage of funds from the following contracts can be split between RTS and Operating funds?

Mr. Connor Burns gave an update explaining what percentage can be split between RTS and Operating funds.

Alt. Commissioner Cipriano stated that she would like for the contracts to proceed using the correct funding per contract (RTS and Operating).

Internal Audit Update

There was no internal audit update for December.

Procurement Items for Approval

Contract 23-00264, Purchase of Thirty-Two (32) 11-Passenger Body on Chassis Paratransit Buses.

Ms. Sonya Luther presented Contract 23-00264, Purchase of Thirty-Two (32) 11-Passenger Body on Chassis Paratransit Buses, as a recommendation that the Commission approve the award of a contract to Sonny Merryman, Inc. to procure thirty-two (32) Body on Chassis paratransit buses, for use on HRT's Paratransit Services Contract, in the total amount of \$4,346,560.00.

Mrs. Monique Battel gave a presentation.

There was discussion regarding if the vendor has mentioned any time delays due to the mechanisms that go into the rear lifts.

There was discussion regarding the delivery time frame of these vehicles in which we will start to see them trickle in in 8 months.

A motion to approve Contract 23-00264, Purchase of Thirty-Two (32) 11-Passenger Body on Chassis Paratransit Buses, 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

Task Orders

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

AI- Alt. Commissioner Cipriano asked, regarding the task orders, to have an update with the 4 Software Leases that total approximately 381,000 out of the 420,000 total amount of task orders, to see how long these licenses will last in relationship to when the mobile fares come on.

Options to be Exercised

Options to be Exercised enclosed in the meeting package for January/February 2024 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 gave an update.

Mr. Simms gave a report on ridership numbers for the Grand Illumination Parade that was held in the City of Norfolk on November 18, 2023.

Mr. Simms updated the commission with the great news of the arrival of ferries 6 & 7 to the Hampton Roads as well as the Holly Dazzle event.

Mr. Simms gave thanks to all attendees for the State of Transit "Transit Means Business," event that was held on November 28, 2023.

Old and New Business

There was no old or new business to discuss.

Commissioner Comments

Next Operations and Oversight Committee meeting will be held in the Hampton boardroom on January 11, 2024.

Adjournment

Commissioner Glover stated that it and honor and a privilege to serve with all the staff and leadership and wished everyone a safe, enjoyable, and happy holiday season.

Commissioner Glover adjourned the meeting at 10:25 AM.

Submitted by April Edwards, Sr. Executive Assistant



HAMPTON ROADS
TRANSIT

Purchase of Thirty-Two (32) Body on Chassis Paratransit Buses 23-00264

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Starcraft Starlite



Features....

- **Narrower than current Starcraft Allstar vehicle**
 - Enhances maneuverability throughout HRT's service areas
- **Rear lift instead of side lift**
 - Greater flexibility and efficiency when loading
- **New vehicle with latest equipment and technology**
 - Supports HRT's continuing effort to provide safe and reliable service

Funding

This contract will be funded by:

Funding Sources	Total Funding per source	Federal Share	State Share	ACC share
Federal 5307 grant	\$1,659,229.00	\$464,584.00	\$1,128,276.00	\$66,369.00
Federal Discretionary grant	\$2,800,000.00	\$2,240,000.00		\$560,000.00
Total	\$4,459,229.00	\$2,704,584.00	\$1,128,276.00	\$626,369.00

Total share percentage	
Federal share	61%
State Share	25%
Acc Share	14%



HAMPTON ROADS

TRANSIT

Questions??

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HAMPTON ROADS TRANSIT
DECEMBER 2023/JANUARY 2024
OPERATIONS AND OVERSIGHT COMMITTEE
ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
12/07/2023	Alt. Commissioner Cipriano asked, regarding the task orders, to have an update with the 4 Software Leases that total approximately 381,000 out of the 420,000 total amount of task orders, to see how long these licenses will last in relationship to when the mobile fares come on.	Finance	Next Operations and Oversight Committee Meeting	January 11, 2024



HAMPTON ROADS TRANSIT

Internal Audit Calendar Year 2024 Audit Schedule

Required Audits

Audits required based upon industry and regulatory bodies.

Audit	Department	Scope	Anticipated Schedule	Anticipated Completion*
PTASP	Operations	PTASP Implementation Processes	March 2024	May 2024
PTASP	Training	PTASP Implementation Processes	September 2024	November 2024

Scheduled Audits

Board- Approved audits selected based upon company objectives.

Audit	Department	Scope	Anticipated Schedule	Anticipated Completion*
Training (Bus)	Operations Bus Training Department	Are bus training records effectively and efficiently recorded, documented, and housed to ensure compliance with oversight agency requirements and HRT's EXE-101 rev. 8?	December 2023	March 2024
Accounts Payable	Finance	Are invoices processed, approved and documented timely in accordance with Federal, State and Local guidelines?	June 2024	August 2024
Bus Maintenance	Operations	Is Preventative Maintenance being conducted in accordance with federal, state, local requirements and best practices?	December 2024	March 2025

Attestation Engagements

Reviews initiated by the Board, Current Events, or Senior Management.

Engagement	Department	Scope	Anticipated Schedule	Anticipated Completion*
TBD	TBD	TBD	TBD	TBD

Quality Assurance

Follow- up and Internal Audit Administrative Tasks.

Engagement	Department	Scope	Anticipated Schedule	Anticipated Completion*
Department Documentation	Organization- Wide	Annual document review of all department policies, and standard operating procedures.	March 2024	June 2024
Administrative Review	Internal Audit	Review of audits and other engagement documents for clarity and compliance.	January 2024	December 2024

Note: The audit plan is a working document and may change at any point due to HRT's needs.

<p>Contract No: 17-75527, Modification No. 4</p>	<p>Title: Armored Car Services</p>	<p>Modification Amount \$82,043.38</p>
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Acquisition Description: Award a contract modification to increase the Armored Car Services contract value by \$82,043.38.

Background: In June 2018, the Commission approved the award of a Contract to Dunbar Armored, Inc. (Dunbar), in the not-to-exceed amount of \$119,757.60, to provide armored car services to HRT for a period of one (1) base year, with two (2) additional one-year options. The Contract was awarded through a Single Source Procurement after only one (1) proposal was received in response to a competitive RFP process. In September 2019, Dunbar was merged into Brink's, Incorporated (Brink's) and as a result of the merger, Brink's assumed all the rights and obligations of the Contract.

Prior to expiration on February 28, 2022, in order to ensure uninterrupted armored transportation services, the Contract was extended on a month-to-month basis to allow HRT to complete its procurement process for a renewal contract, after no proposals were received in response to a Request for Proposals (RFP) issued on September 22, 2021. A second RFP issued on November 16, 2022, also yielded no response.

The Commission has approved the award of the new Contract after one (1) proposal was received in response to the third RFP, and after a lengthy negotiation process, the Contract has been awarded, effective February 1, 2024.

This Modification 4 will provide the required funds to cover the cost of the armored car services received during the period of extension to January 31, 2024.

Contract Approach: The estimated amount of \$82,043.38 is based on current monthly costs incurred for the armored car services.

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

Project Managers: Sheri Dixon, Director of Revenue Services

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a modification to increase the not-to-exceed amount of the Armored Car Services Contract by \$82,043.38, from \$119,757.60 to \$201,800.98.

Contract No.: 23-00240	Title: Uniform Rental Services	Contract Amount:	
		Base Year:	\$167,423.16
		Four Option Years:	<u>\$687,059.04</u>
		Total:	\$854,482.20

Acquisition Description: Enter into a renewal contract with a qualified Contractor to provide uniform rental services for Hampton Roads Transit’s (HRT’s) maintenance staff located at various facilities throughout Hampton Roads.

Background: HRT is required to provide uniforms, and other OSHA mandated first aid items for its bus and rail maintenance staff at its Norfolk, Virginia Beach, and Hampton facilities. Under the terms of this agreement, the Contractor shall obtain individual measurements to ensure that the uniforms provided fit properly and provide new uniform shirts, pants, coveralls; uniform lockers and racks; and rags and other cleaning supplies specified in the Scope of Work. The Contractor shall also launder and press uniforms on a weekly basis and keep uniforms in good repair and/or replace as needed. Additionally, the Contractor will provide first aid supplies on a weekly basis, as needed, to ensure that first aid cabinets at each location remain fully stocked for the duration of the Contract.

Contract Approach: A Request for Proposals was issued on July 14, 2023. Two (2) proposals were received on August 23, 2023, from the following firms:

- Unifirst Corporation (Unifirst)
- Cintas Corporation

Upon review and evaluation of the technical proposals, both firms were deemed qualified to meet the Scope of Work requirements; therefore, no presentations or proposal clarifications were required.

In response to the RFP, proposers were required to provide rental services pricing for various uniform items and pricing for supply and delivery of various cleaning and first aid supply items specified in the Scope of Work.

At the conclusion of the technical evaluations, negotiations were held with both firms for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing, reducing the proposed pricing, and addressing exceptions to the Terms and Condition of the RFP. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested. However, following receipt of Cintas’ BAFO, and after discussions to address the firm’s exceptions to some of the General Conditions of the RFP, Cintas withdrew its proposal.

As a result of Cintas’ withdrawal, a decision was made to award the contract to Unifirst. Based on a price analysis performed utilizing the independent cost estimate, historical data, and comparative pricing in Cintas’ proposal, Unifirst’s pricing is deemed fair and reasonable. As a result of the

Contract No.: 23-00240	Title: Uniform Rental Services	Contract Amount:	
		Base Year:	\$167,423.16
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		Total:	\$854,482.20

negotiations, Unifirst reduced its pricing by \$184,295.80, or approximately 18%. A contractor responsibility review confirmed that Unifirst is both technically and financially capable of providing the required services.

Headquartered in Wilmington, MA, Unifirst operates a store in Norfolk, VA and has provided similar services for Stihl, Inc., in Virginia Beach, VA; Marine Repair, in Portsmouth, VA; and Virginia Paving, in Norfolk, VA. Unifirst has also been providing similar services to HRT satisfactorily.

The contract will be awarded for a base period of one (1) year, with four (4) additional one-year options.

No DBE goal was assigned for this solicitation.

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

Project Manager: Don Shea, Warranty and Asset Administrator

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to Unifirst Corporation to provide uniform rental services in the not-to-exceed amount of \$854,482.20 for five (5) years.

Solicitation Results

OFFEROR	OFFER	BEST AND FINAL OFFER
Unifirst Corporation	\$1,038,778.00	\$854,482.20
Cintas Corporation	\$1,525,517.25	\$1,250,112.76

Unifirst Corporation's Proposal Summary

Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total Price
\$167,423.16	\$169,164.76	\$170,864.76	\$172,564.76	\$174,464.76	\$854,482.20

Exercise of Options – March 2024

Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
20-00099	Third Party Administrator for HRT's Drug and Alcohol Program	To implement and administer specific aspects of Hampton Roads Transit's (HRT's) Drug and Alcohol Abuse Management Program.	\$510,241.00	3 yr. w/2 1-yr. options	First	\$104,695.00
21-00155	Federal Legislative Services	To provide federal legislative services to HRT.	\$234,000.00	1 yr. w/2 1-yr. options	Second	\$84,000.00
22-00210A	Facilities General Contractor Services	Facilities General Contractor Services	\$1,500,000.00	1 yr. w/2 1-yr. options	First	\$500,000.00

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
General Financial Services	To provide general financial consultants to address HRT's various financial needs.	01/27/2024
Human Resources Management System Software and Implementation Services	To implement and support a Human Resource Management System.	New
Legal Services	To provide legal services on an as needed basis.	02/19/2024
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 Bulk Fluids	To procure bulk fluids (i.e., oil, antifreeze) for HRT's facilities	New
Provision of Office Supplies	To procure office supplies for HRT.	1/8/2024

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
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
Roof and Cladding Replacement	To replace the roof and cladding at 3400 Victoria Boulevard.	New
Technology Staffing Services	To provide technology staffing services.	06/23/2024