



## Meeting of the Operations and Oversight Committee

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

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, March 14, 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\\_wibGqS9VRd-Iig7G-uD1\\_A](https://hrtransit-org.zoom.us/webinar/register/WN_wibGqS9VRd-Iig7G-uD1_A)

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 January 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. 19-00051, Modification 4, Architectural and Engineering Services.
  - b. Contract No. 23-00255, Avaya Managed Services (Renewal)
  - c. Contract No. 23-00223R, Bus Repower Services
  - d. Contract No. 23-00262, Hampton Roads Transit Roof, and Cladding Replacement.
  - e. Contract No. 23-00265, Legal Services (Renewal)
  - f. Contract No. 23-00249, Managed Print Services (Renewal)
  - g. Contract No. 20-00047, Modification No. 4, Oracle Database Administration Managed Services, and Initiated Issue Support

- h. Contract No. 23-00241, Modification No. 1, Oracle Enterprise Database Annual Support
- i. Contract No. 23-00257, Property and Casualty Insurance Brokerage Services (Renewal)
- j. Contract No. 23-00254R, Provision of Six (6) Non-Revenue Vehicles
- k. Contract No. 24-00282, Purchase of Seven (7) 40' Hybrid Buses.
- l. Contract No. 23-00263, Paratransit 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 131. This Task Order is for Mag head; Synchronous belt; Printhead. This Task Order is for \$3,716.50 and is funded with operating funds.
  - ii. Task Order 132. This Task Order is for Cover; Fast Fare with artwork. This Task Order is for \$4,838.54 and is funded with operating funds.
  - iii. Task Order 133. This Task Order is for Fast Fare bill validator repair, Door lock motor repair. This Task Order is for \$490.80 and is funded with operating funds.
  - iv. Task Order 134. This Task Order is for Laser Door Board. This Task Order is for \$1,370.30 and is funded with operating funds.
  - v. Task Order 135. This Task Order is for Top enclosure, OCU w/window and gasket; Bottom enclosure, OCU. This Task Order is for \$3,765.90 and is funded with operating funds.

- vi. Task Order 136. This Task Order is for Door lock motor repairs; Magtek swipe reader. This Task Order is for \$740.00 and is funded with operating funds.

6. Options to be Exercised April & May 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, April 11, 2024, in Norfolk, VA and virtually via ZOOM.**



# Meeting of the Operations and Oversight Committee

Thursday January 11, 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, Cipriano, Newport News  
Commissioner, Ross-Hammond,  
Alt. Commissioner Avery Daughtrey DRPT  
Commissioner Johnson, Chesapeake  
Commissioner Bullock, Newport News

### **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  
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 (Zoom)  
William Collins, Facilities Maintenance Manager  
Rodney Davis, Director of Customer Relations  
Sheri Dixon, Director of Revenue Services  
Jennifer Dove, Grants and Civil Rights Coordinator (Zoom)  
Jerry Dunkley, Sr. Manager of Ops Training  
Steven Florian, Fare Technology Service Manager  
April Garrett, Sr. Executive Assistant  
Wayne Groover, Director of Light Rail Maintenance and Facilities  
William E. Harrell, President, and CEO  
Danielle Hill, Director of Human Resources  
Toni Hunter, Staff Auditor  
Autumn Jenkins, Operations Support Technician  
Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)  
Keith Johnson, Paratransit Service Contract Admin.  
Shane Kelly, Sr. Manager Security & Emergency Preparedness  
Anthony Kramer, Assistant Security Manager

Sonya Luther, Director of Procurement  
Maryanne Martin, Data Analyst II (Zoom)  
Alexis Majied, Chief Communications Officer (Zoom)  
Tracy Moore, Director of Transportation (Zoom)  
John Nason, Director of Bus Maintenance (Zoom)  
Sibyl Papas, Chief Engineering & Facilities Officer (Zoom)  
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 (Zoom)  
Donald Shea, Warranty and Assets Administrator  
Benjamin Simms, IV, Chief Transit Operations Officer  
Monique Strickland, Talent Acquisition Manager  
Robert Travers, Corporate Counsel  
Alex Touzov, Sr. Director of Tech Services  
Kim Wolcott, Chief Human Resources Officer  
Fevrier Valmond, Asst Director of Procurement

**Others in attendance:**

Alt. Commissioner Brian Swets, Portsmouth  
Andrew Ennis, DRPT (Zoom)

The January 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 December 7, 2023, Meeting Minutes**

A motion to approve the December 7, 2023, Operations and Oversight Committee meeting minutes was made by Commissioner Bullock, and properly seconded by Commissioner Daughtery, A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Daughtery, Ross-Hammond, and Cipriano.

Nays: None

Abstain: None

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

At the December 2023 Operations and Oversight Committee meeting 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.

Mr. Steve Florian gave a presentation on the Fare Collection System Update “State of Good Repair & Farebox Purchases”.

There was discussion regarding the wear and tear of the Genfare boxes. When is a general time frame of when mobile fares coming?

Action Item - Staff to provide a presentation at the next Operations and Oversight meeting for Mobile Fares.

### **Internal Audit Update**

Ms. Malika Blume gave the audit update as well as introduced 2024’s audit schedule.

A motion to approve the 2024 Audit Schedule was made by Commissioner Johnson and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

Ayes: Commissioner Glover, Bullock, Johnson, Daughtery, Ross-Hammond, and Cipriano.

Nays: None

Abstain: None

### **Procurement Items for Approval**

#### **Contract 17-75527, Modification No.4, Armored Car Services.**

Ms. Sonya Luther presented Contract 17-75527, Modification No. 4, Armored Car Services, as a recommendation 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.

Ms. Sheri Dixon was available to answer questions.

There was discussion regarding the period of this modification.

A motion to approve Contract 17-75527, Modification No. 4, Armored Car Services, was made by Commissioner Ross-Hamond and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Daughtery, Ross-Hammond, and Cipriano.

Nays: None

Abstain: None

### **Contract 23-00240, Uniform Rental Services.**

Ms. Sonya Luther presented Contract 23-00240, Uniform Rental Services, as a recommendation 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.

Mr. Don Shea was available to answer questions.

A motion to approve Contract 23-00240, Uniform Rental 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, Daughtery, Ross-Hammond, and Cipriano.

Nays: None

Abstain: None

### **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 March 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 spoke on the inclement weather that was experienced during the week and how the operations team pulled together to ensure the safety of our staff and passengers. Mr. Simms stated that the ferry service was suspended due to weather conditions and a few minor issues were experienced at light rail. Mr. Simms commended the management staff and operators on a job well done.

Mr. Simms introduced Ms. Amy Braziel who gave a presentation on the quarterly Paratransit performance metrics as well as a Base Express update. Please see the attached presentation as part of the meeting minutes.

### **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 Norfolk boardroom on February 8, 2024.

### **Adjournment**

Commissioner Glover adjourned the meeting at 10:43 AM.

Submitted by April Edwards, Sr. Executive Assistant



# **Fare Collection System (FCS) Update: State of Good Repair & Farebox Purchases**

**Operations & Oversight Update**

**January 11<sup>th</sup>, 2024**

**gohrt.com**

# Agenda:

- Review Contract (Length & Purpose)
- Contract Spend to Date (Task Order Based)
- Current Needs: Fareboxes
- Forecast Future Contract Needs

# Contract Review:

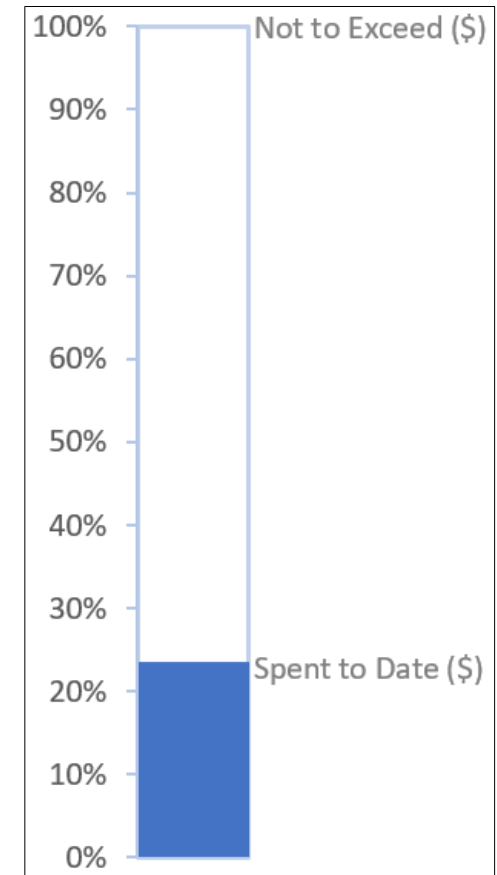
- Length:
  - Two base years and four, one-year options
    - We are on option year 1, Contract start: July 2021.
  - Task Order based: This does **not** mean we will spend \$1Million each year.
- Purpose:
  - To maintain and support the existing fare collection system (FCS) infrastructure.
    - State of good repair.
    - **Dedicated pricing/ Lock in pricing** for critical fare equipment.

# Contract Review (Cont.):

- Purpose:
  - HRT anticipated:
    - Normal cost increase (inflation).
    - Post-COVID increase.
    - Post Mobile Fare Contract award increase.
    - Normal SGR needed on equipment.
  - Hence the need for:
    - **Dedicated pricing / Lock in pricing** for critical fare equipment.

# Contract Spend (Task Orders):

- To Date (since July 2021):
  - 129 Task Orders have been issued.
  - Cost ~\$1.4M
- Notes:
  - Orders were primarily minor SGR items (all have been presented to O&O).
  - Day-to-day SGR spend is expected to continue at similar rate.
  - Recent Farebox Orders = \$847K



# Current Contract Needs: Fareboxes

- **51 new Gillig buses:**
  - HRT dedicated farebox price: **\$2,000 less per unit**
    - Compared to Gillig's price of Genfare farebox.
  - **Cost savings:** HRT purchases fareboxes through Genfare contract, drop-ship to Gillig for installation.
  - **6 task orders** to Genfare for **51 fareboxes**  
*(Corresponding to new bus grant funding sources)*
    - 4 included in December; 2 at January O&O.

# Fareboxes for New Gillig buses:

- **6 task orders** to Genfare for **51 fareboxes** (*Corresponding to new bus grant funding sources*)

Genfare Task Order#	Date Issued	Description	Farebox Quantity	Amount
<b>121</b>	11/21/2023	Fast Fare Farebox and Software License for <b>New Gillig Buses</b>	16	\$265,446.28
<b>122</b>	11/21/2023	Fast Fare Farebox and Software License for <b>New Gillig Buses</b>	3	\$49,902.74
<b>123</b>	11/21/2023	Fast Fare Farebox and Software License for <b>New Gillig Buses</b>	3	\$49,902.74
<b>125</b>	12/4/2023	Fast Fare Farebox and Software License for <b>New Gillig Buses</b>	23	\$381,594.34
<b>126</b>	12/4/2023	Fast Fare Farebox and Software License for <b>New Gillig Buses</b>	5	\$83,017.90
<b>128</b>	11/30/2023	Fast Fare Farebox and Software License for <b>New Gillig Bus</b>	1	\$16,722.58
<b>Total</b>			<b>51</b>	<b>\$846,586.58</b>





# Forecast Future Contract Needs:

- **State of Good Repair**
  - Maintain existing (Genfare) fare collection system.
    - Fareboxes & Vault Infrastructure: Required for on-board cash collection.
    - Ticket Vending Machines (TVMs): Existing TVMs to be phased out with mobile fare TVMs. Then no ongoing SGR cost for TVMs on this contract.
- **Major Expenses/Projects (Forecast)**
  - Replace Older Genfare Farebox (Sunset July 2022).
    - HRT to phase out unsupported fareboxes through bus retirement/replacements & purchase of new fareboxes.
  - Vault & Service Lane Infrastructure (Required for SGR and New Facility).



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# Questions?

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# Internal Audit Department Report

**gohrt.com**

# Welcome

## Toni Hunter

- Graduate of Virginia State University
- Hampton City Treasurer's Office, Virginia Department of Health, Financial Institutions



# Audit Schedule Approval



## 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.

# DRPT/HRT Triennial Concurrent Audit (HRT's Independent Audit)

## HRT's Safety Audit Review

- Policies and Procedures
- Departmental roles/functions
- Departmental safety responsibilities
- Emergency preparedness and response
- Participation in safety related committees
- Knowledge of reporting workplace hazards
- Maintenance of light rail facilities
- Employee training
- Maintenance inspection program
- Safety performance targets
- Safety risk management
- Safety management policy
- Safety assurance

# DRPT/HRT Triennial Concurrent Audit (cont.) (Areas of Opportunity)

## Training

- Chief Safety Officer did not complete the Public Transportation Safety Certification Program.

## Quality Assurance Light Rail Vehicle Maintenance

- Lack of segregation of duties when conducting quality assurance checks.

# Audit in Progress

## Bus Operations Training

- Conducted Entrance Conference on December 1, 2023.
- Currently in our fieldwork process.



# Thank you!

## Questions





# HAMPTON ROADS TRANSIT

## Internal Audit Calendar Year 2024 Audit Schedule

\*Attached as part of the meeting minutes.

### 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
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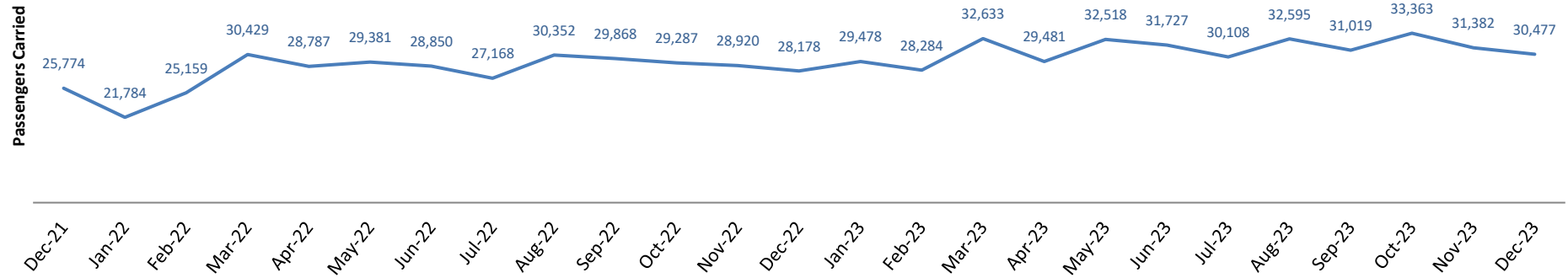


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# Paratransit Service Metrics Operations & Oversight Committee January 11, 2024

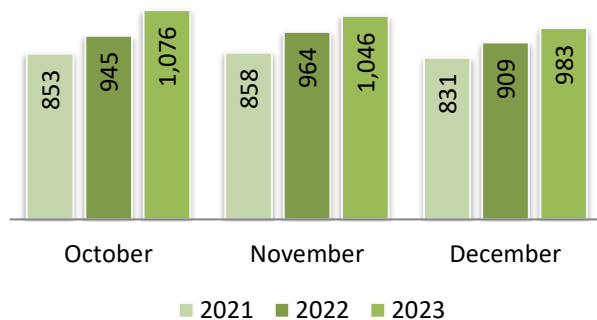
**gohrt.com**

# Paratransit Transportation Ridership \* December 2021 - December 2023

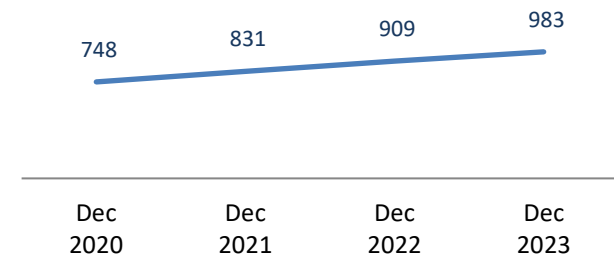


\* Includes passengers in taxis & TNC's

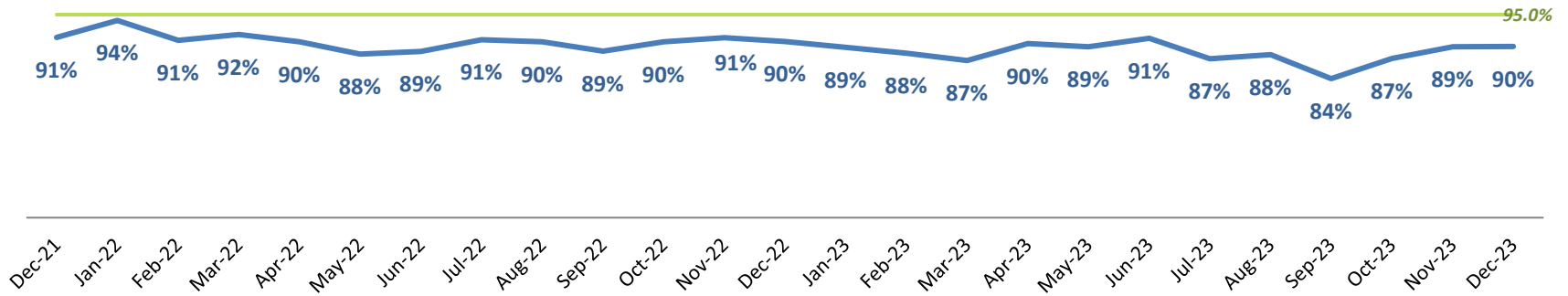
## Paratransit Transportation Average Daily Ridership YoY - 3-Month Comparison



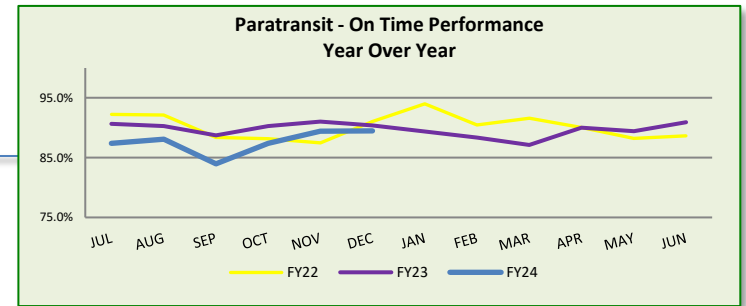
## Paratransit Transportation Avg Daily Ridership YoY - 1-Month Comparison



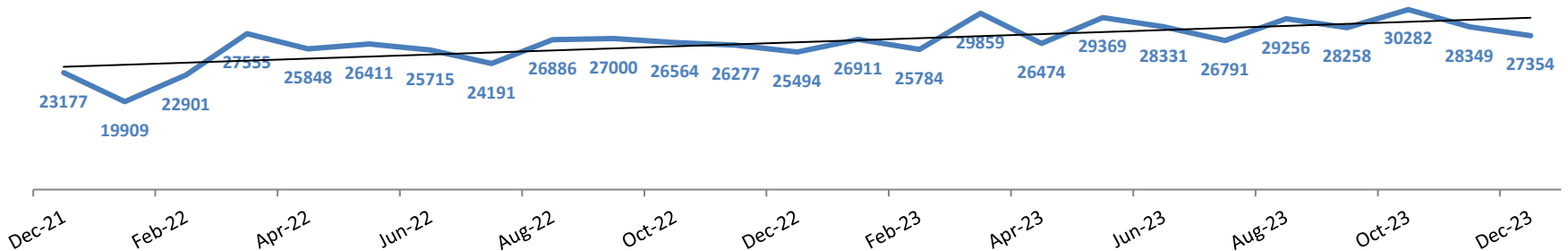
# Paratransit On Time Performance December 2021 - December 2023



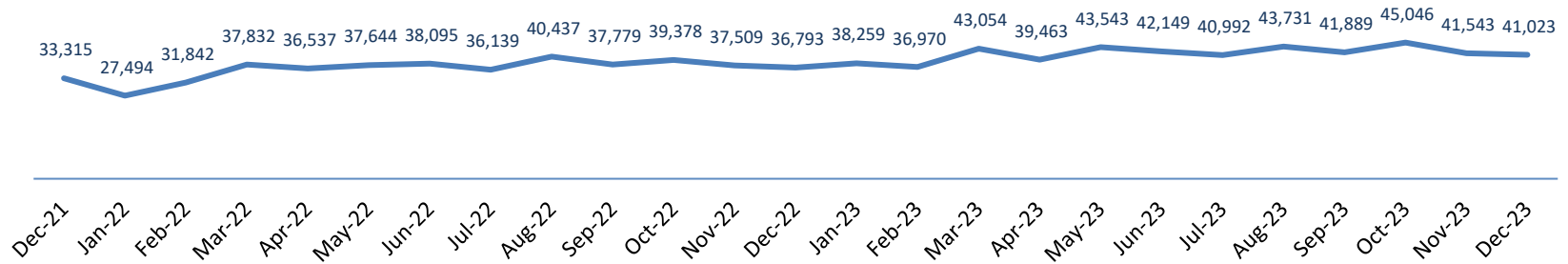
Goal ≥ 95.0% On Time



## Paratransit Trips Taken December 2021 - December 2023

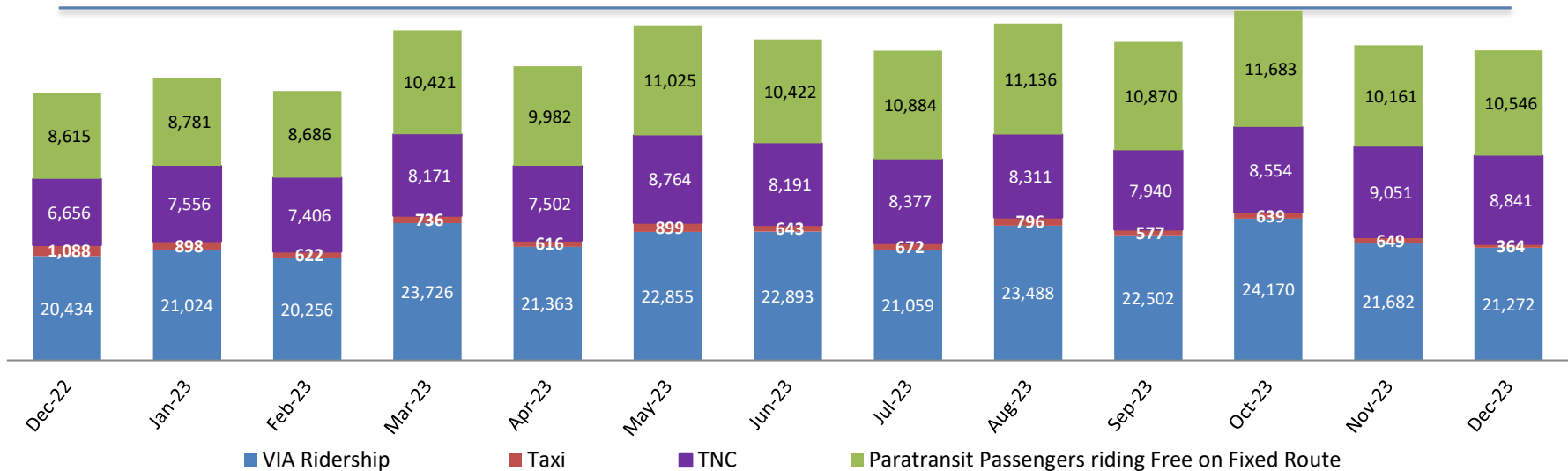


### All Paratransit Passengers Riding on Paratransit & Fixed Route December 2021 - December 2023



### Paratransit Ridership Breakdown By VIA, Taxi & Fixed Route Most Recent 13 Months

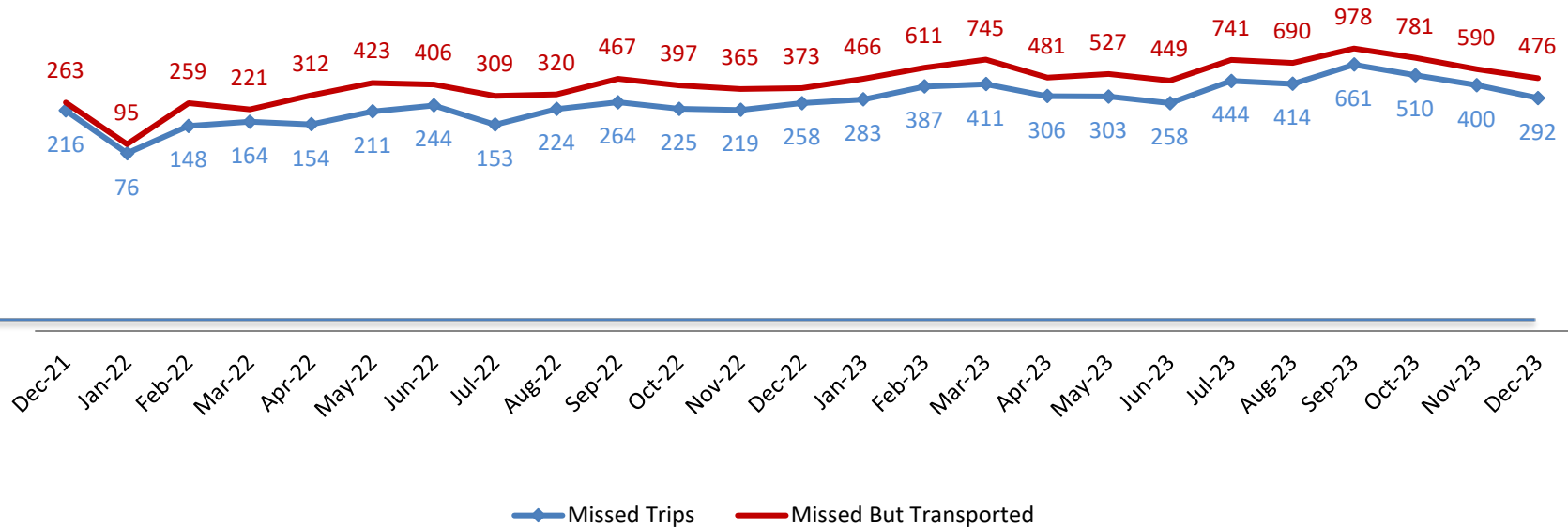
Passengers Carried



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*Our vision is to be a progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork. Our mission is to connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable.*

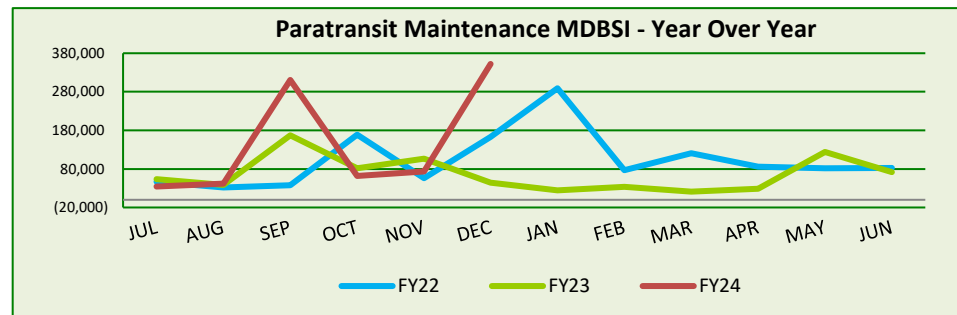
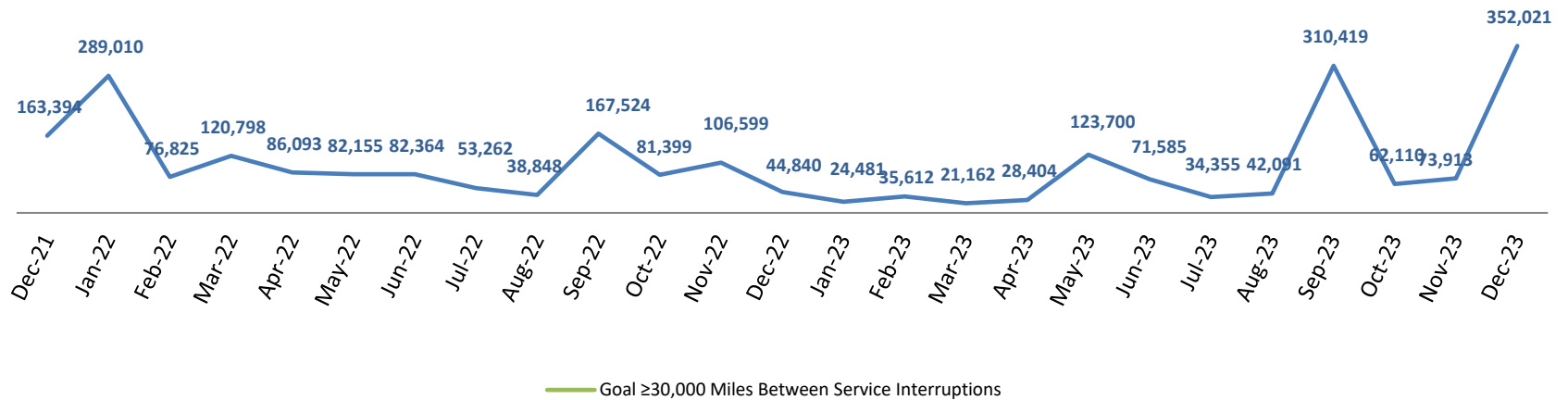
# **Paratransit** **Total Missed Trips** **December 2021 - December 2023**



**Missed Trips** - Trips that are a no-show or canceled by the Customer when their ride arrives 30 minutes or later from the start of the Customer's communicated pick-up

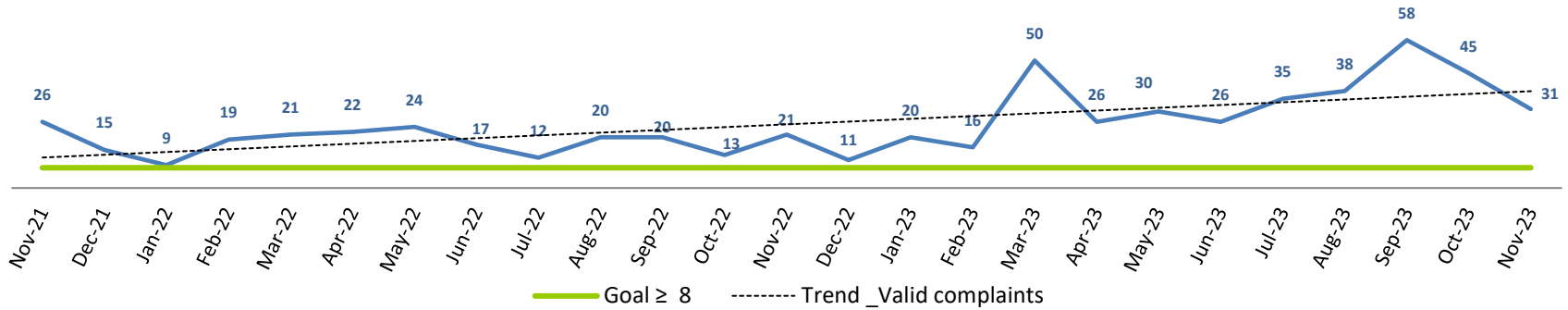
**Missed but Transported Trips** - Trips when the vehicle arrives 30 minutes or later from the end of the Customer's communicated pick-up window and the customer still chooses to take the trip

### Paratransit Mean Distance Between Service Interruptions December 2021 - December 2023

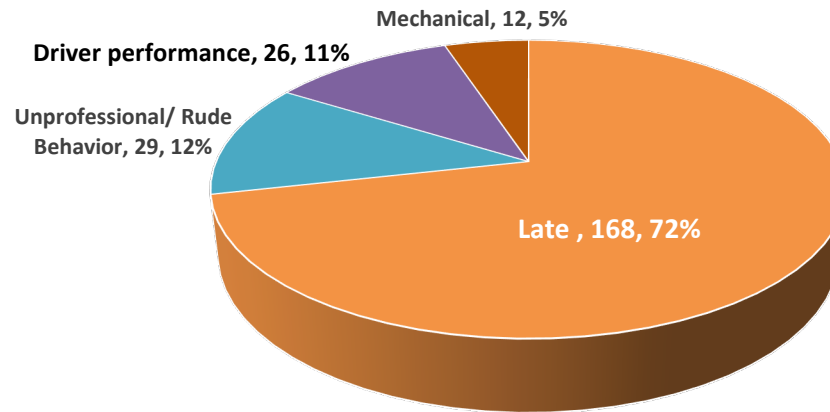




### Paratransit Transportation Services Valid Customer Complaints per Month November 2021 - November 2023



### Paratransit Transportation Services Percentage of Customer Complaints by Type Most Recent 6 Month Period

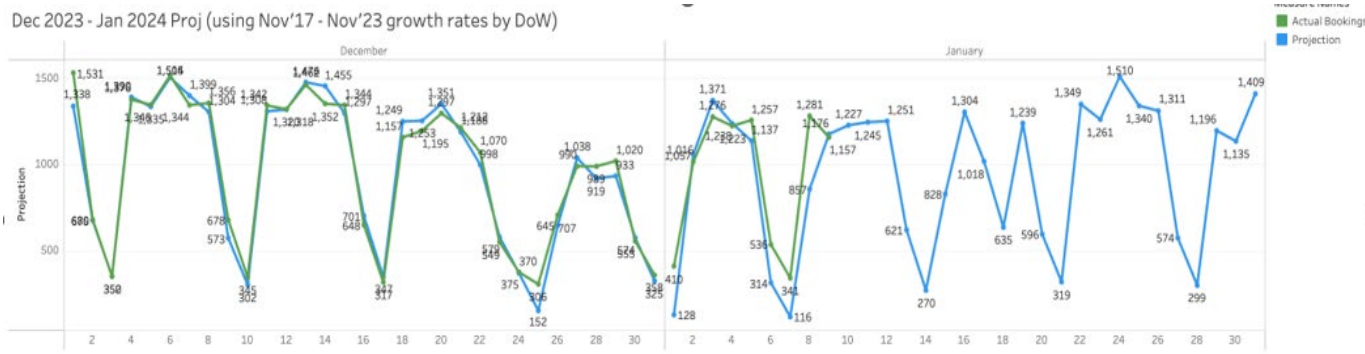


# Improvement Focus Teams Created

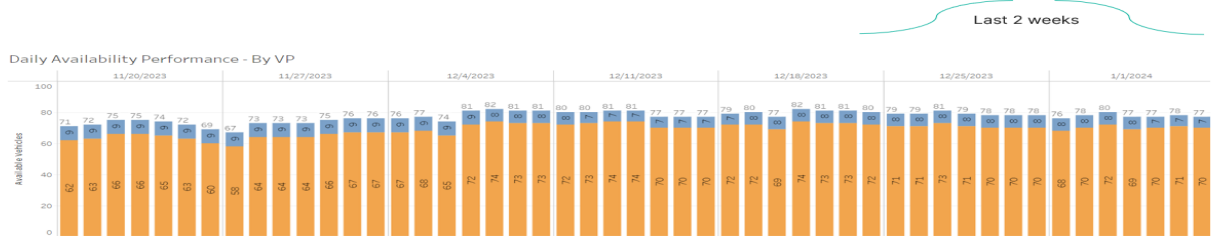
Service and Maintenance Team. Data oriented, results driven

## Service focus:

- Ridership
- On Time Performance
- Driver acquisition
- Customer Satisfaction



## Continue to focus on stability and upward trend of availability



- Have moved to a position of stability averaging high 70s to low 80s with consistency
- Focus is on repairing long term OOS so that our availability is a product of what the local maint team can turn over

## Maintenance Focus:

- Vehicles Out of Service
- Preventive Maintenance
- Major long-term repairs
- Vehicle Lifts



Our vision is to be a progressive mobility agency that promotes prosperity across Hampton Roads through collaboration and teamwork. Our mission is to connect Hampton Roads with transportation solutions that are reliable, safe, efficient, and sustainable.



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# Base Express Service Metrics

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# Serving The Military

\*Attached as part of the meeting minutes.

## Base Express

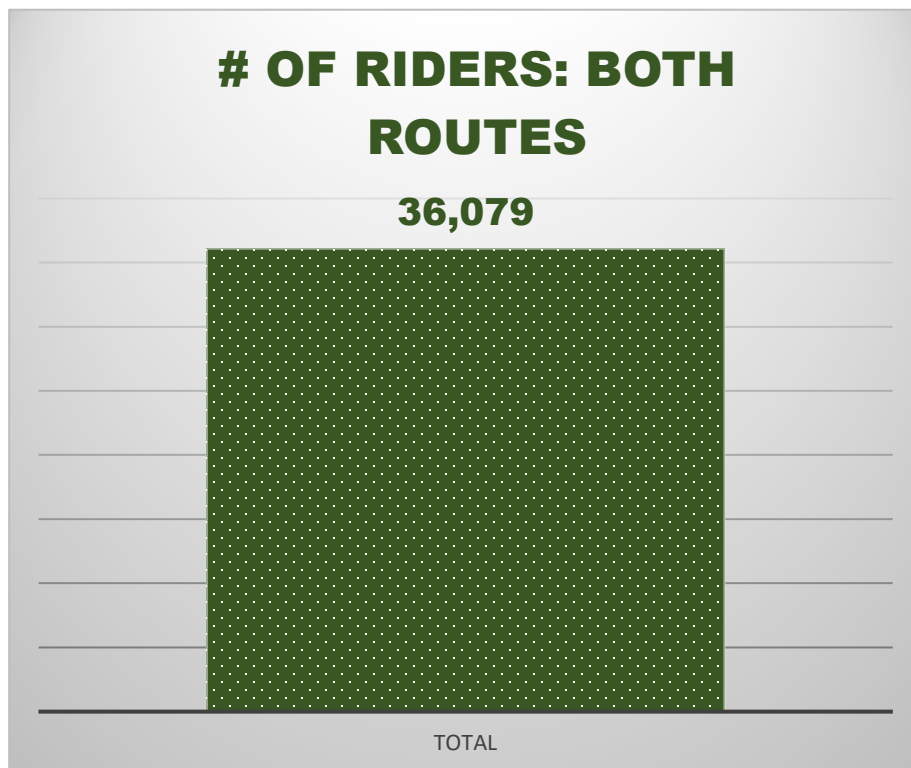


### LEGEND

-  GOLD ROUTE
-  BLUE ROUTE
-  NEX MALL BUS STOP



# Total Ridership: Both Routes

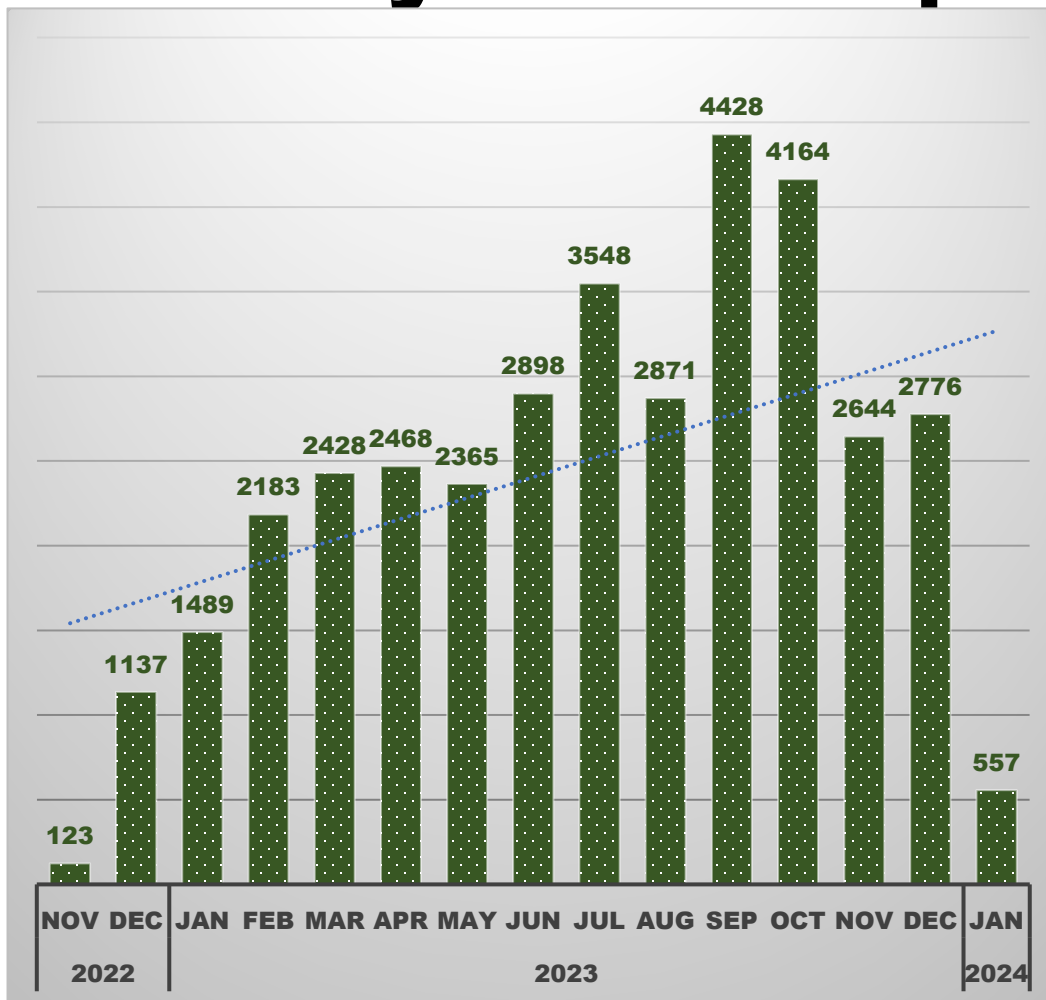


As of Sunday, January 7, 2024, there were 36,079 riders on both routes.

- Start Date: December 5, 2022
- Gold Route's total: 18,994
- Blue Route's total: 17,085



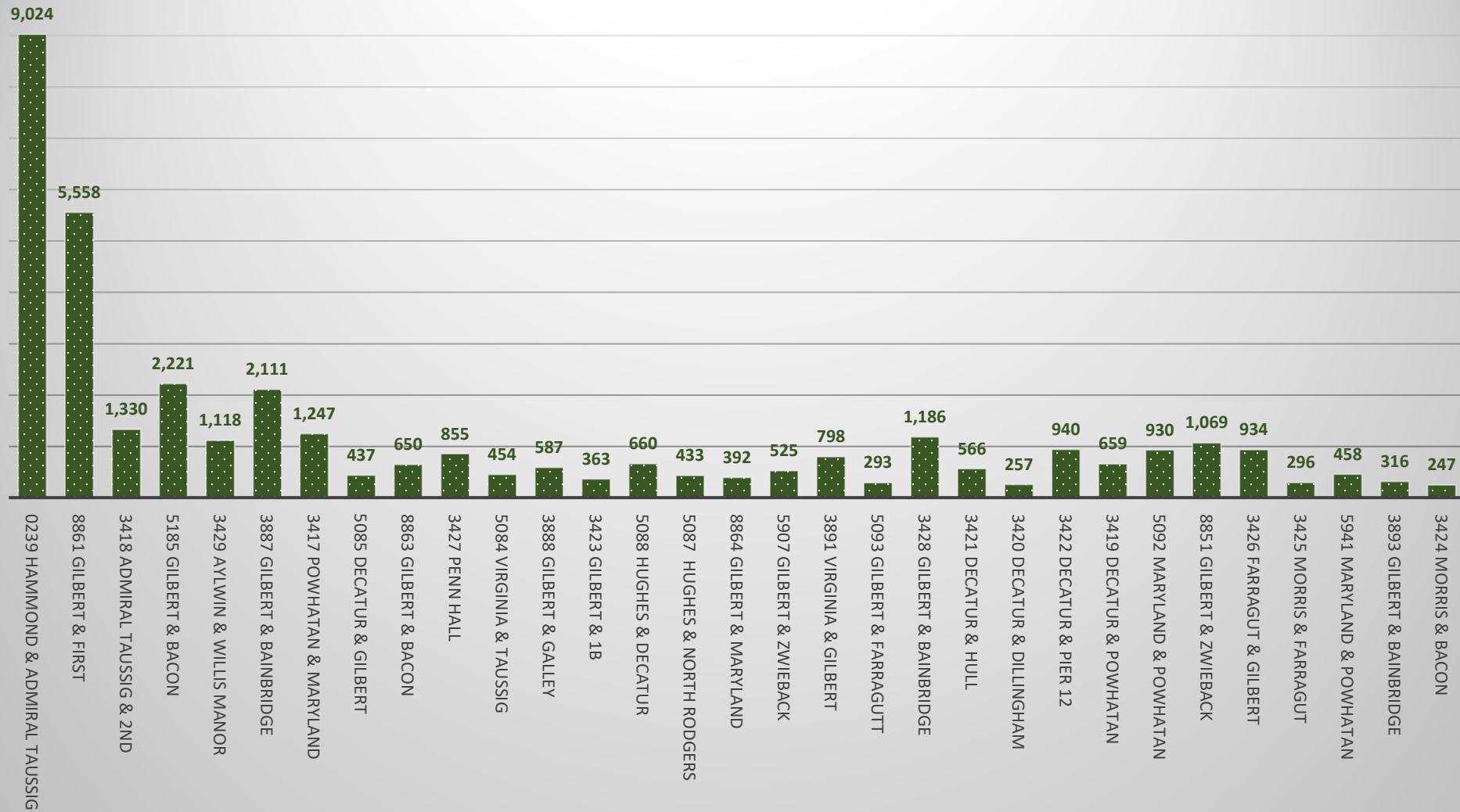
# Monthly Ridership-both Routes



- Positive trend
- Due to missing Transloc data, which was a result of temporary vehicle replacements, the following monthly totals were adjusted using driver submitted on/off counts:
- August 2023 - 3,944 riders
- September 2023 - 6,051 riders
- October 2023 – 4,837 riders
- November – 3,932 riders
- December – 3,308 riders

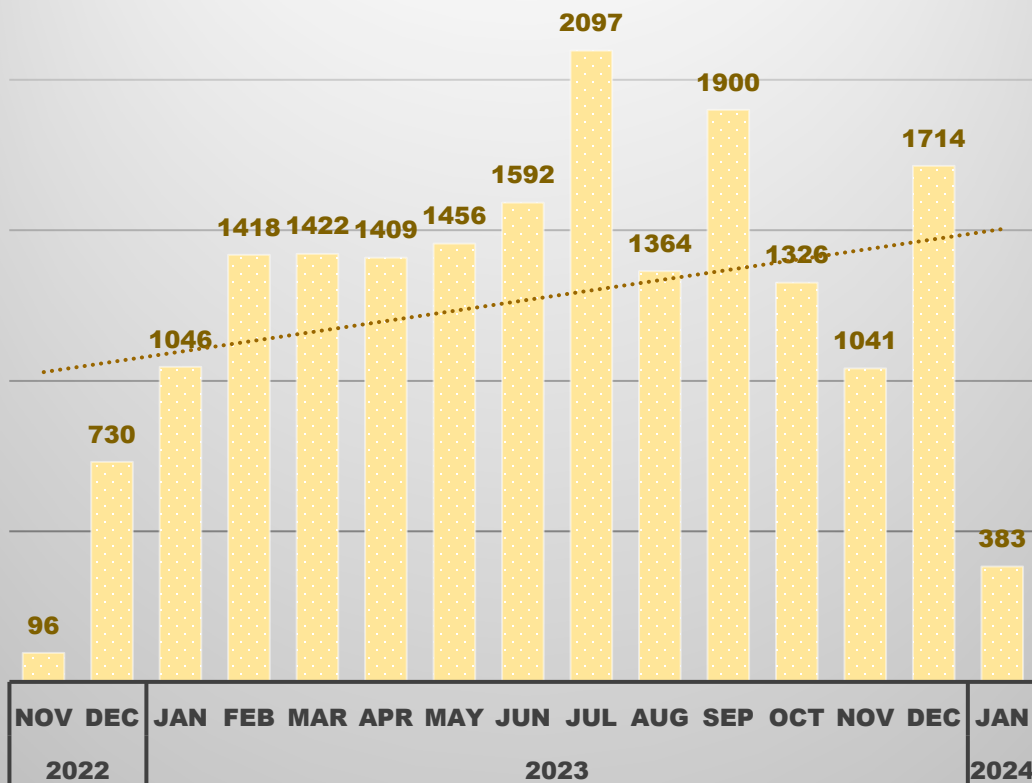


# Ridership by Stop



# Gold Route

## GOLD ROUTE: TOTALS BY MONTH



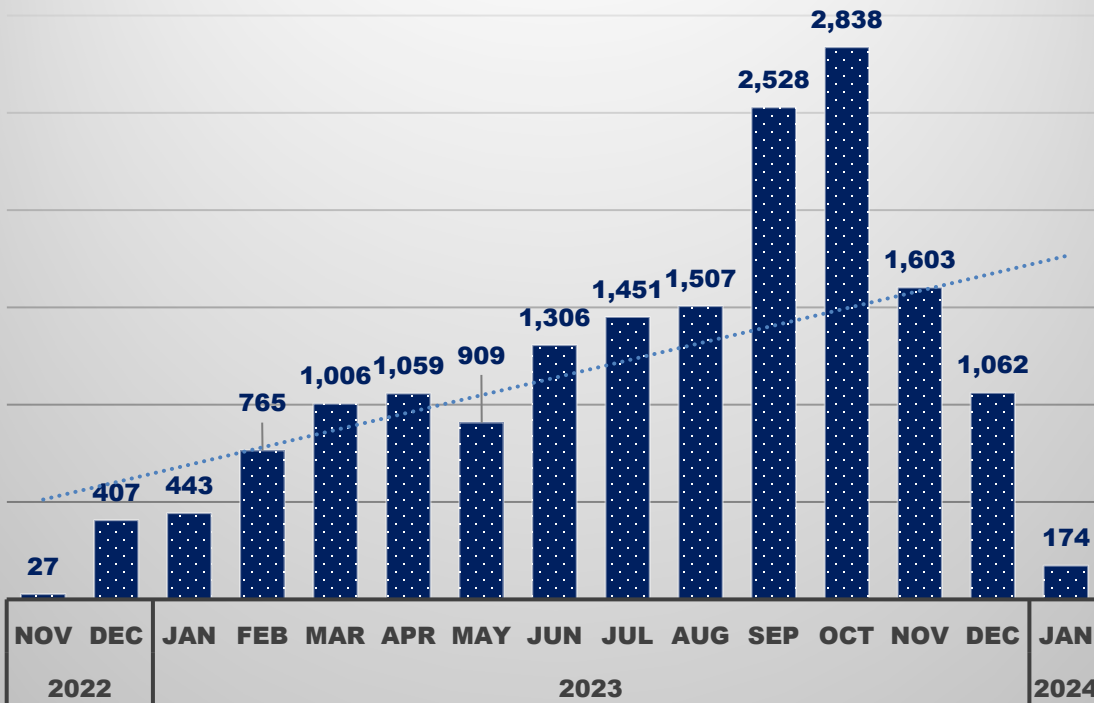
- Monday-Friday from 0600-1800
- Every 30 minutes
- Saturday-Sunday 0900-1800
- Every 30 minutes
- Positive trend





# Blue Route

## BLUE ROUTE: ENTIRE SERVICE TOTALS BY MONTH



- Monday-Friday from 0600-1800
- Every 15 minutes
- No weekends
- Positive trend



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**For more information, please visit**  
<https://gohrt.com/modes/base-express/>

**gohrt.com**



HAMPTON ROADS TRANSIT  
FEBRUARY 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 (Michael Price)	April's Operations and Oversight Committee Meeting	Power Point presentation 04/11/2024

<b>Contract No:</b> 19-00051, Modification 4	<b>Title:</b> Architectural and Engineering Services	<b>Modification Amount</b> \$3,000,000.00
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**Acquisition Description:** Award a contract modification to increase the Architectural and Engineering Services contract value by an additional \$3,000,000.00.

**Background:** In January 2020, the Commission approved the award of a contract to STV Group, Inc. in the amount of \$7,000,000.00 to provide architectural and engineering services, for a period of three (3) base years and two (2) additional one-year options. The contract was awarded through a competitive Request for Proposals (RFP) process, with a Scope of Work which required that the Contractor provide comprehensive, as needed services, to supplement work typically performed by HRT's Engineering and Facilities Department. This contract was awarded prior to the creation of the Regional Transit System (RTS) program.

The creation of the RTS program introduced additional funding that fast-tracked many projects to be accomplished during this period. For example, the RTS Bus Stop Amenity program alone has required engineering support of more than \$1,270,000.00. In October 2022, the not-to-exceed amount of the Contract was increased by \$1,750,000.00, or 25%, to accommodate services related to the RTS program, non-RTS needs such as support of a broken waterline flooding light rail tracks in downtown Norfolk, and the preliminary design for HRT's new Southside Bus Maintenance Facility.

In January 2024, HRT exercised the final option year of the Contract. Due to significant additional funding available through RTS, and the need to continue to deliver those services and support Engineering and Facilities tasks, additional funds are required to facilitate completion of the preliminary design for HRT's new Southside Bus Maintenance Facility and for RTS and non-RTS program related services during the remaining period of the Contract.

Ongoing tasks include, but are not limited to, supporting the installation of fall protection at the Norfolk Tide Facility, support to US Army Corps of Engineers Flood Mitigation structures, design work for the Tidewater Community College Virginia Beach transfer station, design of the replacement Evelyn Butts Transfer Station, support of the Hampton facility roofing and cladding replacement, light rail aerial structure repairs, and design services for ferry dock amenities.

This Modification No. 4 will provide additional funding on the Contract to January 25, 2025.

**Contract Approach:** The estimated amount of \$3,000,000.00 is based on the additional services anticipated and the hourly rates for the current Contract year.

**Cost/Funding:** This contract modification will be funded by operating, HRRTF, and grant funds (varies based on tasks awarded).

**Project Manager:** Sibyl Pappas, Chief Engineering and Facilities Officer

<b>Contract No:</b> 19-00051, Modification 4	<b>Title:</b> Architectural and Engineering Services	<b>Modification Amount</b> \$3,000,000.00
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**Contracting Officer:** Jessica White, Contract Specialist

**Recommendation:** It is respectfully recommended 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.

<b>Contract No:</b> 23-00255	<b>Title:</b> Avaya Managed Services (Renewal)	<b>Contract Amount:</b>	
		Base Year:	\$106,180.00
		Four Option Years:	<u>\$445,745.25</u>
		<b>Total:</b>	<b>\$551,925.25</b>

**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide Managed Services for Hampton Roads Transit's (HRT's) Avaya PBX system serving all HRT facilities.

**Background:** HRT utilizes a hybrid private branch exchange (PBX) telephony system based on an Avaya Aura Communication Manager platform to serve all its facilities throughout Hampton Roads. Under the terms of this agreement, the Contractor shall provide ongoing administration and support activities, system upgrades, and expansions; and manage HRT's existing Avaya relationship to ensure timely renewal and processing of applicable software coverage and hardware support coverage as supplied by Avaya.

**Contract Approach:** A Request for Proposals (RFP) was issued on September 28, 2023. Four (4) proposals were received on November 30, 2023, from the following firms:

- ConvergeOne, Inc.
- Cyberlocke Services LLC
- First American Business Solutions, Inc. (First American)
- Morgan Birgé and Associates (Morgan Birgé)

In response to the RFP, proposers were required to provide unit prices, equipment markup rates, and fully loaded hourly rates for system deployment and other services specified in the Price Schedule.

Upon review and evaluation of the technical proposals, Morgan Birgé and First American were rated best to meet the Scope of Work requirements based on information provided in regard to the firms' overall approach and experience. As a result, HRT staff determined that no technical presentations or clarifications were necessary, and the two (2) firms were invited for discussions and negotiations for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and confirming each firm's approach to performing the services. At the conclusion of negotiations, Best and Final Offers (BAFO) were requested from both firms.

After an in-depth review and analysis of the BAFOs received, HRT staff determined that Morgan Birgé provided the best value based on a combination of technical capability and price. As a result of the negotiation, Morgan Birgé's total price decreased by \$1,900.00, or 0.34%. Morgan Birgé's pricing is deemed fair and reasonable based on the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Morgan Birgé is technically and financially capable to perform the work.

<b>Contract No:</b> 23-00255	<b>Title:</b> Avaya Managed Services (Renewal)	<b>Contract Amount:</b>	
		Base Year:	\$106,180.00
		Four Option Years:	<u>\$445,745.25</u>
		<b>Total:</b>	<b>\$551,925.25</b>

Morgan Birgé is located in Chicago, IL and has performed similar work for the DeSales University in Center Valley, PA; Astra Health in Wadena, MN; and Rivers Casino in Des Plains, IL. Morgan Birgé has also provided similar services for HRT satisfactorily.

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

No DBE Goal was assigned for this solicitation.

**Cost/Funding:** This contract will be funded with federal 5307, state and local ACC grants, operating, and HRRTF funds.

**Project Manager:** Alex Touzov, Senior Director of Technology Services.

**Contracting Officer:** Jessica White, Contract Specialist

**Recommendation:** It is respectfully recommended 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.

### Solicitation Result

Proposer	Original Pricing	BAFO Pricing
<b>Morgan Birgé and Associates</b>	<b>\$553,825.25</b>	<b>\$551,925.25</b>
First American Business Solutions, Inc.	\$663,609.04	\$643,974.52
ConvergeOne, Inc.	\$942,537.36	N/A
Cyberlocke Services, LLC	\$1,157,593.25	N/A

### Morgan Birgé's Pricing Summary

Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total Price
\$106,180.00	\$108,180.00	\$110,280.00	\$112,485.00	\$114,800.25	\$551,925.25

<b>Contract No.:</b> 23-00223R	<b>Title:</b> Bus Repower Services	<b>Contract Amount:</b> \$1,270,678.42
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**Acquisition Description:** Enter into a contract with a qualified firm to perform the mid-life repower of eight (8) existing Hampton Roads Transit (HRT) buses for restoration to revenue service.

**Background:** HRT is to reliably maintain a minimum operating bus fleet. To this end, HRT has a requirement for the mid-life propulsion overhaul “repower” of up to eight (8) HRT buses. A bus repower includes the midlife replacement of drive line components including, but not limited to, engine, transmission, emission systems, electrical wiring, and upgrade of engine cooling systems to restore vehicle reliability and fuel efficiency for the remainder of the vehicle’s useful life. Under the terms of this agreement, the Contractor will complete all repowered bus work in like-new condition, incorporate updated safety and convenience features, restore excellent reliability and fuel efficiency, and driving experience to OEM specifications.

**Contract Approach:** A Request for Proposals was issued on September 11, 2023. Three (3) proposals were received on October 20, 2023, from the following firms:

- Complete Coach Works
- Cummins, Inc., d.b.a. Cummins Sales and Service (Cummins)
- Midwest Bus Corporation (Midwest)

Upon review and evaluation of the technical proposals, two (2) firms, Cummins and Midwest, were deemed technically qualified to meet the Scope of Work requirements; and were subsequently invited to discuss their proposals and provide technical clarifications on their approach.

At the conclusion of discussions, negotiations were held with both firms for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing, addressing exceptions to the Scope of Work requirements, and reducing the proposed pricing. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

After review and analysis of the BAFOs received, HRT staff determined that Cummins provided the best value to HRT based on a combination of technical capability and price. As a result of the discussions and negotiation, Cummins’ total proposed price decreased by \$8,408.06, or approximately 1%. Cummins’ BAFO is deemed fair and reasonable based on a price analysis performed and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that Cummins is technically and financially capable to perform the work.

Headquartered in Columbus, IN, Cummins operates service locations in Richmond and Chesapeake, VA, and has provided similar services for Chicago Transit Authority, in Chicago, IL;



<b>Contract No.:</b> 23-00223R	<b>Title:</b> Bus Repower Services	<b>Contract Amount:</b> \$1,270,678.42
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Charlottesville Area Transit, in Charlottesville, VA; and Metropolitan Council/METRO Transit, in St. Paul, MN.

The contract will be awarded for a period of seventeen (17) months.

No DBE goal was assigned for this solicitation.

**Cost/Funding:** This contract will be funded with federal 5339, state, and local ACC grant funds.

**Project Manager:** Monique Battle, Project Manager

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

**Recommendation:** It is respectfully recommended 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.

#### **Solicitation Results**

<b>OFFEROR</b>	<b>OFFER</b>	<b>BEST AND FINAL OFFER</b>
Cummins Sales and Service	\$1,279,086.48	<b>\$1,270,678.42</b>
Midwest Bus Corporation	\$1,437,600.00	\$1,452,232.00
Complete Coach Works	\$1,979,443.00	N/A

<b>Contract No:</b> 23-00262	<b>Title:</b> Hampton Roads Transit Roof and Cladding Replacement	<b>Contract Amount:</b> \$2,562,528.50
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**Acquisition Description:** Enter into a contract with a qualified Contractor to perform replacement of the roof and cladding of Hampton Roads Transit's (HRT's) Northside facility, located at 3400 Victoria Blvd., Hampton, VA 23661.

**Background:** HRT requires a Class A Contractor to perform roof and cladding replacement work at its Northside facility. The work to be performed includes, but is not limited to, demolishing and replacing the flat roof elastomeric (TPO) membrane roofing and insulation; covering the low slope structural standing seam metal roofing (SSSMR) with a TPO roof overlay; providing a metal-over-metal retrofit of the existing high slope SSSMR; covering the existing wall cladding with a metal-over-metal retrofit; and replacing all trim, guttering, drains, piping, flashings, parapet copings, and tie-in to the roof edges and fascia, in accordance with the specifications and drawings provided. Since the building will be occupied and operational during construction, the Contractor will have limited use of the Project site. Under the terms of this agreement, the Contractor will cooperate with HRT to minimize conflicts and facilitate HRT's use of the property; perform the Work to avoid or cause the least possible interference with HRT's normal operations; and maintain existing exits unless otherwise indicated in the specification documents.

**Contract Approach:** An Invitation for Bids (IFB) was issued on December 19, 2023. One (1) bid was received on February 7, 2024, from Patuxent Roofing and Contracting, LLC (Patuxent). A post solicitation survey of other firms solicited revealed that most other firms did not possess the capability to perform the required work or were not able to meet the Scope of Work requirements due to their current work schedule. As a result, there was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

After review and evaluation of the bid received, HRT staff determined that Patuxent was responsive (in compliance with submittal requirements) and responsible (capable to perform), and therefore eligible for award. Patuxent's pricing was deemed fair and reasonable based on a price analysis performed using the independent cost estimate. A contractor responsibility review confirmed that Patuxent is technically and financially capable to perform the work.

Patuxent is located in Laurel, MD and has performed similar work for Loch Raven Middle School in Baltimore, MD; JBG Smith Properties, in Washington, DC; and Parsons Corporation in Landover, MD.

The period of performance for this Contract is seven (7) months.

No DBE goal was established for this solicitation.

**Cost/Funding:** This Contract will be funded with RSTP grant funds.

<b>Contract No:</b> 23-00262	<b>Title:</b> Hampton Roads Transit Roof and Cladding Replacement	<b>Contract Amount:</b> \$2,562,528.50
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**Project Manager:** Daniel Detmer, Engineer/Project Manager

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

**Recommendation:** It is respectfully recommended 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.

<b>Contract No.:</b> 23-00265	<b>Title:</b> Legal Services (Renewal)	<b>Contract Amount:</b> \$3,570,000.00 3yrs. w/2 1-yr. Options
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**Acquisition Description:** Enter into a renewal contract with qualified legal firms to provide legal services on an as needed basis.

**Background:** Hampton Roads Transit (HRT) seeks qualified legal firms that maintain a local presence in the Hampton Roads service region to provide high quality legal services. Under the terms of this agreement, the legal firms shall possess an adequate staff of experienced attorney(s), as well as support personnel to address the legal requirements of HRT. The firms will provide a General Counsel to advise the Board of Commissioners regarding all legal aspects of the Agency's business; specialist legal advice and services to HRT on corporate and transactional issues; liability matters, including personal injury and property claims; workers' compensation issues; labor and employment matters; and represent HRT in any formal or informal proceedings that involve the respective matter as needed.

**Contract Approach:** A Request for Proposals was issued on December 1, 2023. Three (3) proposals were received on January 26, 2024, from the following firms:

- Pender and Coward
- Williams Mullen
- Wood Rogers Vandeventer Black

A post-solicitation survey conducted returned only one response which indicated that the firm was not able to submit a proposal due to downsizing. Therefore, HRT determined that a re-solicitation to pursue more competition would not have resulted in greater participation.

The Request for Proposals permitted the firms to submit proposals in five (5) distinct practice areas: (1) General Counsel; (2) Corporate; (3) Liability Defense; (4) Worker's Compensation; and (5) Labor and Employment. Due to firm specialties and capabilities, no firm submitted a proposal for every practice area. Upon review and evaluation of the technical proposals, HRT staff deemed that all three (3) firms technically qualified to meet the Scope of Work requirements for the practice area(s) that they submitted a corresponding proposal; therefore, no proposer presentation or clarifications were required. The firms were each invited for discussions and negotiations which focused on reducing the proposed hourly rates and achieving the most competitive pricing. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

As a result of the negotiations, Pender and Coward and Williams Mullen reduced their hourly rates by an average of approximately 2% and 8%, respectively, while Wood Rogers Vandeventer Black's average hourly rates remained unchanged.

A summary of the hourly rates for the first year of the Contract is as follows:

<b>Contract No.:</b> 23-00265	<b>Title:</b> Legal Services (Renewal)	<b>Contract Amount:</b> \$3,570,000.00 3yrs. w/2 1-yr. Options
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<b>Legal Firm</b>	<b>Senior Partner</b>	<b>Partner</b>	<b>Associate</b>	<b>Paralegal</b>
<b>General Counsel</b>				
Williams Mullen	\$380	\$370		\$200
<b>Corporate</b>				
Williams Mullen	\$380	\$370	\$290	\$200
<b>Liability Defense</b>				
Pender & Coward	\$195	\$195	\$160	\$ 70
Wood Rogers Vandeventer Black	\$265	\$245	\$225	\$130
Williams Mullen	\$380	\$370	\$290	\$200
<b>Workers' Compensation</b>				
Pender & Coward	\$180	\$180	\$150	\$90
Wood Rogers Vandeventer Black	\$215	\$210	\$190	\$125
<b>Labor &amp; Employment</b>				
Wood Rogers Vandeventer Black	\$290	\$265	\$190	\$100
Williams Mullen	\$380	\$370	\$290	\$200

In order for HRT to have the ability to obtain the most skilled and experienced resources at the most favorable price when legal services are required, and to account for the potential of ethical conflicts preventing a firm from representing HRT in a particular matter, a decision was made to award to all three (3) firms. Their proposed rates are deemed fair and reasonable based on a price analysis performed utilizing historical data, and the fact that pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that the firms are all technically and financially capable to perform the services.

Pender & Coward is headquartered in Virginia Beach, VA and provides similar services to the Virginia Risk Sharing Association in Glen Allen, VA; Western Tidewater Regional Jail in Suffolk, VA; and Community Group in Virginia Beach, VA. Pender & Coward also provides these services for HRT satisfactorily.

Wood Rogers Vandeventer Black is headquartered in Norfolk, VA and provides similar services to Priority Ambulance in Knoxville, TN; Gallagher Bassett in Clinton, IL; and Virginia Port

<b>Contract No.:</b> 23-00265	<b>Title:</b> Legal Services (Renewal)	<b>Contract Amount:</b> \$3,570,000.00 3yrs. w/2 1-yr. Options
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Authority in Norfolk, VA. Wood Rogers Vandeventer Black also provides these services for HRT satisfactorily.

Williams Mullen is headquartered in Virginia Beach, VA and provides similar services to TowneBank, and Universal Leaf Tobacco Company, Inc. in Richmond, VA; and Neptune Festival in Virginia Beach, VA. Williams Mullen also performs these services for HRT satisfactorily.

The contract will be awarded for a period of three (3) base years, with two (2) additional one-year options.

No DBE goal was assigned for this solicitation.

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

**Project Manager:** Robert Travers, Corporate Counsel

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

**Recommendation:** It is respectfully recommended 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.

<b>Contract No.:</b> 23-00249	<b>Title:</b> Managed Print Services (Renewal)	<b>Contract Amount:</b> Three Base Years: \$255,985.75 Two Option Years: \$ 80,528.84 <b>Total:</b> <b>\$336,514.59</b>
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide managed print services.

**Background:** Hampton Roads Transit (HRT) has a requirement to supply and maintain printers and high-performance Multi-Functional Devices (MFDs) with all-inclusive consumables and a device management agreement based on monthly print volume. Under the terms of this agreement, the Contractor shall supply printers and high-performance MFDs; and support services for HRT's existing PaperCut MF Authentication, Authorization, and Accounting secure print solution software.

**Contract Approach:** A Request for Proposals was issued on August 29, 2023. Eight (8) proposals were received on November 2, 2023, from the following firms:

- Canon Solutions America (Canon)
- Cobb Technologies
- Electronic Systems, Inc.
- Konica Minolta Business Solutions U.S.A., Inc. (Konica)
- Novatech, Inc.
- Omni Business Solutions (Omni)
- Ricoh USA, Inc. (Ricoh)
- Virginia Business Systems

Upon review and evaluation of the technical proposals, Canon, Konica, Omni, and Ricoh were deemed the most technically qualified to meet the requirements of the Scope of Work (SOW) and were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, and in an effort to obtain more favorable pricing, negotiations were held with Canon, Konica, and Omni for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and exceptions to HRT's contractual terms and conditions. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested.

After an in-depth review and analysis of the BAFOs received, HRT staff determined that Canon provided the best value based on a combination of technical capability and price. As a result of the negotiations, Canon reduced its pricing by \$87,515.22, or approximately 20.6%. Canon's pricing was deemed fair and reasonable based on a price analysis performed and the fact that pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Canon is technically and financially capable of performing the work.

<b>Contract No.:</b> 23-00249	<b>Title:</b> Managed Print Services (Renewal)	<b>Contract Amount:</b> Three Base Years: \$255,985.75 Two Option Years: <u>\$ 80,528.84</u> <b>Total: \$336,514.59</b>
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Canon is located in Melville, NY, and has provided similar services to the Virginia Port of Authority; the Mid-Atlantic Military Family; and Christopher Newport University in Newport News, VA.

The contract will be awarded for a base period of three (3) years, with two (2) additional one-year options.

No DBE goal was assigned for this solicitation.

**Cost/Funding:** This contract will be funded with operating, HRRTF, and ACC funds.

**Project Manager:** Alex Touzov, Senior Director of Technology Services

**Contracting Officer:** Sonya Luther, Director of Procurement

**Recommendation:** It is respectfully recommended 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.

### Solicitation Results

OFFEROR	OFFER	BEST AND FINAL OFFER
Novatech, Inc.	\$363,199.52	N/A
Omni Business Solutions	\$363,396.80	\$373,132.40
Konica Minolta Business Solutions U.S.A. Inc.	\$392,403.83	\$396,979.76
Virginia Business Systems	\$412,975.05	N/A
<b>Canon Solutions America</b>	<b>\$424,029.81</b>	<b>\$336,514.59</b>
Electronic Systems, Inc.	\$436,943.57	N/A
Ricoh USA, Inc.	\$519,170.49	N/A
Cobb Technologies	\$560,403.05	N/A



<b>Contract No.:</b> 23-00249	<b>Title:</b> Managed Print Services (Renewal)	<b>Contract Amount:</b> Three Base Years:   \$255,985.75 Two Option Years: <u>\$ 80,528.84</u> <b>Total:</b> <b>\$336,514.59</b>
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**Canon Solutions America's Pricing Summary**

Base Year 1	Base Year 2	Base Year 3	Option Year 1	Option Year 2	Total Price
\$175,456.91	\$40,264.42	\$40,264.42	\$40,264.42	\$40,264.42	\$336,514.59

<b>Contract No:</b> 20-00047, Modification No. 4	<b>Title:</b> Oracle Database Administration Managed Services and Initiated Issue Support	<b>Modification Amount</b> \$40,434.00
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**Acquisition Description:** Award a contract modification to increase the Oracle Database Administration Managed Services and Initiated Issue Support Contract value by an additional \$40,434.00.

**Background:** In September 2020, the Commission approved the award of a Contract to Navisite, LLC. (Navisite), in the not-to-exceed amount of \$211,960.00, to provide Oracle Database Administration Managed Services and Initiated Issue Support to Hampton Roads Transit (HRT) for a period of one (1) base year, with two (2) additional one-year options. The Contract was awarded through a competitive Request for Proposal process.

A Modification in the amount of \$35,160.00, representing approximately 16.6% of the original Contract amount, was issued in October 2023 to accommodate a six-month extension of the Contract. An additional six-month extension is required to complete a Scope of Work revision and conduct the solicitation process for a new contract.

The current Contract will be terminated upon award of the new Contract.

This Modification 4 will provide the required funds to cover the cost of the Oracle Database Administration Managed Services and Initiated Issue Support for six (6) months, to September 30, 2024.

**Contract Approach:** The estimated amount of \$40,434.00 is based on updated pricing provided by the Contractor for the six-month extension period.

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

**Project Manager:** Alex Touzov, Senior Director of Technology 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 Oracle Database Administration Managed Services and Initiated Issue Support Contract by \$40,434.00, from \$247,120.00 to \$287,554.00.

<b>Contract No:</b> 23-00241, Modification No. 1	<b>Title:</b> Oracle Enterprise Database Annual Support	<b>Modification Amount</b> \$487,827.65
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**Acquisition Description:** Award a contract modification to increase the Oracle Enterprise Database Annual Support Contract value by an additional \$487,827.65.

**Background:** In June 2023, the Commission approved the award of a Contract to Mythics, LLC. (Mythics), in the not-to-exceed amount of \$1,478,819.22, to provide Oracle Enterprise Database annual support for Hampton Roads Transit (HRT), for a period of one (1) base year, with four (4) additional one-year options. HRT receives its Oracles database software licenses and related support services under this Contract. The Contract was awarded through a competitive Invitation for Bids single source process.

As part of its cyber security strengthening initiative, HRT has decided to add Transparent Data Encryption (TDE) features to its Oracle Enterprise database licenses supported under the Contract. TDE is a feature that allows encryption of sensitive data in database tables by automatically encrypting and decrypting the data for authorized users or applications, without requiring any change to the application code. Oracle TDE is an add-on feature for the core Oracle Relationship Database Management Engine licenses currently utilized by HRT and is the Oracle recommended and supported way of enabling greater data security for HRT.

This Modification No. 1 will provide the funds to cover the cost of the required TDE licenses and related support for the remaining period of the Contract.

**Contract Approach:** The estimated amount of \$487,827.65 is based on pricing provided by the Contractor for the required licenses and related support.

**Cost/Funding:** This Modification will be funded with federal 5307, state, HRRTF, local ACC, and operating funds.

**Project Manager:** Alex Touzov, Senior Director of Technology 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 Oracle Enterprise Database Annual Support Contract by \$487,827.65, from \$1,478,819.22 to \$1,966,646.87.

<b>Contract No.:</b> 23-00257	<b>Title:</b> Property and Casualty Insurance Brokerage Services (Renewal)	<b>Contract Amount:</b> Three Base Years: \$139,050.00 Two Option Years: \$ 96,700.00 <b>Total:</b> <b>\$235,750.00</b>
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide Property and Casualty insurance brokerage services.

**Background:** Hampton Roads Transit (HRT) has a requirement to procure professional insurance brokerage services for the placement of HRT's property and casualty insurance coverage involving all of HRT's assets and operations, which includes bus, rail, ferry, property, and administrative and contractual agreements. Under the terms of this agreement, the Contractor shall conduct market reviews, identify available insurers meeting HRT's requirements, provide overall insurance program guidance, conduct claim reviews, negotiate pricing and placement of coverage with insurers, and provide other related risk management services.

**Contract Approach:** A Request for Proposals was issued on September 29, 2023. Four (4) proposals were received on November 16, 2023, from the following firms:

- Alliant Insurance Services, Inc. (Alliant)
- Arthur J. Gallagher Risk Management Services, LLC (Gallagher)
- Lockton Companies
- Willis Towers Watson Southeast, Inc. (Willis)

Upon review and evaluation of the technical proposals, Alliant, Gallagher, and Willis were deemed the most technically qualified to meet the requirements of the Scope of Work (SOW) and were subsequently invited to discuss their proposals and provide technical clarifications on their approach to the SOW.

At the conclusion of discussions, and in an effort to obtain more favorable pricing, negotiations were held with Alliant for the purpose of a possible award. Negotiations focused on clarifying assumptions made in establishing pricing and exceptions to HRT's contractual terms and conditions. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

After an in-depth review and analysis of the BAFO received, HRT staff determined that Alliant provided the best value based on a combination of technical capability and price. Although Alliant did not offer any price concessions, Alliant's pricing was deemed fair and reasonable based on a price analysis performed using historical data and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Alliant is technically and financially capable of performing the work.

Alliant is located in Norfolk, VA, and has provided similar services to the City of Virginia Beach; the City of Hampton; and Hampton Public Schools.

<b>Contract No.:</b> 23-00257	<b>Title:</b> Property and Casualty Insurance Brokerage Services (Renewal)	<b>Contract Amount:</b> Three Base Years: \$139,050.00 Two Option Years: <u>\$ 96,700.00</u> <b>Total: \$235,750.00</b>
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The contract will be awarded for a base period of three (3) years, with two (2) additional one-year options.

No DBE goal was assigned for this solicitation.

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

**Project Manager:** Misty Gordon, Risk Manager

**Contracting Officer:** Sonya Luther, Director of Procurement

**Recommendation:** It is respectfully recommended 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.

### Solicitation Results

OFFEROR	OFFER	BEST AND FINAL OFFER
Lockton Companies	\$221,750.00	N/A
<b>Alliant Insurance Services, Inc.</b>	<b>\$235,750.00</b>	<b>\$235,750.00</b>
Willis Towers Watson Southeast, Inc.	\$245,750.00	N/A
Arthur J. Gallagher Risk Management Services, LLC	\$750,000.00	N/A

### Alliant Insurance Services, Inc.'s Proposal Summary

Base Year 1	Base Year 2	Base Year 3	Option Year 1	Option Year 2	Total Price
\$46,350.00	\$46,350.00	\$46,350.00	\$48,350.00	\$48,350.00	\$235,750.00

<b>Contract No.:</b> 23-00254R	<b>Title:</b> Provision of Six (6) Non-Revenue Vehicles	<b>Contract Amount:</b> \$346,626.00
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**Acquisition Description:** Enter into a contract with a qualified Contractor to procure six (6) non-revenue fleet vehicles.

**Background:** Hampton Roads Transit (HRT) has a requirement for six (6) 5-passenger crew vans to replace older, less dependable, mission-critical Operations support vehicles. Under the terms of this agreement, the Contractor will provide vans, including optional dealer upfitting, service preparation, transportation, and delivery.

**Contract Approach:** A Request for Proposals was issued on January 8, 2024. One (1) proposal was received on February 7, 2024, from Apple Ford, Inc., dba Apple Ford Lincoln (Apple Ford). A post-solicitation survey of vendors solicited concluded that most were unable to meet HRT's requirements because they did not sell the required fleet vehicles or did not have the available inventory. There was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

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

Based on a price analysis performed utilizing the independent cost estimate and Apple Ford's certification that the pricing is based on pricing concessions from Ford Motor Company to government agencies and municipalities, Apple Ford's proposed pricing is deemed fair and reasonable. A contractor responsibility review performed confirmed that Apple Ford is technically and financially capable to perform the work.

Apple Ford is located in Columbia, MD and provides similar vehicles to Baltimore Gas and Electric in Baltimore, MD; the County of Prince George in Prince George, VA; and the Housing Authority of Baltimore City in Baltimore, MD.

The Contractor has provided a lead time of 180 to 240 days.

No DBE goal was established for this solicitation.

**Cost/Funding:** This contract will be funded by Federal 5307, state, and local ACC funds.

**Project Manager:** Monique Battle, Project Manager

**Contracting Officer:** Jessica White, Contract Specialist

<b>Contract No.:</b> 23-00254R	<b>Title:</b> Provision of Six (6) Non-Revenue Vehicles	<b>Contract Amount:</b> \$346,626.00
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**Recommendation:** It is respectfully recommended 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.

<b>Contract No.:</b> 24-00282	<b>Title:</b> Purchase of Seven (7) 40'Hybrid Buses	<b>Contract Amount:</b> \$6,559,889.00
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**Acquisition Description:** Join on an existing Commonwealth of Virginia, Division of Purchases and Supply (DPS) Contract No. CTR010076 to procure seven (7) 40' Hybrid Buses (State Contract).

**Background:** Using the competitive procurement process, in January 2023, the Commonwealth of Virginia awarded Contract No. CTR010076 to Gillig, LLC (Gillig) to purchase various passenger transit buses for a base term of two (2) years with three (3) additional one-year options. Under the terms of the agreement, as a Virginia state agency, the Transportation District Commission of Hampton Roads dba Hampton Roads Transit (HRT) is considered an additional user. This procurement is to utilize the Gillig Contract to purchase seven (7) 40' Allison eGenFlex Hybrid buses for use in HRT's operations. It should be noted that HRT is often precluded from "piggybacking" on existing state contracts as those agreements often do not include all of the contractual terms mandated by the Federal Transit Administration (FTA). However, DPS included the mandated federal terms in the State Contract, thus allowing HRT to order vehicles pursuant to this agreement.

**Contract Approach:** The original State Contract was competitively procured with a base unit price of \$709,860.00 for one (1) 40' Allison eGenFlex Hybrid bus. Unit prices for additional features/options were also established at the time of award of the State Contract. Gillig's unit price to HRT, including HRT selected options, is \$937,127.00. HRT's options include Safe Fleet mirrorless video mirror system, Luminator audio capable camera surveillance system, Rosco Mobileye Shield+ 3-Camera system, Vontas OnRoute Technology system, and a number of other additional upgrades.

Based on a price analysis conducted by DPS at the time of award of the State Contract, and the fact that the pricing was obtained in a competitive environment, Gillig's unit price of \$937,127.00 is deemed fair and reasonable.

All FTA required pre-award audits and certifications confirming Buy America, final assembly and motor vehicle safety standards have been received and verified.

**Cost/Funding:** This contract will be funded with Elizabeth River Crossing (ERC) funds.

**Project Manager:** Monique Battle, Project Manager

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

**Recommendation:** It is respectfully recommended 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.



<b>Contract No.:</b> 23-00263	<b>Title:</b> Paratransit Services (Renewal)	<b>Contract Amount:</b> Three Base Years:     \$ 55,792,899.00 Four Option Years:    \$ 94,304,344.00 <b>Total:</b> <b>\$150,097,243.00</b>
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide Paratransit Services.

**Background:** Hampton Roads Transit (HRT) provides Paratransit service in accordance with the federally mandated Americans with Disabilities Act level of service as required by 49 CFR Parts 27, 37, and 38. This service is provided to individuals who, because of their disability, are unable to access or navigate local fixed route bus service. The three (3) primary service areas addressed under the terms of this agreement are Paratransit Van Services (Van), Paratransit Sedan Services (Sedan), and Paratransit Call Center Service (Call Center).

**Contract Approach:** A Request for Proposals (RFP) was issued on November 27, 2023. Proposers were required to submit proposals for each Paratransit service area. Contractors had the ability to propose on one (1) service area, all three (3) service areas, or provide an alternate proposal. Additionally, Contractors were required to provide unit prices based on an estimated number of trips and estimated number of revenue hours. As part of the RFP, Proposers were notified that if a Contractor was awarded Vans only or Sedans only, the same Contractor would not be awarded the Call Center. Two (2) proposals were received on January 23, 2024, from the following firms:

- Easton Coach Company, LLC (Easton)
- Transdev Services, Inc. (Transdev)

Upon review and evaluation of the technical proposals, both firms were invited to discuss their proposals and provide technical clarifications on their approach to the Scope of Work. Pricing had not been reviewed at this stage of the procurement.

At the conclusion of the discussions, the panel determined that both firms were technically proficient and capable of meeting the Scope of Work requirements. Easton and Transdev both proposed to provide Van, Sedan, and Call Center services. Pricing was then revealed, and negotiations were held with both firms for the purpose of a possible award. Negotiations focused on reducing their proposed per trip/hour pricing and clarifying scope items. At the conclusion of negotiations, Best and Final Offers (BAFOs) were requested from both firms.

After a review and analysis of the BAFOs received, a decision was made to award a contract, based on per trip pricing, to the most responsive and responsible Proposer, Easton. Easton provided the best value based on a combination of technical capability and price. Easton will provide all three (3) services, to include Van, Sedan, and Call Center services.

<b>Contract No.:</b> 23-00263	<b>Title:</b> Paratransit Services (Renewal)	<b>Contract Amount:</b> Three Base Years:   \$ 55,792,899.00 Four Option Years:   \$ 94,304,344.00 <b>Total:</b> <b>\$150,097,243.00</b>
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As a result of the negotiations, Easton decreased its pricing by \$3,406,405.00, or approximately 2.2%. Easton's provided pricing is deemed fair and reasonable based on a price analysis performed and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Easton is both technically and financially capable to perform the work.

Easton is headquartered in Easton, PA; but the firm intends to establish facilities in the Hampton Roads area as required under the terms of this Contract. Easton provides similar services for New Jersey Transit (Regions 2, 3, and 5) in Newark, NJ; Southeastern Pennsylvania Transportation Authority in Philadelphia, PA; and Suburban Transit Network, Inc. in Blue Bell, PA.

The period of performance for this contract is three (3) base years with four (4) additional one-year options.

A DBE goal of 4% was established for this solicitation. Easton has committed to a minimum of 4.1% DBE participation.

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

**Project Manager:**   Amy Braziel, Director of Contracted Services and Operational Analytics

**Contracting Officer:** Sonya Luther, Director of Procurement

**Recommendation:** It is respectfully recommended 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.

## SOLICITATION RESULTS

### Original Proposals

Paratransit Service Areas	Easton Coach Company, LLC	Transdev Services, Inc.
Van Service	\$94,742,241.00	\$111,541,217.39
Sedan Service	\$51,015,107.00	\$ 46,363,185.76
Call Center Service	\$ 7,745,000.00	\$ 17,264,503.07
All Service Areas	<b>\$153,502,348.00</b>	\$175,168,906.22

<b>Contract No.:</b> 23-00263	<b>Title:</b> Paratransit Services (Renewal)	<b>Contract Amount:</b> Three Base Years: \$ 55,792,899.00 Four Option Years: \$ 94,304,344.00 <b>Total: \$150,097,243.00</b>
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**Best and Final Offers**

Paratransit Service Areas	Easton Coach Company, LLC	Transdev Services, Inc.
Van Service	<b>\$92,533,595.00</b>	\$108,388,656.60
Sedan Service	<b>\$49,825,835.00</b>	\$ 44,659,863.39
Call Center Service	<b>\$ 7,737,813.00</b>	\$ 17,052,036.09
All Service Areas (with Discount)	<b>\$150,097,243.00</b>	\$170,100,556.08

- Notes:** 1. Solicitation results reflect cumulative totals for the entirety of the Contract inclusive of options, i.e., a seven-year Contract term.
2. Pricing for Van and Sedan Services are based on per trip charges.

Easton Coach Company's Pricing Summary				
	Van Service	Sedan Service	Call Center Service	Totals
Base Year 1	\$10,675,787.00	\$5,748,531.00	\$ 936,000.00	<b>\$17,360,318.00</b>
Base Year 2	\$11,432,685.00	\$6,156,079.00	\$ 987,480.00	<b>\$18,576,244.00</b>
Base Year 3	\$12,229,471.00	\$6,585,075.00	\$1,041,791.00	<b>\$19,856,337.00</b>
Option Year 1	\$13,067,981.00	\$7,036,631.00	\$1,099,090.00	<b>\$21,203,702.00</b>
Option Year 2	\$14,021,073.00	\$7,549,790.00	\$1,159,540.00	<b>\$22,730,403.00</b>
Option Year 3	\$15,024,860.00	\$8,090,325.00	\$1,223,315.00	<b>\$24,338,500.00</b>
Option Year 4	\$16,081,737.00	\$8,659,405.00	\$1,290,597.00	<b>\$26,031,739.00</b>
<b>Totals</b>	<b>\$92,533,595.00</b>	<b>\$49,825,835.00</b>	<b>\$7,737,813.00</b>	<b>\$150,097,243.00</b>

Exercise of Options – April & May 2024						
Contract No.	Title	Description	Total Awarded Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
16-72051	Facilities Enterprise Asset Management System	To implement an Enterprise Asset Management system for Hampton Roads Transit's (HRT's) Facilities Department.	\$1,187,357.71	1-yr. w/4 1-yr. options	Second	\$92,697.29
20-00063	Vehicle Wash Equipment Maintenance, Inspection and Repair Services	To perform scheduled and unscheduled preventative maintenance, inspections and repairs of HRT's bus and light rail vehicle wash equipment located at various facilities throughout Hampton Roads.	\$132,643.50	3 yr. w/2 1-yr. options	Second	\$26,852.10
20-00077	Vanpool Assistance Program	To provide vanpool services for HRT's commuter vanpool programs.	\$330,000.00	1 yr. w/4 1-yr. options	Third	\$66,000.00
21-00162	Mobile Device Services	To provide mobile devices as well as voice and data wireless services.	\$838,441.40	2 yrs. w/3 1-yr. options	First	\$167,688.28
21-00167	Hydraulic Equipment Maintenance, Inspection, and Repair Services	To perform scheduled and unscheduled maintenance, inspections and emergency repair services for its hydraulic vehicle lifts, brake testing equipment and related systems.	\$738,987.00	1 yr. w/4 1-yr. options	Second	131,799.00
22-00173	Revenue Vehicles Video Recording Equipment	Provide video recording equipment for all HRT revenue vehicles.	\$4,800,000.00	2 yrs. w/3 1-yr. option	First	\$960,000.00
22-00204	Oil and Fuel Analysis Services	Provide oil and fuel analysis services to HRT.	\$137,108.00	1 yr. w/ 4 1-yr. options	First	\$27,084.00
22-00210B	Facilities General Contractor Services	To provide general contractor services for Hampton Roads Transit's (HRT's) Facilities Department on a Task Order basis.	\$1,500,000.00	1 yr. w/2 1-yr. options	First	\$500,000.00

22-00212	Facilities General Electrical Services	Electrical inspections, maintenance, and repair of systems associated with HRT facilities.	\$900,000.00	1 yr. w/2 1-yr. options	First	\$300,000.00
22-00215	Interactive Voice Response System	To provide hardware, software, warranty, and maintenance support of HRT's Interactive Voice Response (IVR) system view less.	\$1,107,012.00	1 yr. w/4 1-yr. options	First	\$1,107,012.00

UPCOMING CONTRACTS FOR APPROVAL		
Title	Description	Renewal Contract Expiration Date
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
<b>Equipment Rental and Services</b>	<b>To provide rental equipment needed to support all bus, light rail, and trolley operations.</b>	<b>New</b>
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
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
<b>General Environmental Services</b>	<b>To provide general environmental services.</b>	<b>10/31/2024</b>
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
<b>HVAC and Mechanical Services</b>	<b>To provide preventative maintenance and repair services for HRT's heating, ventilation, and air conditional/refrigeration and plumbing equipment.</b>	<b>07/22/2024</b>
Information Technology Research and Advisory Services	To provide technical assistance and support with key initiatives to drive HRT's mission and vision related to technology.	06/30/2024
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

Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.	New
Microtransit Pilot Program	To provide Microtransit services through a service operating model of Transportation as a Services (TaaS).	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 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 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