



## Meeting of the Operations and Oversight Committee

Thursday, May 9, 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, May 9, 2024, at 10:00 a.m. in the HMPTON 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\\_hLeENRSoR5mwtCAAdv8Wzpg](https://hrtransit-org.zoom.us/webinar/register/WN_hLeENRSoR5mwtCAAdv8Wzpg)

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



## Meeting of the Operations and Oversight Committee

Thursday, May 9 2024, • 10:00 a.m.  
Hybrid 3400 Victoria Blvd. Hampton, VA and  
Virtual ZOOM Meeting

### AGENDA

1. Approval of the April 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. 24-00276, Fence and Railing Maintenance and Repair Services.
  - b. Contract No. 24-00277, Gate Operator Maintenance and Repair Services.
  - c. Contract No. 23-00266, General Financial Consulting Services (Renewal).
  - d. Contract No. 23-00249, Managed Print Services (Renewal).
  - e. Contract No. 24-00296, Mobile Telescoping Surveillance Towers.
  - f. Contract No. 24-00269, Provision of Bulk Fluids.
  - g. Contract No. 24-00270, Provision of Office Supplies (Renewal).

h. Contract No. 24-00295, Regional Transit Sustainability Study.

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 140. This Task Order is for TVM3 Trim Cable; Bin-PAP/Coin Key. This Task Order is for \$186.80 and is funded with operating funds.
- ii. Task Order 141. This Task Order is for LED Driver. This Task Order is for \$209.78 and is funded with operating funds.
- iii. Task Order 142. This Task Order is for Bill Feed Repair. This Task Order is for \$947.40 and is funded with operating funds.
- iv. Task Order 143. This Task Order is for PCB Power Supply. This Task Order is for \$1448.28 and is funded with operating funds.

6. Options to be Exercised July 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, June 13, 2024, in Norfolk, VA and virtually via ZOOM.**



# Meeting of the Operations and Oversight Committee

Thursday April 11, 2024, • 10:00 a.m.  
509 E.18<sup>th</sup> 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:**

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

### **Hampton Roads Transit Staff in attendance:**

Ray Amoruso, Chief Planning and Development Officer  
Tammara Askew, Administrative Support Tech (Zoom)  
Monique Battle, Associate Project Manager (Zoom)  
Malika Blume, Director of Internal Audit  
Keisha Branch, Director of Capital Programs  
Amy Braziel, Director of Contracted Services and Operational Analytics  
Donna Brumbaugh, Director of Finance (Zoom)  
Conner Burns, Chief Financial Officer  
Danielle Burton, Assistant Manager of Bus Transportation (Zoom)  
Dudley Clarke, Contract Budget Analyst (Zoom)  
William Collins, Facilities Maintenance Manager  
Rodney Davis, Director of Customer Relations  
Sherri Dawson, Director of Transit Development  
Glenda Dixon, Director of ERP Services  
Sheri Dixon, Director of Revenue Services (Zoom)  
Jennifer Dove, Grants and Civil Rights Coordinator (Zoom)  
Jerry Dunkley, Sr. Manager of Ops Training (Zoom)  
Steven Florian, Fare Technology Service Manager  
April Garrett, Sr. Executive Assistant  
Angela Glass, Director of Budget and Financial Analysis (Zoom)  
Wayne Groover, Director of Light Rail Maintenance and Facilities (Zoom)  
William E. Harrell, President, and CEO  
Toni Hunter, Staff Auditor (Zoom)  
Keith Johnson, Paratransit Service Contract Admin.

Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)  
Shane Kelly, Sr. Manager Security & Emergency Preparedness  
Sonya Luther, Director of Procurement  
Alexis Majied, Chief Communications Officer  
Steven Magaro, Emergency Preparedness Manager  
Maryann Martin, Data Analyst II (Zoom)  
Tracy Moore, Director of Transportation (Zoom)  
John Nason, Director of Bus Maintenance  
Sibyl Papas, Chief Engineering & Facilities Officer  
Michael Price, Chief Information Officer/CTO  
Chad Pritchett, Sr. Budget Analyst (Zoom)  
Luis Ramos, Executive Assistant to the President & CEO  
Shleaker Rodgers, Staff Auditor (Zoom)  
Dawn Sciortino, Director of Safety (Zoom)  
Benjamin Simms, IV, Chief Transit Operations Officer  
Brian Smith, Deputy Chief Executive Officer  
Monique Strickland, Talent Acquisition Manager (Zoom)  
Robert Travers, Corporate Counsel  
Alex Touzov, Sr. Director of Tech Services (Zoom)  
Uma Uma, Helpdesk  
Fevrier Valmond, Asst Director of Procurement  
Jessica White, Contract Administrator (Zoom)  
Kim Wolcott, Chief Human Resources Officer

**Others in attendance:**

Alt. Commissioner Cipriano, Newport News  
Donna Gregory (Workday Representative) (Zoom)  
Ina Kreps, Citizen  
Jerry Kueny (Workday Representative) (Zoom)  
Tom McDermott (Zoom)  
Grant Sparks, DRPT (Zoom)  
Brian Swets, Portsmouth (Zoom)  
Constantinos Velissarios, (Zoom)

The April 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 March 14, 2023, Meeting Minutes**

A motion to approve the March 14, 2023, Operations and Oversight Committee meeting minutes was made by Commissioner Bullock, and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

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

There were two action items:

Action Item #1: On January 11, 2024 a request was made to provide a presentation on Mobile Fares. Mr. Michael Price presented a presentation to fulfil this request.

There was discussion regarding the older buses, the transition process, and how busses will be updated with the proper equipment.

Action Item #2: On March 14, 2024 the following request was made, Contract 19-00051, Modification No. 4, Architectural and Engineering Services: Staff to provide the amount and percentage of funding over the life of this contract that is assigned to RTS, Emergency Situations, Maintenance, and Design for the Southside Facility. Ms. Sibyl Pappas gave the percentages and amounts requested.

Action Item: Ms. Cipriano asked to get the percentages and amounts of Action Item #2 in writing.

## **Internal Audit Update**

Ms. Malika Blume gave an update on the Bus Training Audit.

Mr. Benjamin Simms, IV gave an update with how operations plans to address the findings within his department.

There was discussion regarding Human Resource Management System (HRMS) and how HRT will utilize the system going forward to track training.

There was discussion regarding training and certifications the operators receive.

## **Procurement Items for Approval**

### **Contract 22-00211, Human Resources Management System Software, and Implementation Services.**

Ms. Sonya Luther presented Contract 22-00211, Human Management System Software, and Implementation Services, as a recommendation that the Commission approve the award of a contracts to Collaborative Solutions, LLC to provide implementation and ongoing support and Workday, Inc. to provide and host their Workday Human Resources Management System in the not-to-exceed amount of \$3,186,481.00 and \$3,267,653.00, respectively.

Ms. Glenda Dixon gave a presentation regarding the scope of the contract.

There was discussion regarding security within the system software and use of the application within HRT.

There was discussion regarding the importance and benefits of the contract.

A motion to approve Contract 22-00211, Human Resources Management System Software, and Implementation Services, was made by Commissioner Ross-Hammond and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

### **Contract 24-00274, Information Technology Research and Advisory Services (Renewal).**

Ms. Sonya Luther presented Contract 24-00274, Information Technology Research and Advisory Services (Renewal), as a recommendation that the Commission approve the award of a sole source contract to Gartner, Inc. to provide information technology research and advisory services in the not-to-exceed amount of \$315,070.00 for a one (1) year period.

Alt. Commissioner Cipriano requested a breakdown (hours/cost) of the value for this contract.

**Action Item: Staff to provide a cost breakdown (hours/cost per) for Contract 24-00274.**

A motion to approve Contract 24-00274, Information Technology Research and Advisory Services (Renewal), was made by Commissioner Bullock and properly seconded by Commissioner Houston. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

### **Contract 24-00269, Provision of Bulk Fluids.**

Ms. Sonya Luther presented Contract 24-00269, Provision of Bulk Fluids, as a recommendation that the Commission approve the award of a contract to World Fuel, Inc. for the provision of bulk fluids in the not-to-exceed amount of \$2,867,400.00 over a five-year period.

A motion to approve Contract 22-00269, Provision of Bulk Fluids, was made by Commissioner Houston and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

Ayes: Commissioners Glover, Bullock, Johnson, Ross-Hammond, 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 the same.

### **Options to be Exercised.**

Options to be Exercised enclosed in the meeting package for June 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 the operations update.

Mr. Simms spoke on the new Vontas Turn-by-Turn Systems that was tested on February 27-29<sup>th</sup> on route 41.

Mr. Simms also shared that HRT won the best overall score in the 2024 Virginia State Bus Roadeo Competition. Operator Reginald Charity Jr. received the Smooth/Safe Operation Award from the Department of Rail and Public Transportation (DRPT) and received 3<sup>rd</sup> place out of 35 operators. Mr. George Sweeny and Jose Brito won (3<sup>rd</sup>) place for the maintenance division out of 8 maintenance teams.

## **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 May 9, 2024, at 10am.

## **Adjournment**

Commissioner Glover adjourned the meeting at 11:02 PM.

Submitted by April Edwards, Sr. Executive Assistant



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# Internal Audit Department Report

[gohrt.com](http://gohrt.com)

# Bus Operations Training Audit

## (Audit Scope)

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

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

# Bus Operations Training Audit cont.

## (Areas of Opportunity)

### Training

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

# Triennial Audit

## Virginia Department of Rail and Public Transportation

- March 26-28, 2024
- Currently in fieldwork

# Thank you!

## Questions





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# Mobile Fare Collection System Update: GoMobile

Operations & Oversight Update

April 11<sup>th</sup>, 2024

[gohrt.com](https://gohrt.com)

# Agenda

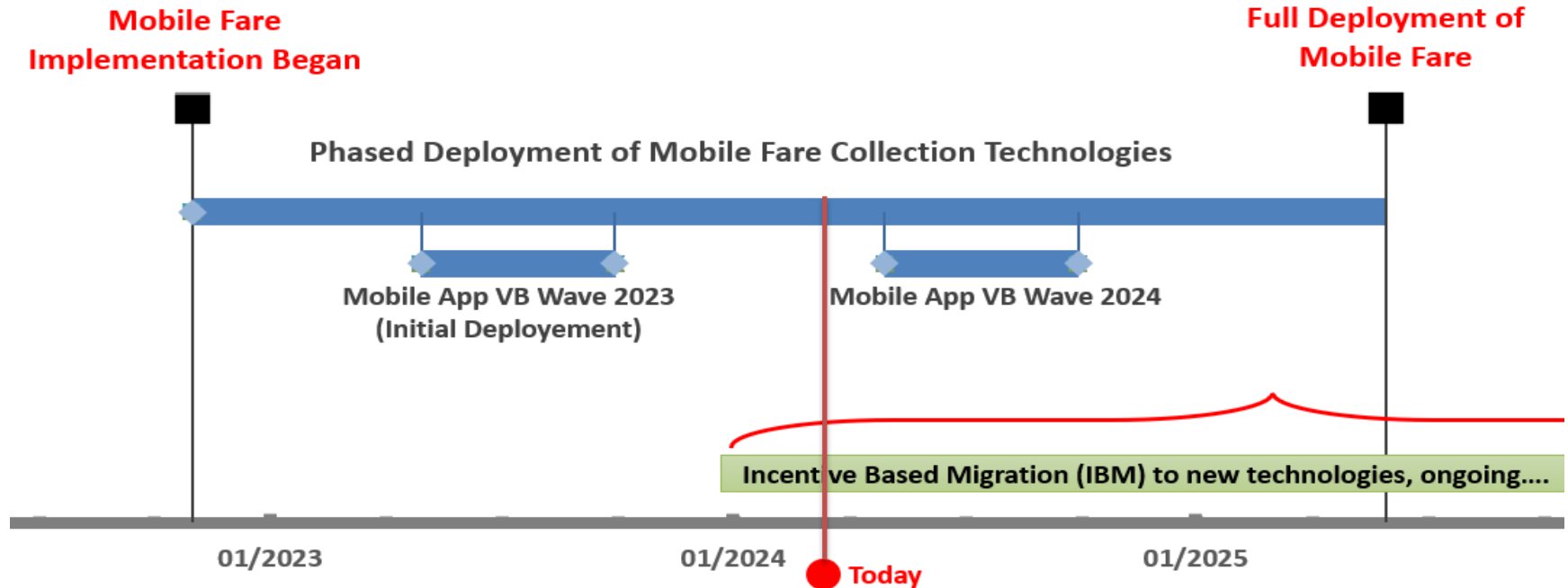
- **History**
- **Timeline**
- **Accomplishments**
- **Next Steps**



## History:

- Proof of Concept (POC) for Mobile Ticketing
- Lessons Learned from POC Incorporated into the Mobile Fare Collection System RFP.
- Mobile Fare Collection System – A comprehensive method of accepting payments allowing everyone to participate in discount tickets.
- Mobile Fare Collection System rebranded as GoMobile

# Timeline Estimates:



## Monitoring Closely:

- Supply Chain / Hardware Delays: Long lead-times on some components (e.g., TVMs). To reduce schedule impacts, phasing and transition plans have been developed accordingly.
  - Full Deployment of Mobile Fare Collection Technologies still on original target. Monitoring final phase (electronic validation on all modes) closely to prevent delays.

# Accomplishments:

- Successful Mobile Ticketing for VB Wave 2023.
  - 1<sup>st</sup> phase of larger mobile fare deployments.
  - Mobile Ticketing to support VB Wave 2024.
  
- System Design and Implementation Plans.
  - **Challenges:**
    - **Merger** (Bytemark merger with Siemens Mobility, Inc.)
    - **Vendor Integrations** (Prime, Sub-Contractors & Existing Systems).
    - **Hardware** (Retrofit existing vehicles, light rail stations & transfer centers; production install on incoming vehicles)
  
- Equipment Ordered
  - Despite significant supply chain issues, full deployment of GoMobile technologies on track with original deployment projection, mid – 2025.
  
- Software Configuration and Testing
  - Configuration of software solutions and testing (Apps, Web Portals, Backoffice)

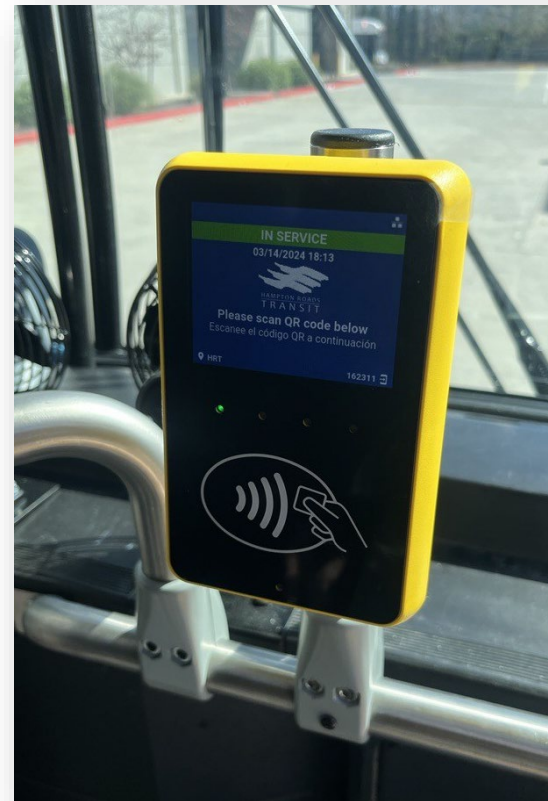
# Mobile Fare Collection System: Next Steps

- Near Term (Next 3 months)
  - **Prerequisites for GoMobile Underway**
    - On-Board System Upgrades and Replacements required for GoMobile (*Router-5<sup>th</sup> gen upgrades installation, 75% complete*).
    - Prep Work and Remediation work at Light Rail Stations. (power, connectivity, civil work)
  - **Software:**
    - Testing and Software configuration continues for mobile apps, web portals, hardware integrations, back-office administration & reporting.
  - **Equipment Installation (1<sup>st</sup> Validator Installs)**
    - New Gillig buses (51) will have GoMobile equipment installed during bus production.



# Mobile Fare Collection System: Next Steps

- Initial on-board validator installations completed (Gilig 51 buses)
  - On-board validator installations have been completed on the first batch of 51 new Gillig buses HRT is receiving this year.



# Mobile Fare Collection System: Next Steps

- Next Steps (Looking ahead)



- **Marketing & Migration Plans** ~ Ongoing

- Create Marketing Plans, Produce Marketing Materials, Execute Marketing Pre-Launch Campaign(s).

- **Incentive-Based Migration (IBM) Committee** ~ Ongoing

- Develop customer migration incentives & strategies.

- **Hardware Production** ~ Ongoing

- Hardware orders placed. Monitoring production and lead-times on certain components that may change order in which technologies are phased in. (e.g., TVM display screens).

- **Testing Lab & Mini-Fleet Testing** ~ Q2 - Q4 2024

- Hardware and software for lab testing, then mini-fleet/pilot testing in a production environment.

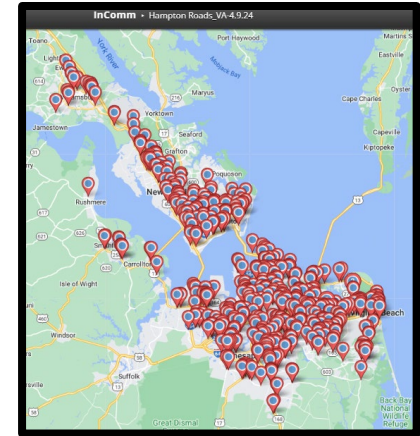
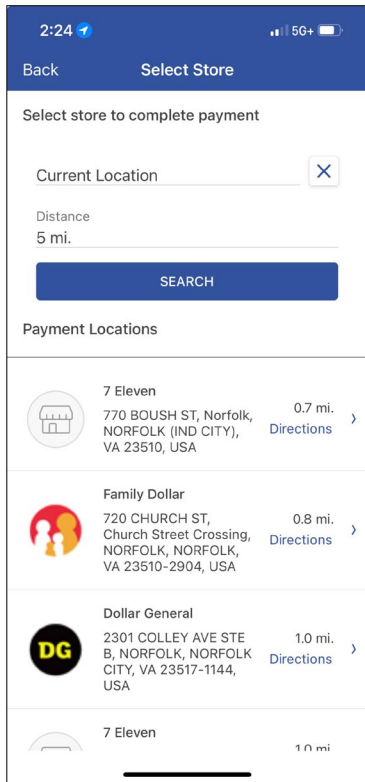
- **Installations** ~ Q3 2024 - Q1 2025

- Full Fleet (Bus, Trolley, Ferry), Ticket Vending Machines & Station Validators.

# Mobile Fare Collection System: Retail Network

## ○ InComm Network – VanillaDirect Retailers

- Provides over 540 area retail partners for HRT serviced communities.



Merchant	Count
7 Eleven	242
Dollar Tree	58
Dollar General	56
Family Dollar	50
Walgreen	38
CVS Pharmacy	31
Rite Aid	29
Walmart	24
Royal Farm	7
Kroger	6
Party City	5
Speedway	2
<b>Grand Total</b>	<b>548</b>



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**Thank You**

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# Agenda

- Background
- Objective
- Needs Assessment
- HRMS Scope
- RFP Key Considerations
- Implementation Timeline

# Background – Current State

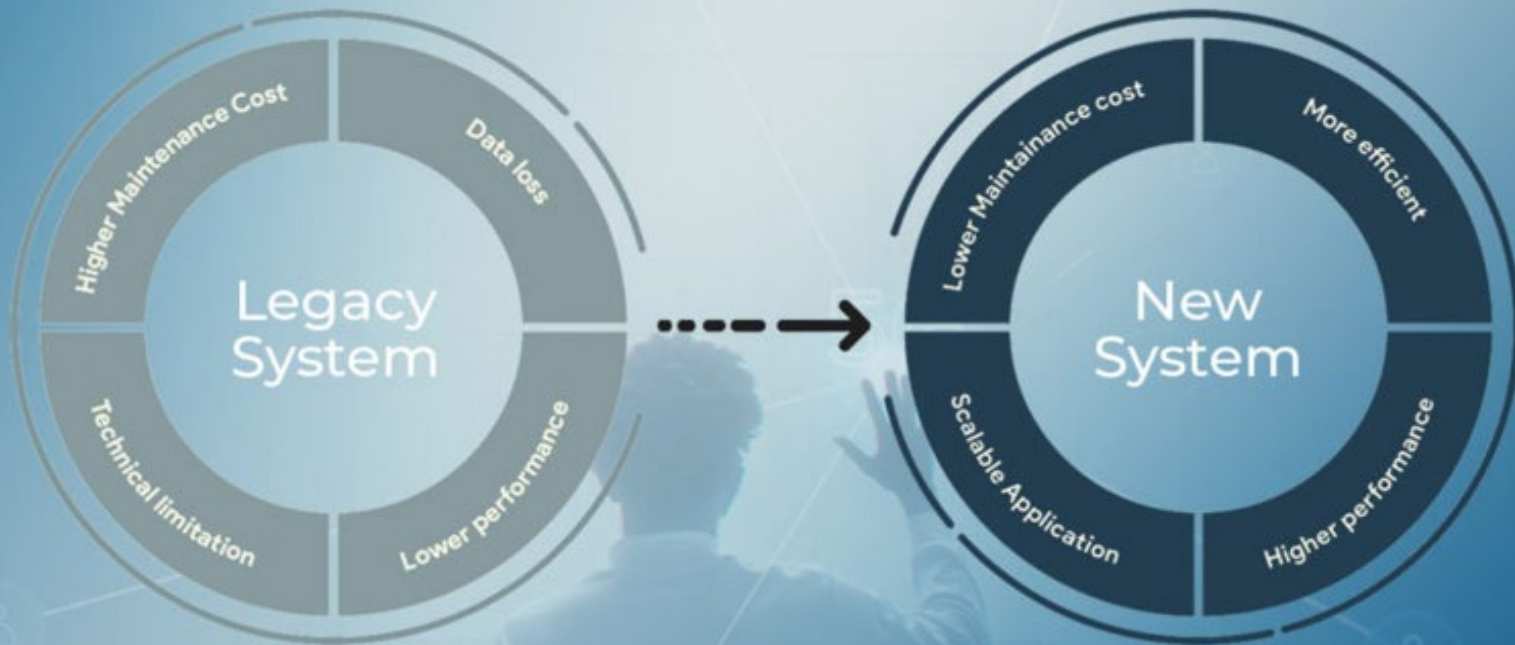
Hampton Roads Transit's (HRT) current Human Resource Management System (HRMS) PeopleSoft HCM 9.1 is no longer in a State of Good Repair (SGR).

- Implemented in 2002/ 2003.
- Oracle's Patch Support Ended January 2018.
- HRT's functional and technical requirements for HRMS have evolved.
- Currently using third party software systems to Fill the Gaps.

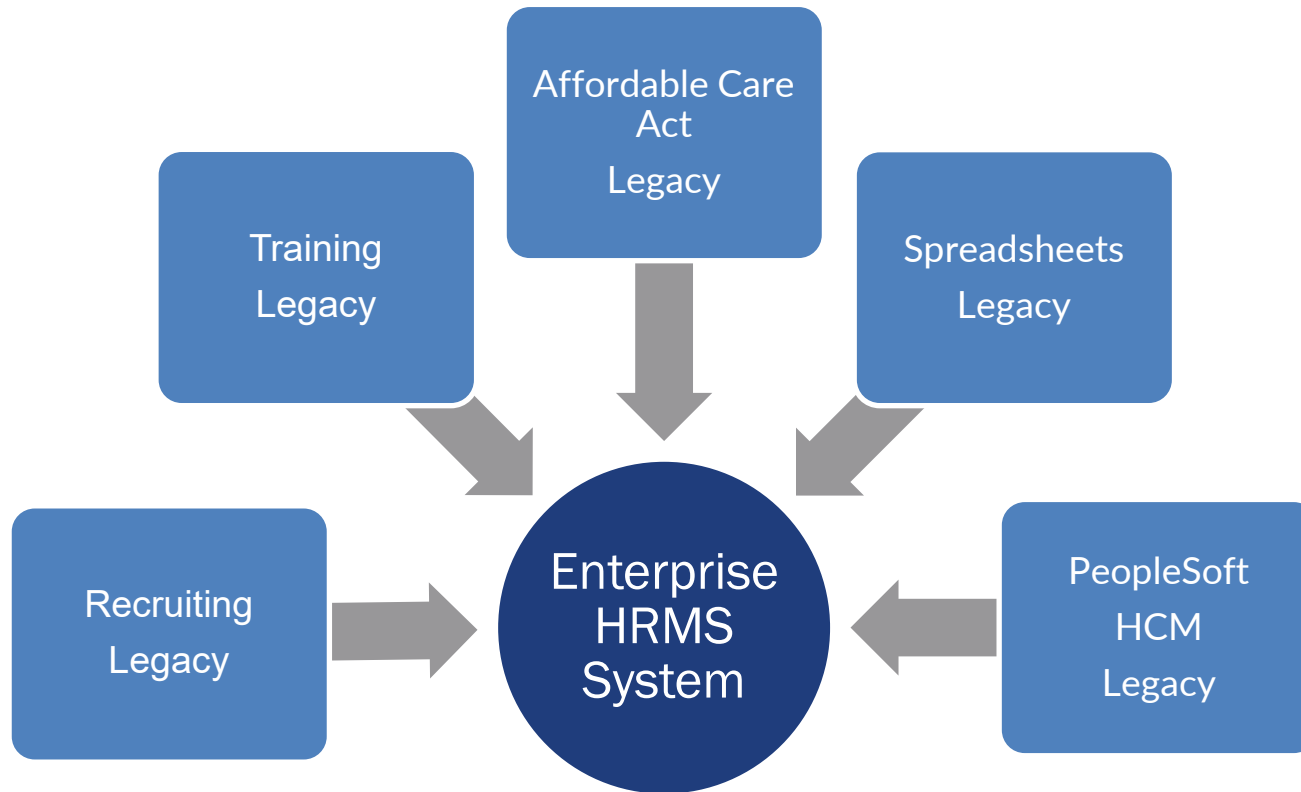
# Technology Ecosystem Building Blocks

- Identify and implement new innovative and effective Human Resource Management System (HRMS) solution which provides:
  - Scalability – Ability to adapt to Agency’s current and future business requirements, accommodate business and technical growth and is able to quickly incorporate changes in Regulatory Compliance Requirements.
  - Stability – Ability software to remain stable in environment where software, security and associated infrastructure components are often in a state of constant updating and patching.
  - Interoperability – Ability to easily integrate with other systems.
  - Sustainability - Solution that HRT can effectively manage, support, and grow on-going.

# Transformation Legacy Environment



# New HRMS Enterprise System



# Needs Assessment

## Discuss Process

Understand roles and responsibilities

Identify process challenges and improvements

Perform process mapping for select processes

## Understand Current HRMS Environment

Systems used to support processes

Technology gaps and weaknesses

## Identify System Requirements for the RFP

Develop functional requirements to be prioritized by HRT

Define Interface requirements and data conversion needs

## Other Considerations

Future state vision



# HRMS Scope

Recruitment

Onboarding /  
Orientation (and  
Offboarding)

Benefits  
Administration

Workforce  
Management/  
Personnel  
Transactions

Time and  
Attendance

Payroll  
Administration

Compensation

Position Control

Performance  
Management

Learning  
Management

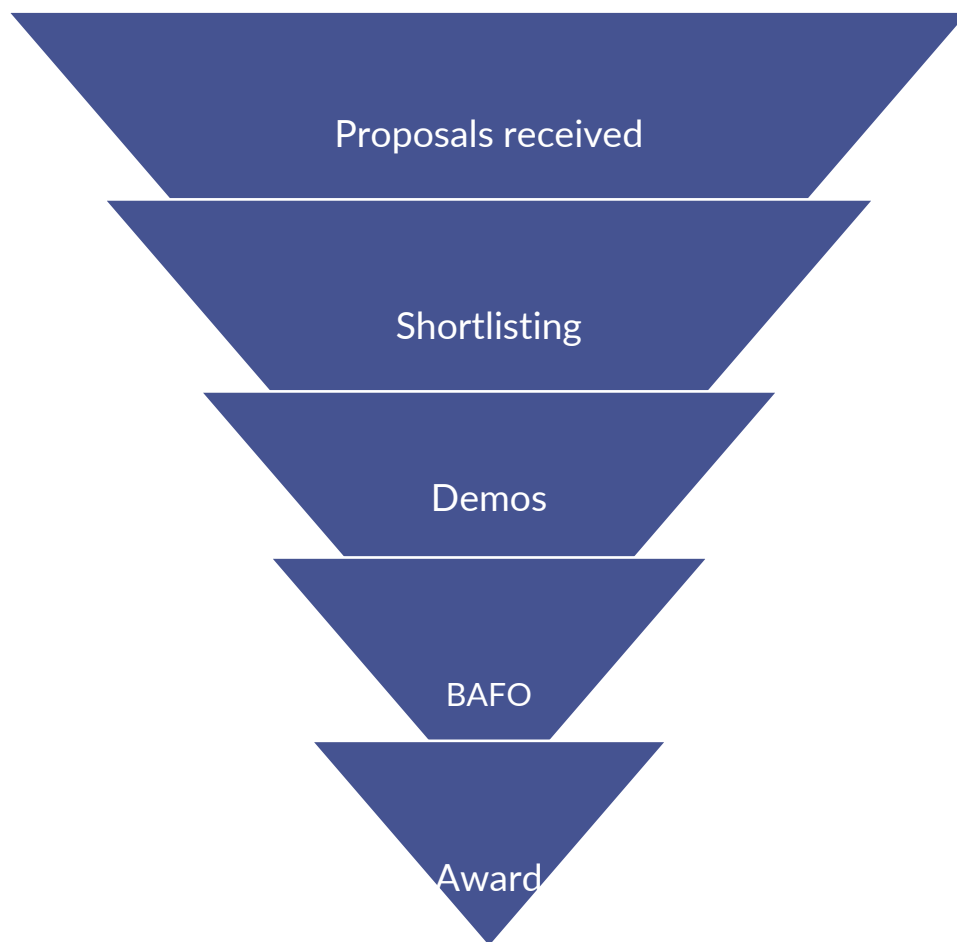
Employee Self  
Service /  
Manager Self  
Service





# RFP Key Considerations

- Functionality per HRT Key Requirements
- Conversion
- Integration
- Training Approach
- Approach for on-going Support



# HRMS Proposed Implementation Timeline

Milestone	Date
NTP	April 2024
Training / Environment Set-up	End 2nd Qtr 2024
Project Kick-Off	2nd Qtr/3rd Qtr 2024
Go-Live	1st Qtr 2026
Post Go-Live Support (6 months – 2 <sup>nd</sup> – 3 <sup>rd</sup> Qtr)	3rd Qtr 2026
Project Close-Out	4th Qtr 2026



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**Thank you**

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HAMPTON ROADS TRANSIT  
 APRIL 2024/MAY 2024  
 OPERATIONS AND OVERSIGHT COMMITTEE  
 ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date & Method
April 11, 2024	It was requested to receive the percentages and amounts of Contract 19-00051, Modification No. 4, Architectural and Engineering Services: that is assigned to RTS, Emergency Situations, Maintenance, and Design for the Southside Facility in writing and sent out to the commission for review.	Engineering	April's Operations and Oversight Committee Meeting	
April 11, 2024	Staff to provide a cost breakdown (hours/cost per) for Contract 24-00274.	Technology	ASAP	

<b>Contract No.:</b> 24-00276	<b>Title:</b> Fence and Railing Maintenance and Repair Services	<b>Contract Amount:</b> \$986,500.00 1 yr. w/2 1-yr. Options
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**Acquisition Description:** Enter into a contract with a qualified Contractor to provide fence and railing maintenance and repair services on a Task Order basis.

**Background:** Hampton Roads Transit (HRT) requires a Class A Contractor to perform a variety of repair and maintenance work of the fencing and railing at various locations. Under the terms of this agreement, the Contractor is required to provide all materials, labor, and ensure that all materials and workmanship comply with the most recent version of the Virginia Department of Transportation (VDOT) Road and Bridge Standards, and with the provisions of the applicable State and Local Construction and Highway Standards.

**Contract Approach:** An Invitation for Bids (IFB) was issued on March 12, 2024. Two (2) bids were received on April 24, 2024, from the following firms:

- Hercules Fence Company, Inc.
- Hurricane Fence Co. (Hurricane)

In response to the IFB, bidders were required to provide hourly rates for various labor categories that may be involved in providing the services described in the Scope of Work, to be utilized when establishing pricing for proposed Task Orders.

After evaluation of the bids received, HRT staff determined that Hurricane the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder, and therefore eligible for award. Hurricane’s proposed rates were 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 confirmed that Hurricane is technically and financially capable to perform the work.

Hurricane is located in Richmond, VA and has provided similar services for Henrico County in Henrico, VA; Chesterfield County in Chesterfield, VA; and Virginia Commonwealth University in Richmond, VA.

A DBE Goal was not assigned for the overall solicitation. HRT’s DBE Manager will review the scope of each proposed Task Order to identify opportunities for DBE participation and establish a task-based goal accordingly.

**Cost/Funding:** This Contract will be funded with grant and operating funds, dependent upon the task being requested.

**Project Manager:** Wayne Groover, Director of Maintenance – Facilities and Rail

<b>Contract No.:</b> 24-00276	<b>Title:</b> Fence and Railing Maintenance and Repair Services	<b>Contract Amount:</b> \$986,500.00 1 yr. w/2 1-yr. Options
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**Contracting Officer:** Fevrier Valmond, Assistant Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Hurricane Fence Co. to provide fence and railing maintenance and repair services. The cumulative amount of all Task Orders issued under this contract will not exceed \$986,500.00 over the three-year period.

<b>Contract No.:</b> 24-00277	<b>Title:</b> Gate Operator Maintenance and Repair Services	<b>Contract Amount:</b> \$311,676.00 1 yr. w/2 1-yr. Options
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**Acquisition Description:** Enter into a contract with a qualified Contractor to provide gate operator maintenance and repair services on a Task Order basis.

**Background:** Hampton Roads Transit (HRT) requires a Class A Contractor to perform quarterly preventative maintenance, inspections, repair, and/or new installation of all gate operators and associated components. Under the terms of this agreement, the Contractor will provide all materials and labor to complete the required work; perform scheduled inspections, maintenance, and/or repair of HRT gate operators as requested by HRT; and perform work in accordance with the provisions of the applicable State and Local Construction and Highway Standards.

**Contract Approach:** An Invitation for Bids (IFB) was issued on March 14, 2024. Three (3) bids were received on April 12, 2024, from the following firms:

- Hercules Fence Company, Inc.
- Hurricane Fence Co.
- New Beginning Parking & Access Controls, LLC

In response to the IFB, bidders were required to provide pricing for scheduled inspections and services as described in the Scope of Work, to be utilized when establishing pricing for proposed Task Orders.

After evaluation of the bids received, HRT staff determined that Hurricane was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder, and therefore eligible for award. Hurricane’s proposed 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 confirmed that Hurricane is technically and financially capable to perform the work.

Hurricane is located in Richmond, VA and has provided similar services for the City of Fredericksburg in Fredericksburg, VA; the City of Richmond in Richmond, VA; and the City of Colonial Heights in Colonial Heights, VA.

A DBE Goal was not assigned for the overall solicitation. HRT’s DBE Manager will review the scope of each proposed Task Order to identify opportunities for DBE participation and establish a task-based goal accordingly.

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

**Project Manager:** Wayne Groover, Director of Maintenance – Facilities and Rail

<b>Contract No.:</b> 24-00277	<b>Title:</b> Gate Operator Maintenance and Repair Services	<b>Contract Amount:</b> \$311,676.00 1 yr. w/2 1-yr. Options
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**Contracting Officer:** Fevrier Valmond, Assistant Director of Procurement

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Hurricane Fence Co. to provide gate operator maintenance and repair services. The cumulative amount of all Task Orders issued under this contract will not exceed \$311,676.00 over the three-year period.



<b>Contract No.:</b> 23-00266	<b>Title:</b> General Financial Consulting Services (Renewal)	<b>Contract Amount:</b> \$890,000.00 1 yr. w/3 1-yr. options
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide general financial consulting services on a Task Order basis.

**Background:** From time to time, Hampton Roads Transit’s (HRT’s) finance staff requires the assistance and support of an outside firm for financial related tasks and ad-hoc financial studies. Under the terms of this agreement, the Consultant will be required to perform tasks including, but not limited to, an analysis of the financial impact of various events or scenarios as it relates to preparing annual budgets and updates to the five-year capital program plan; identification of a full range of financial strategies that could generate sufficient revenues needed to meet operating, maintenance, and capital costs according to industry best practices; assist in the development of a Strategic Plan and Sustainable Financial Plan that identifies industry best practice; and, other financial related tasks as determined by HRT’s Project Manager.

**Contract Approach:** A Request for Proposals was issued on January 9, 2024. Five (5) proposals were received on February 9, 2024, from the following firms:

- Jones Lang LaSalle Americas, Inc (JLL)
- Lamont Financial Services Corporation
- SaNDAI Global
- Simplified Solutions Systems LLC
- WSP USA, Inc. (WSP)

Upon review and evaluation of the technical proposals, JLL and WSP were rated best to meet the Scope of Work requirements and were subsequently invited to discuss their proposals and provide technical clarifications in regard to their approach to providing the services.

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

Following review and analysis of the BAFO received, HRT staff determined that WSP provided the best value to HRT based on a combination of technical capability and price. As a result of the negotiations, WSP reduced their proposed labor rates by approximately 0.45%. WSP’s BAFO pricing is deemed fair and reasonable based on the results of the negotiations, a price analysis performed, and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review confirmed that they are technically and financially capable to provide the services.

<b>Contract No.:</b> 23-00266	<b>Title:</b> General Financial Consulting Services (Renewal)	<b>Contract Amount:</b> \$890,000.00 1 yr. w/3 1-yr. options
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WSP is headquartered in New York, NY and has provided similar services to Bay Area Rapid Transit in Santa Clara, CA; Maryland Transit Administration in Baltimore, MD; Southwest Ohio Regional Transit in Cincinnati, OH; and the City of Virginia Beach. WSP also provides these services for HRT satisfactorily.

No DBE goal was established for this solicitation.

The period of performance for this contract is one (1) base year with three (3) additional one-year options.

**Cost/Funding:** This Contract will be funded with grant and operating funds, dependent upon the task being requested.

**Project Manager:** Angela Glass, Director of Budget and Financial Analysis

**Contracting Officer:** Jason Petruska, Senior Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to WSP USA, Inc. to provide general financial consulting services. The cumulative amount of all Task Orders issued under this contract will not exceed \$890,000.00 over the four-year period.

<b>Contract No.:</b> 23-00249	<b>Title:</b> Managed Print Services (Renewal)	<b>Contract Amount:</b>	
		Three Base Years:	\$300,743.84
		Two Option Years:	<u>\$ 72,388.56</u>
		<b>Total:</b>	<b>\$373,132.40</b>

**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to provide managed print services.

**Background:** In March 2024, the Commission approved an award of a Contract to Canon Solutions America, in the not-to-exceed amount of \$336,514.59, to provide managed print services for a period of three (3) base years, with two (2) additional one-year options. However, after notification of the award to Canon, the firm informed HRT that their Best and Final Offer contained a pricing error, that, taken into account, increased their pricing by \$58,907.24. Unable to honor originally proposed pricing, Canon withdrew their proposal.

**Contract Approach:** HRT staff determined that the next highest rated Proposer, Omni Business Solutions (Omni) provided the best value based on a combination of technical capability and price. Omni's Best and Final Offer was increased by \$9,735.60 due to discussions and changes to the printers and MFDs to be provided. Omni'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.

Omni is located in Chesapeake, VA, and has provided similar services to Norfolk Naval Shipyard in Portsmouth, VA; U.S. Fleet Forces Command in Norfolk, VA; and the Hampton/Newport News Community Services Board in Hampton, 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 federal 5307, state, and local ACC grant, HRRTF, and operating 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 Omni Business Solutions to provide managed print services in the not-to-exceed amount of \$373,132.40 for five (5) years.

<b>Contract No.:</b> 23-00249	<b>Title:</b> Managed Print Services (Renewal)	<b>Contract Amount:</b>	
		Three Base Years:	\$300,743.84
		Two Option Years:	<u>\$ 72,388.56</u>
		<b>Total:</b>	<b>\$373,132.40</b>

**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
Canon Solutions America*	\$424,029.81	\$395,421.83
Electronic Systems, Inc.	\$436,943.57	N/A
Ricoh USA, Inc.	\$519,170.49	N/A
Cobb Technologies	\$560,403.05	N/A

\*Withdrawn

**Omni Business Solutions' Pricing Summary**

Base Year 1	Base Year 2	Base Year 3	Option Year 1	Option Year 2	Total Price
\$228,355.28	\$36,194.28	\$36,194.28	\$36,194.28	\$36,194.28	\$373,132.40

<b>Contract No.:</b> 24-00296	<b>Title:</b> Mobile Telescoping Surveillance Towers	<b>Contract Amount:</b> \$304,000.00
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**Acquisition Description:** Award a sole source contract to LiveView Technologies, Inc. (LVT) to provide two (2) mobile telescoping surveillance towers.

**Background:** Security programs play a substantial role in the success of our public transit operation, and significantly impact employee and patron wellbeing and satisfaction with the transit system. As HRT operates a widespread transit service across a large regional footprint, it requires the ability to detect and deter unwanted, illicit, or unsafe behavior that occurs in sensitive transit service areas. Mobile telescoping camera towers provide surveillance, detection, and deterrence capabilities that extend the operational reach for transit security programs. These tools allow for targeted detailing of non-human security presence to areas where illicit behavior has a negative impact on employee and patron safety as well as the overall transit experience. The LVT D3 camera platform allows for remote viewing, strobe light and flood-light deterrence, automated security messages, and motion detection capabilities. The ability to place mobile units in areas of concern allows HRT to deploy security resources in areas which lack formal HRT infrastructure and provides overt detection and deterrence capabilities as needed or identified by transit security professionals. Under the terms of this agreement, the Contractor will provide a turn-key mobile solution including two (2) mobile telescoping surveillance towers, and any hardware, software, connectivity, power, application(s), and remote access to allow HRT to deploy detection and deterrence capabilities to areas in which hardwired connections may not be supported.

**Contract Approach:** FTA and Virginia Public Procurement Act guidelines allow non-competitive procurements when only one source is available, and the award of a contract is infeasible under small purchase procedures, sealed bids, or competitive proposals. Due to the specific requirements of this solicitation, full and open competition was not a feasible method of Procurement. LVT was identified as having a singularly unique product with capabilities that were not performed or provided by other identified vendors. Sole Source procurements are accomplished through solicitation and acceptance of a proposal from only one (1) source.

A solicitation was issued on May 1, 2024, and LVT provided a responsive proposal on May 1, 2024, in the amount of \$304,000.00. The proposal included an annual cost to provide the subscription services five (5) years.

Based on a price analysis performed utilizing the independent cost estimate, LVT's proposal is deemed fair and reasonable. A contractor responsibility review performed confirmed that LVT is technically and financially capable of providing the requested items.

The period of performance for this contract is five (5) years.

**Cost/Funding:** This Contract will be funded with state grant and ACC funds.

<b>Contract No.:</b> 24-00296	<b>Title:</b> Mobile Telescoping Surveillance Towers	<b>Contract Amount:</b> \$304,000.00
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**Project Manager:** Shane Kelly, Senior Manager of Security and Emergency Preparedness

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

**Recommendation:** It is respectfully recommended that the Commission approve the award of a Contract to LiveView Technologies, Inc. to provide two (2) mobile telescoping surveillance towers in the total amount of \$304,000.00.

<b>Contract No:</b> 24-00269	<b>Title:</b> Provision of Bulk Fluids	<b>Contract Amount:</b>	
		Base Year:	\$ 620,425.00
		Four Option Years:	<u>\$2,505,385.00</u>
		<b>Total:</b>	<b>\$3,125,810.00</b>

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

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

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

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

In response to the IFB, Bidders were required to provide unit prices per gallon or per pound for each type of lubricant. After review and evaluation of the bids received, the three (3) lowest bids were deemed non-responsive and ineligible for award. Mansfield Oil failed to provide pricing for all of the items listed on the Price Schedule; World Fuel took exceptions to the Terms and Conditions of the IFB; and Cadence did not provide all of the required documentation with their bid. Consequently, HRT staff determined that PetroChoice was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder; and is therefore eligible for award.

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

PetroChoice is located in Wakefield, VA and provides similar services for New Jersey Transit in Newark, NJ; Military Sealift Command in Newport News, VA; and the City of Philadelphia.

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

<b>Contract No:</b> 24-00269	<b>Title:</b> Provision of Bulk Fluids	<b>Contract Amount:</b>	
		Base Year:	\$ 620,425.00
		Four Option Years:	<u>\$2,505,385.00</u>
		<b>Total:</b>	<b>\$3,125,810.00</b>

No DBE Goal was assigned for this solicitation.

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

**Project Manager:** Don Shea, Warranty and Assets Administrator, Transit Operations

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

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to PetroChoice, LLC for the provision of bulk fluids in the not-to-exceed amount of \$3,125,810.00 over a five-year period.

### SOLICITATION RESULTS

FIRM	TOTAL BID PRICE
Mansfield Oil Company of Gainesville, Inc.	\$ 826,530.82
World Fuel, Inc.	\$2,867,400.00
Cadence Petroleum Group	\$3,114,500.00
<b>PetroChoice, LLC</b>	<b>\$3,125,810.00</b>
Cummins Inc. dba Cummins Sales and Service, Inc.	\$3,334,335.00
Safety Kleen	\$4,161,900.00

PetroChoice, LLC's Bid Summary					
Base Year	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Total
\$620,425.00	\$620,425.00	\$626,345.00	\$626,345.00	\$632,270.00	\$3,125,810.00



<b>Contract No.:</b> 24-00270	<b>Title:</b> Provision of Office Supplies (Renewal)	<b>Contract Amount:</b> \$169,400.00 3 yrs. w/2 1-yr options
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**Acquisition Description:** Enter into a renewal contract with a qualified Contractor to supply and deliver office supplies at various Hampton Roads Transit (HRT) locations on an as needed basis.

**Background:** HRT requires the services of a qualified Contractor to supply and deliver a variety of office supply products at its various locations on an as needed basis. Under the terms of this agreement, the Contractor will provide all labor, materials, transportation, and equipment necessary to fill office supply needs within forty-eight (48) hours of order placement.

**Contract Approach:** A Request for Proposals was issued on January 24, 2024. Two (2) proposals were received on March 20, 2024, from the following firms:

- Guernsey, Inc. (Guernsey)
- Total Business Solutions, Inc

In response to the RFP, proposers were required to provide unit pricing for the fifteen (15) most frequently ordered office supply items specified in the Price Schedule, as well as a discount rate to be applied on all HRT orders for the duration on the Contact.

Upon review and evaluation of the technical proposals, HRT staff determined that Guernsey was best qualified to meet the Scope of Work requirements; therefore, no presentations or proposer clarifications were required. However, in order to obtain more favorable pricing, a decision was made to conduct negotiations with Guernsey. Negotiations focused on reducing the proposed pricing. At the conclusion of negotiations, a Best and Final Offer (BAFO) was requested.

After an in-depth review and analysis of the BAFO received, Guernsey provided the best value to HRT based on a combination of technical capability and price. Guernsey’s average unit prices for the fifteen (15) most frequently ordered items decreased by approximately 5.2% over the five-year period, and the firm offered a 55% discount on all items ordered by HRT for the duration of the Contract. Guernsey’s pricing is deemed fair and reasonable based on a price analysis performed utilizing historical data and the fact that the pricing was obtained in a competitive environment. A contractor responsibility review performed confirmed that Guernsey is technically and financially capable to perform the work.

Guernsey is located in Dulles, VA and has provided similar services to Christopher Newport University in Newport News, VA; EVMS in Norfolk, VA; and Portsmouth City Public Schools. Guernsey also provides these services for HRT satisfactorily.

No DBE goal was established for this solicitation.

<b>Contract No.:</b> 24-00270	<b>Title:</b> Provision of Office Supplies (Renewal)	<b>Contract Amount:</b> \$169,400.00 3 yrs. w/2 1-yr options
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The period of performance for this contract is three (3) base years with two (2) additional one-year options.

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

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

**Contracting Officer:** Jason Petruska, Senior Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Guernsey, Inc. to provide office supplies in the not-to-exceed amount of \$169,400.00 over five (5) years.

<b>Contract No.:</b> 24-00295	<b>Title:</b> Regional Transit Sustainability Study	<b>Contract Amount:</b> \$307,253.76
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**Acquisition Description:** Join an existing Commonwealth of Virginia, Department of Rail and Public Transportation (DRPT) Contract No. 505-22-CC0011 to procure assistance in the development of a Regional Transit Sustainability Study.

**Background:** Using the competitive procurement process, in June 2022, the Commonwealth of Virginia awarded a contract to WSP USA, Inc. (WSP) to perform general planning consultant services for a period of three (3) years. 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 WSP contract to develop a Regional Transit Sustainability Study. Under the terms of this agreement, the Consultant will provide expert consultant support to complete research, analyses, and develop a comprehensive report addressing long-term, sustainable, dedicated capital and operating funding for multi-modal transportation needs.

**Contract Approach:** The original State Contract was competitively procured with hourly rates for various categories of labor that may be utilized for the services during the period of the Contract.

Based on a price analysis conducted by DRPT at the time of award of the State Contract, and the fact that the pricing was obtained in a competitive environment, WSP's hourly rates are deemed fair and reasonable.

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

**Project Manager:** Brian Smith, Deputy Chief Executive Officer

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

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to WSP USA, Inc. for development of a regional transit sustainability study, in the total amount of \$307,253.76.

**Exercise of Options – July 2024**

<b>Contract No.</b>	<b>Title</b>	<b>Description</b>	<b>Total Awarded Value</b>	<b>Period of Performance</b>	<b>Option Year to be Exercised</b>	<b>Total Amount of Option Year</b>
20-00060	Passenger Shelter Fabrication and Installation	To provide passenger shelter fabrication and installation services.	\$3,413,714.00	2 yr. w/3 1-yr. options	Third	\$682,742.80
21-00122	Custodial Services	To provide custodial and janitorial services for HRT at all of their facilities.	\$3,110,032.40	1 yr. w/4 1-yr. options	Third	\$639,396.60

**UPCOMING CONTRACTS FOR APPROVAL**

Title	Description	Renewal Contract Expiration Date
Audio/Visual Services	To provide audio and visual support services on a Task Order basis.	12/15/2024
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
<b>Contract and Vendor Software Solution</b>	<b>To provide a commercial off-the-shelf, Software as a Service Contract and Vendor Management Software solution.</b>	<b>New</b>
Database Administration Managed Services	To provide 24x7 support of all current Production Servers and their associated databases; 8x5 support of all Development/Test Servers and their associated databases; and Database Project Support Services for activities not covered under the Database Administration Managed Services offerings.	New
Equipment Rental and Services	To provide rental equipment needed to support all bus, light rail, and trolley operations.	New
Forklift and Manlift Preventative Maintenance and Repair Services	To provide scheduled and unscheduled maintenance and repair of forklifts and manlifts.	6/03/2024
General Environmental Services	To provide general environmental services.	10/31/2024
HVAC and Mechanical Services	To provide preventative maintenance and repair services for HRT's heating, ventilation, and air conditional/refrigeration and plumbing equipment.	07/22/2024
Light Rail Vehicle Midlife Overhaul	To provide the complete turnkey provision of Light Rail Vehicle midlife overhauls for a fleet of nine Siemens S70 LRVs.	New
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.	New
Paratransit Eligibility Evaluation and Processing Services	To perform the processing and evaluation of applications from persons interested in certification to use HRT's paratransit services.	06/30/2024
Provision of Facility Furniture	To provide furniture to various HRT facilities.	5/14/2024
Provision of Office Supplies	To procure office supplies for HRT.	6/30/2024
Provision of Two (2) Non-Revenue Security Vehicles	To procure two (2) Police Interceptor Utility vehicles to expand the fleet of security support vehicles.	New

Technology Staffing Services	To provide technology staffing services.	06/23/2024
Transit Mobile Data Services	To provide 5G cellular mobile data wireless services to meet connectivity needs for revenue vehicles and remote sites.	9/30/2024
Wi-Fi/Networking	To provide equipment and services necessary to modernize, expand, and operate HRT's Network Systems on a Task Order basis.	New