



## Meeting of the Operations and Oversight Committee

Thursday, January 9, 2025, • 10:00 a.m.  
3400 Victoria Boulevard Hampton, VA and Virtual via ZOOM

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A meeting of the Operations and Oversight Committee is scheduled for Thursday, January 9, 2025, at 10:00 a.m. in the Hampton Boardroom.

Those who wish to join the meeting via ZOOM may do so by following the link at:

<https://hrtransit-org.zoom.us/j/85004447468>

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



# Meeting of the Operations and Oversight Committee

Thursday, January 9, 2025, • 10:00 a.m.  
Hybrid 3400 Victoria Boulevard. Hampton, VA and  
Virtual ZOOM Meeting

## AGENDA

1. Approval of the December 2024 Operations and Oversight Committee Meeting Minutes
2. Review Action Items
3. No Audit Update
4. Procurement Recommendations to the Committee-Sonya Luther
  - a. Contract No. 24-00306, Human Resources Temporary Staffing Services.
  - b. Contract No. 19-00004, Modification No. 5, Oracle PeopleSoft Annual Support 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 164. This Task Order is for Shaft No. 5; Synchronous belts 175T; "C" retaining rings. This Task order is for \$2,567.26 and is funded with operating funds.
    - ii. Task Order 165. This Task Order is for Extension springs; Belts; Smart Card interconnect cable; Mounting bracket – bypass; Lens buttons. This Task order is for \$797.90 and is funded with operating funds.

- iii. Task Order 166. This Task Order is for Display LCD w/LED backlight. This Task order is for \$5,332.28 and is funded with operating funds.
- iv. Task Order 167. This Task Order is for Repair of Fast Fare controller boards. This Task order is for \$360.00 and is funded with operating funds.

6. Options to be Exercised March 2025 - 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, February 13, 2025, in NORFOLK, VA and virtually via ZOOM.**



# Meeting of the Operations and Oversight Committee

Thursday December 5, 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 9:57 AM.

### **Commissioners in attendance:**

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

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

Ray Amoruso, Chief Planning & Development Officer (Zoom)  
Tammara Askew, Data Analyst II (Zoom)  
Malika Blume, Director of Internal Audit  
Monquie Battle, Ops Project & Contract Administrator  
Amy Braziel, Director of Contracted Services and Operational Analytics  
Keisha Branch, Director of Capital Programs (Zoom)  
Donna Brumbaugh, Director of Finance  
Conner Burns, Chief Financial Officer  
William Collins, Facilities Maintenance Manager (Zoom)  
Sherri Dawson, Director of Transit Development  
Rodney Davis, Director of Customer Relations  
Scott Demharter, Director of Facilities  
Jennifer Dove, Civil Rights/Grants Prog Manager (Zoom)  
Chera Edwards, Associate Project Manager  
La'Toya Elliott, Buyer II  
Wayne Groover, Director of Light Rail Maintenance and Facilities  
William Harrell, President and CEO  
Keianna Harris, Special Project Assistant (Zoom)  
Toni Hunter, Staff Auditor  
Shane Kelly, Sr. Mgr Security & Emerg Prepard  
Sonya Luther, Director of Procurement  
Alexis Majied, Chief Communications Officer  
Maryann Martin, Data Analyst II (Zoom)

Tracy Moore, Director of Transportation  
Stephanie Napier, Facilities Asset Manager  
John Nason, Director of Bus Maintenance  
Sibyl Pappas, Chief Engineering & Facilities Officer  
John Powell, Telecommunications Specialist (Zoom)  
Michael Price, Chief Information Officer/CTO (Zoom)  
Luis Ramos, Executive Assistant to the President & CEO  
Dawn Sciortino, Chief Safety Officer  
Benjamin Simms, Chief Transit Operations Officer  
Brian Smith, Deputy Chief Executive Officer  
Matthew Stumpf, Budget Analyst (Zoom)  
Robert Travers, Corporate Counsel  
Alex Touzov, Sr. Director of Technology Services  
Fevrier Valmond, Asst Director of Procurement  
Jessica White, Contract Administrator (Zoom)  
Keishia Williams, Operations Support Technician  
Kim Wolcott, Chief Human Resources Officer

**Others in attendance:**

Alt. Commissioner Cipriano, Newport News  
Alt. Commissioner Daughtery, DRPT (Zoom)  
Alt. Constantinos Velissarios, Newport News (Zoom)

The December 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 November 7, 2024, Meeting Minutes**

A motion to approve the November 7, 2024, 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 and Woodbury.

Nays: None

Abstain: None

## **Audit Update**

Ms. Malika Blume gave an Internal Audit presentation. Presentation is enclosed in these meeting minutes.

Commissioner Ross-Hammond arrived at 10:11 AM

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

There were no Action items to review.

## **Procurement Items for Approval**

### **Contract No. 24-00316, Architectural and Engineering Services (Renewal).**

Ms. Sonya Luther presented Contract No. 24-00316, Architectural and Engineering Services (Renewal), as a recommendation that the Commission approve the award of a contract to STV Group, Inc. to provide architectural and engineering services. The cumulative amount of all Task Orders issued under this contract will not exceed \$13,400,000.00 over the five-year period.

Ms. Sibyl Pappas gave a presentation regarding the contract. Ms. Pappas' presentation is attached to these meeting minutes.

There was a discussion on the RTS funding breakdown.

A motion to approve presented Contract No. 24-00316, Architectural and Engineering Services (Renewal), was made by Commissioner Bullock and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

### **Contract No. 23-00248, Database Administration Managed Services (Renewal).**

Ms. Sonya Luther presented Contract No. 23-00248, Database Administration Managed Services (Renewal), as a recommendation that the Commission approve the award of a contract to B2B Acquisitions, Inc., d.b.a. Solvaria to provide database administration managed services to HRT in the not-to exceed amount of \$532,654.04 over five (5) years.

Mr. Alex Touzov gave a presentation on Database Services. Mr. Touzov's presentation is attached to these meeting minutes.

There was a discussion regarding the contract price.

There was a discussion about the contract option years.

A motion to approve presented Contract No. 23-00248, Database Administration Managed Services (Renewal), was made by Commissioner Bullock and properly seconded by Commissioner Ross-Hammond. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

**Contract No. 23-00327, Purchase of Four (4) 40' Suburban Buses.**

Ms. Sonya Luther presented Contract No. 23-00327, Purchase of Four (4) 40' Suburban Buses, as a recommendation that the Commission approve the award of a contract to Gillig, LLC to procure four (4) 40' suburban buses, in the total amount of \$2,811,928.00.

There was discussion regarding WIFI availability on the new uses. It was stated that all of HRT's fleet now has WiFi connection.

There was discussion regarding bus length, and it was stated that HRT purchases a variety of buses depending on the need.

A motion to approve Contract No. 23-00327, Purchase of Four (4) 40' Suburban Buses, was made by Commissioner Bullock and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

**Contract No. 23-00325, Purchase of One (1) 40' Suburban Buses.**

Ms. Sonya Luther presented Contract No. 23-00325, Purchase of One (1) 40' Suburban Buses, as a recommendation that the Commission approve the award of a

contract to Gillig, LLC to procure one (1) 40' suburban bus, in the total amount of \$702,982.00.

There was a discussion regarding the Interstate Operation Enhancement Program.

A motion to approve Contract No. 23-00325, Purchase of One (1) 40' Suburban Buses, was made by Commissioner Bullock and properly seconded by Commissioner Woodbury. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

**Contract No. 23-00310, Transit Amenity Services (Renewal).**

Ms. Sonya Luther presented Contract No. 23-00310, Transit Amenity Services (Renewal), as a recommendation to approve the award of a renewal contract to DBS, Inc. to provide transit amenity services in the not-to exceed amount of \$8,599,434.00 for three (3) years.

Mr. Scott Demharter gave a presentation regarding the contract scope. Mr. Demharter's presentation is attached to these meeting minutes.

There was a discussion regarding pricing the negotiation of the contract and the scope of the contract.

A motion to approve Contract No. 23-00310, Transit Amenity Services (Renewal), was made by Commissioner Ross-Hammond and properly seconded by Commissioner Bullock. A roll call vote resulted as follows:

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

Nays: None

Abstain: None

**Contract No. 23-00289, Wi-Fi/ and Networking System Services.**

Ms. Sonya presented Contract No. 23-00289, Wi-Fi/ and Networking System Services, as a recommendation that the Commission approve the award of contracts to ePlus Technology, Inc. and The GBS Group to provide Wi-Fi and networking system



services. The cumulative amount of all Task Orders issued under this contract will not exceed \$5,000,000.00 over the five-year period.

Mr. Touzov gave a presentation regarding the contract scope. Mr. Touzov's presentation is attached to these meeting minutes.

There was a discussion regarding the difference in ePlus and GPS rates per hour.

There was a discussion regarding WiFi capacity on the new buses compared to the old buses.

A motion to approve Contract No. 23-00289, Wi-Fi/ and Networking System 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, Sparks, Ross-Hammond and Woodbury.

Nays: None

Abstain: None

### **Task Orders**

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

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

Options to be Exercised enclosed in the meeting package for December 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 in which he reminded the committee of multiple upcoming events; "Holiday Parade at the Beach" that will be held in Virginia Beach on Atlantic Ave, the Annual Chesapeake Rotary Parade in Great Bridge, and Hampton's Holly Days Parade. These events took place on Saturday December 7th. As well as Portsmouth has its Winter Wonderland happening, in which he encouraged all to come out and show some support.

Lastly, Mr. Simms called on Ms. Amy Braziel to give the quarterly KPI updates for contracted services.

Ms. Braziel reviewed paratransit, Base Express, and Microtransit KPI's with the committee. Ms. Braziel's presentation is attached to these meeting minutes.

### **Old and New Business**

There was no old or new business to discuss.

### **Commissioner Comments**

Commissioner Glover wanted to thank everyone and the commissioners for their time and effort for ensuring that they take care of business with HRT organization and what we do.

\*\*The next meeting will be held on Thursday, January 13, 2025, at 10:00 am in the HRT HAMPTON Boardroom.

### **Adjournment**

Commissioner Glover adjourned the meeting at 11:16 AM.



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# Internal Audit Department Report

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

# Ferry Operations Investigation

## (Allegation)

Internal Audit received a complaint regarding HRT's Ferry operations to include the Ferry's Training Plan, Security Plan, and Vessel Security Plan

Internal Audit reviewed the following during the investigation, but not limited to:

- Third-Party Standing Operating Procedures
- Third Party Vessel Inspection process
- Third Party Training process
- Third Party Vessel Security Plan
- Observed the Third-Party employees and operation of vessel

Allegations were unfounded.

# Ferry Operations Investigation cont.

## (Areas of Opportunity)

### Areas of Opportunity

- Training is occurring, however Third-Party documenting process is not always completed in its entirety.
- Internal Audit visited the Ferry and observed an employee on their personal telephone during operational hours.
- Internal audit noticed employees did not close the door to the ferry, leaving a gap in the entryway. This creates a safety hazard, as a small child could potentially slip through the opening and fall into the water.

# Triennial Audit

## Virginia Department of Rail and Public Transportation

- October 29-31, 2024
- Fieldwork is complete
- Next step is the draft report for management

# Thank you!

## Questions





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# Annual Services Architect/Engineer

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



# Benefits of On-Call A/E Contract

- **Quick Response to Emergent Situations**
  - ✓ Watermain Break Under LRT Tracks
  - ✓ Concrete spalling at 18<sup>th</sup> Street Garage
  - ✓ OCS poles damaged
  - ✓ Pantograph failure
  - ✓ NSU Station Stairtower
  - ✓ Ferry Docks
  - ✓ ADA
  
- **External Review of Regional Projects**
  - ✓ Norfolk Casino impacts to HRT Operations
  - ✓ Impacts of Norfolk Flood Resiliency on Ferry Docks and LRT Operations
  - ✓ Traffic impacts of developments around DNTC
  - ✓ Review of VDOT/City roadway projects



# Facilities CIP Project List

UID	Project Name	Cost (\$ thousands)*
EF01	3400 Victoria Boulevard Renovation: Phase 2	\$4,756
EF02	New Southside Operating and Maintenance Division	\$18,341
EF03	RTS Bus Stop Amenity Program	\$5,313
EF05	Newport News Transit Center Interior Renovations	\$2,457
EF06	Hampton Transit Center Interior Renovations	\$2,316
EF07	Wards Corner Restroom and Paving Renovation	\$412
EF10	Evelyn T Butts Transfer Center Replacement	\$2,060
EF11	Silverleaf Transfer Center Upgrades	\$1,594
EF13	Robert Hall Transfer Center Replacement	\$7,468
EF20	Hampton Facility Electrification	\$1,125
EF21	18th Street Facility Electrification	\$985
EF26	Parks Avenue Re-Use	\$170
EF27	Concrete Repair Program	\$175
EF30	Bus Stop Amenity Program	\$2,039
EF31	HRT Facilities Signage	\$704
EF32	HRT Systemwide Signage	\$594
EF40	18th Street Facility Plumbing Redesign and Construction	\$212
EF42	Newtown Road Bus Transfer ADA Improvements	\$428
EF46	3400 Victoria Boulevard Parking Lot Safety Improvements	\$1,078
EF50	ADA Access Enhancements at HRT Facilities	\$258
EF51	GFI Vault Replacement at Fuel Island Norfolk	\$773
EF52	HRT/WATA - Joint Study for Transfer Center at Lee Hall	\$103
EF53	Patrick Henry Mall Transfer Center Pavement Repair	\$927
EF55	Veeder Root Upgrade Project	\$257
EF56	Study of Air Conditioning at HRT Maintenance Shops	\$103
EF57	Tidewater Community College Virginia Beach Transfer Area	\$1,700
EF58	Operator Lounge Furniture Rehab at the Norfolk and Hampton HRT Facilities	\$103
	<b>Total</b>	<b>\$56,451</b>

# Light Rail CIP Project List

UID	Project Name	Cost (\$ thousands)
IT29	Light Rail APC System Fixed-Side Hardware/Software	\$456
LR01	Light Rail Right-of-Way State of Good Repair	\$27,813
LR02	Light Rail Vehicle State of Good Repair	\$20,457
LR04	Light Rail Station Upgrades	\$5,874
LR06	Tide Supervisory Control and Data Acquisition (SCADA)	\$7,375
LR48	Light Rail Facilities State of Good Repair	\$1,748
LR50	Light Rail Aerial Structures	\$8,873
LR52	Passenger Facility and Grade Crossing Lighting Improvements	\$267
LR53	NSU Platform and Stairs Rehabilitation	\$ 1,152
LR54	Light Rail Crossing Repair/Replacement Design	\$1,399
LR55	Conduit Signal Upgrades	\$127
LR56	Light Rail Fare Collection State of Good Repair	\$5,248
LR59	Military Highway Park and Ride Pedestrian Access Improvements	\$796
	<b>Total</b>	<b>\$81,585</b>

# HRT's New Zero-Emission Bus Maintenance Facility in Virginia Beach



OPENING 2029

HRT | SOUTHSIDE FACILITY VIRGINIA BEACH | 2024

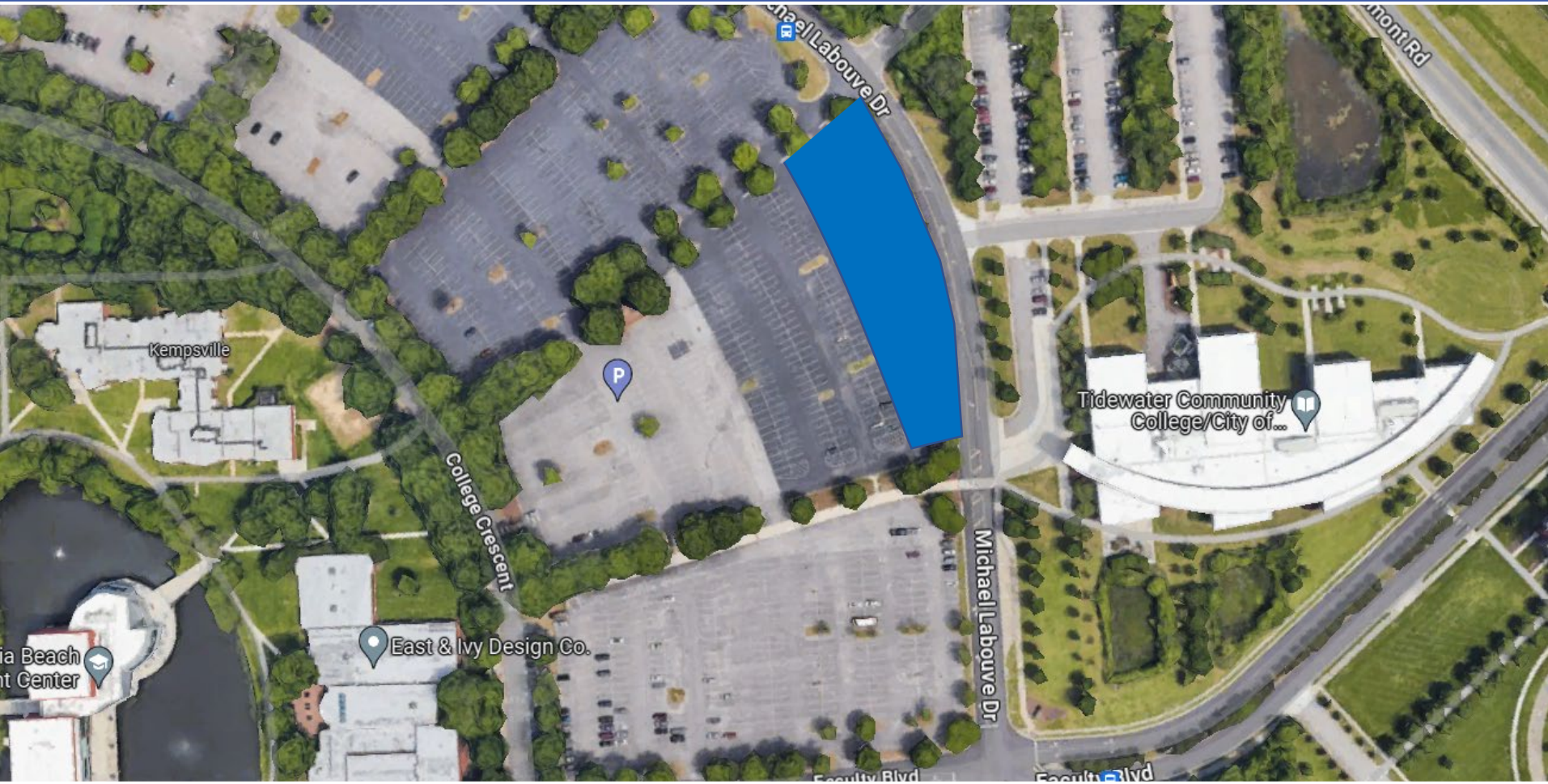


# Bus Stop Amenity Program





# Tidewater Community College Transfer Area





# Evelyn T Butts Transit Center Replacement





# Robert Hall Transfer Area





# Ferry Docks Amenities



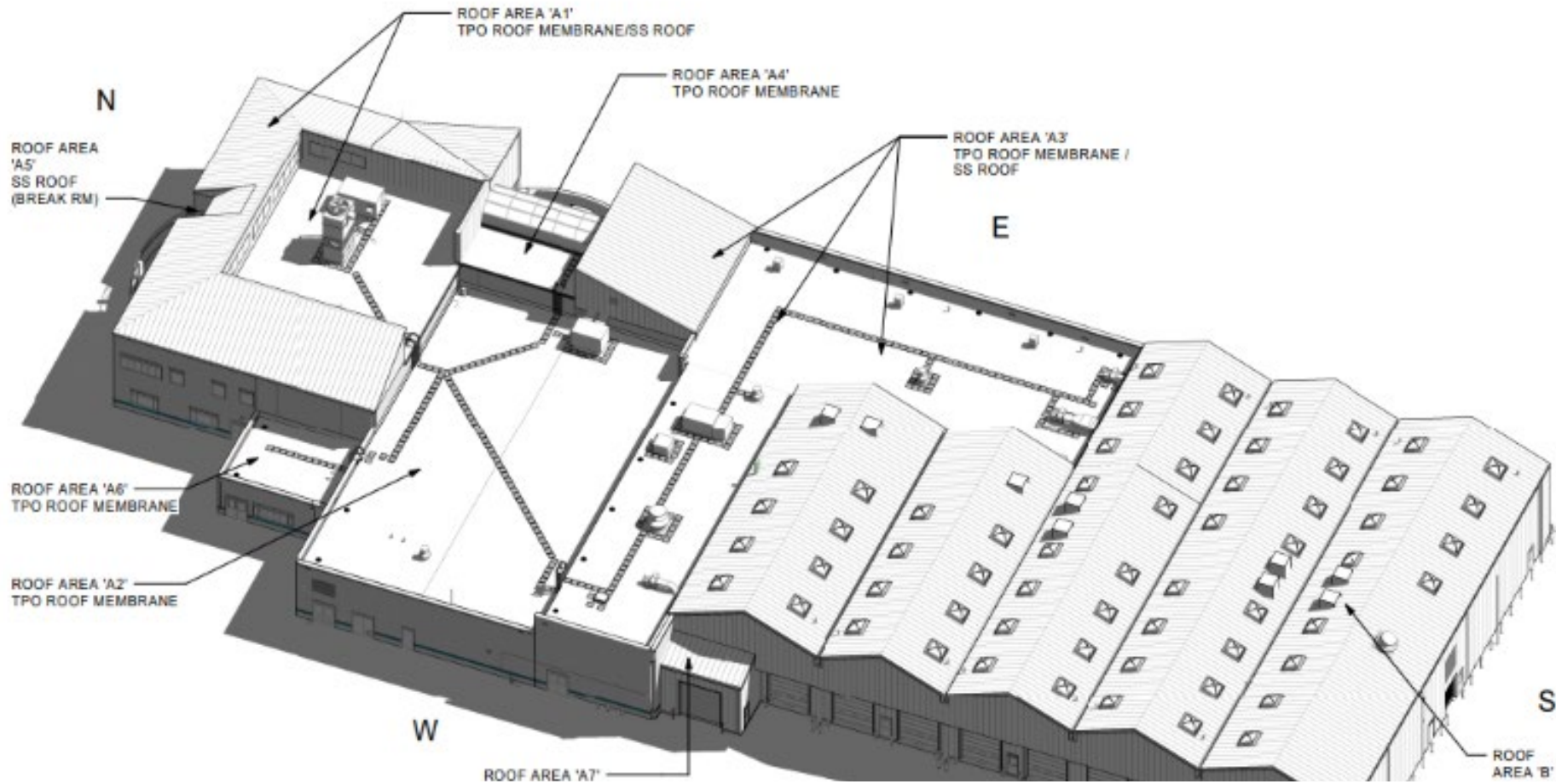
DA Dills Architects



# Patrick Henry Mall Transfer Area Concrete Repairs



# Hampton Roof and Cladding Replacement





# Light Rail Station ADA Upgrades





# NSU Station Rehabilitation





# Light Rail Aerial Structures



# Light Rail Aerial Structures



# Emergency Engineering Response

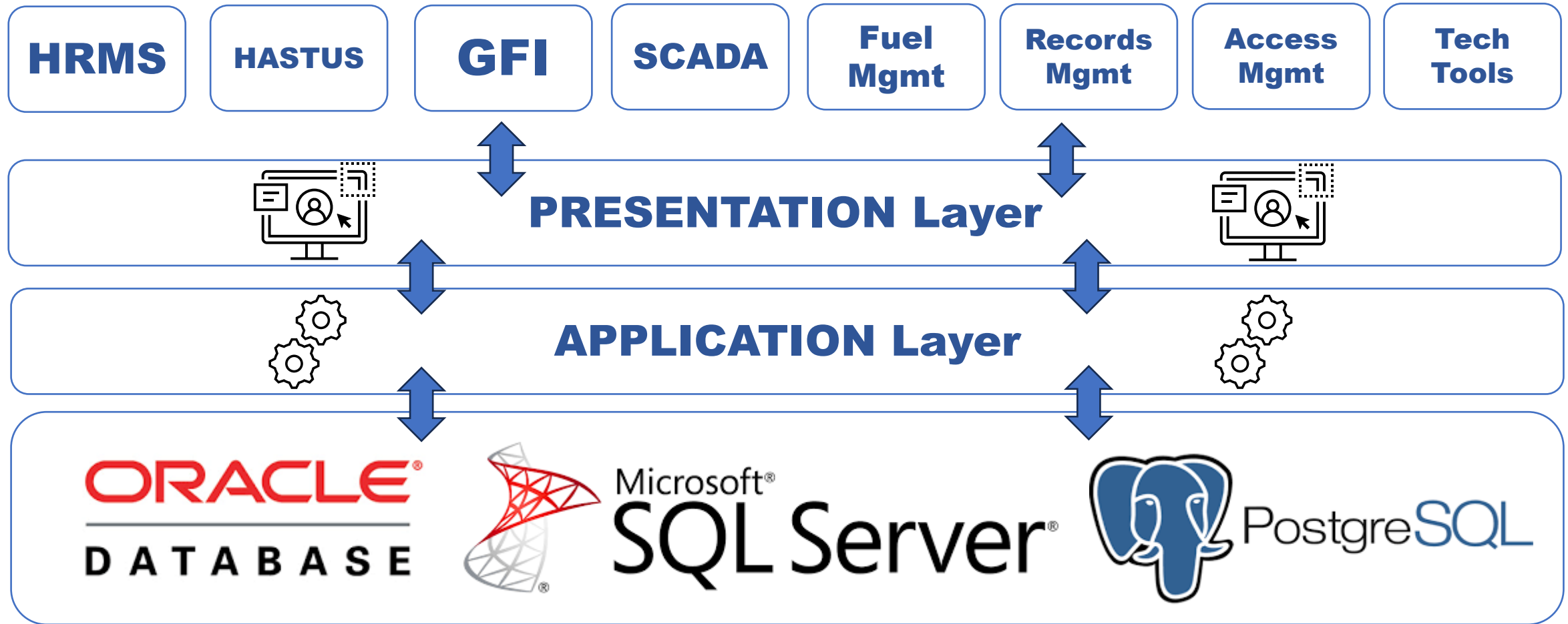




# Emergency Engineering Response



# Database Administration Managed Services





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**Contract # 24-00310**

**Transit Amenity Services Contract  
(Renewal)**

**December 5, 2024**

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

# Contract Highlights

- **Continued enhanced cleaning at all transit stops with amenities**
- **97% increase in amenity bus stops (260 new)**
- **70% reduction in cleanliness/trash complaints**
- **675% increase in reported “CLEAN” stops**
- **32% contingency pricing for future amenity stops**
- **Allowances for special services, pressure washing, and winter storm services (only if needed)**
- **Contract is budgeted – RTS and Operating**



# Wi-Fi and Networking System Services

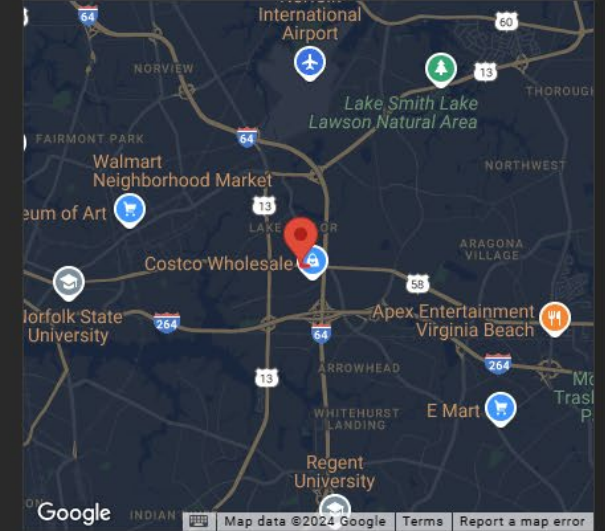
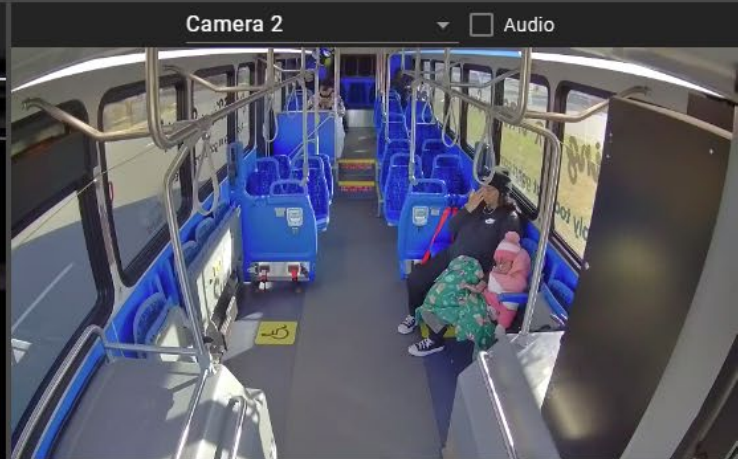
Home

← Back to Streaming Video List

Site: Bus 2523 **Live**

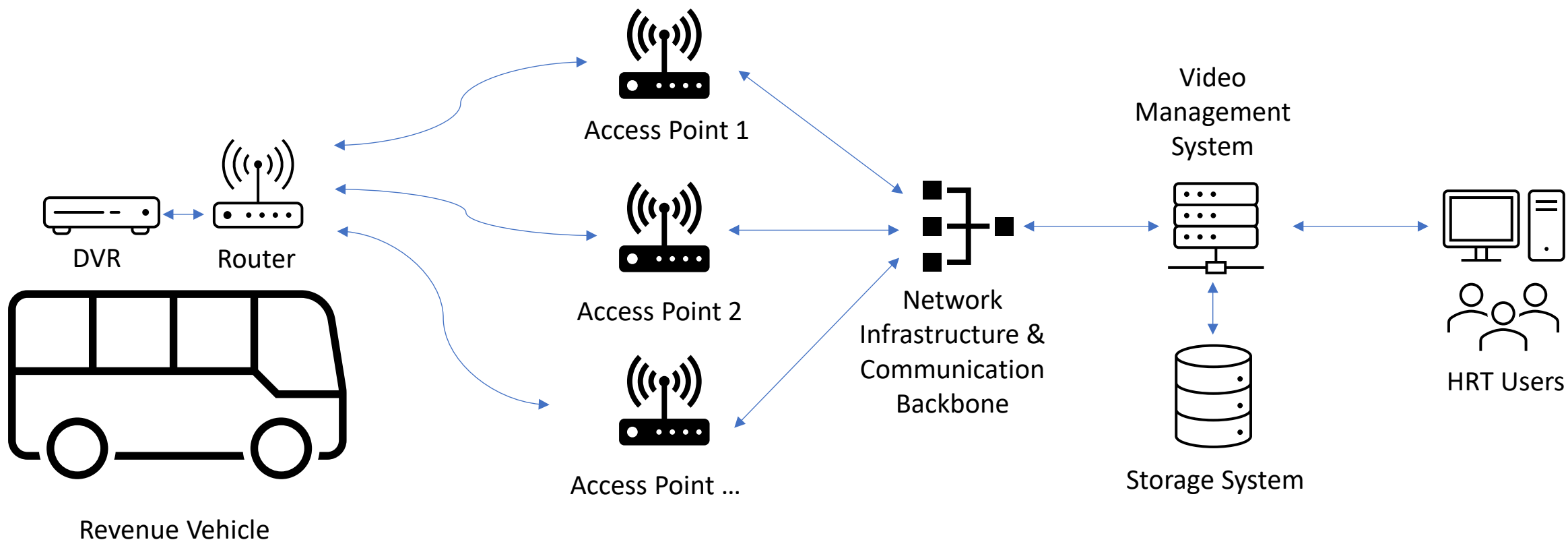
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- BASE
  - Dashboard
  - Events
  - Video Clips
  - Reports
  - Site Status
- MODULES
  - Health
  - Streaming Video >
- CREATE A CUSTOM CLIP



11/25/2024 09:19:20 Go to Time Go to Live Create Clip

# Wi-Fi and Networking System Services





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**Contracted Services Key Performance Metrics  
& Service Updates  
Operations & Oversight Committee  
December 5, 2024**

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



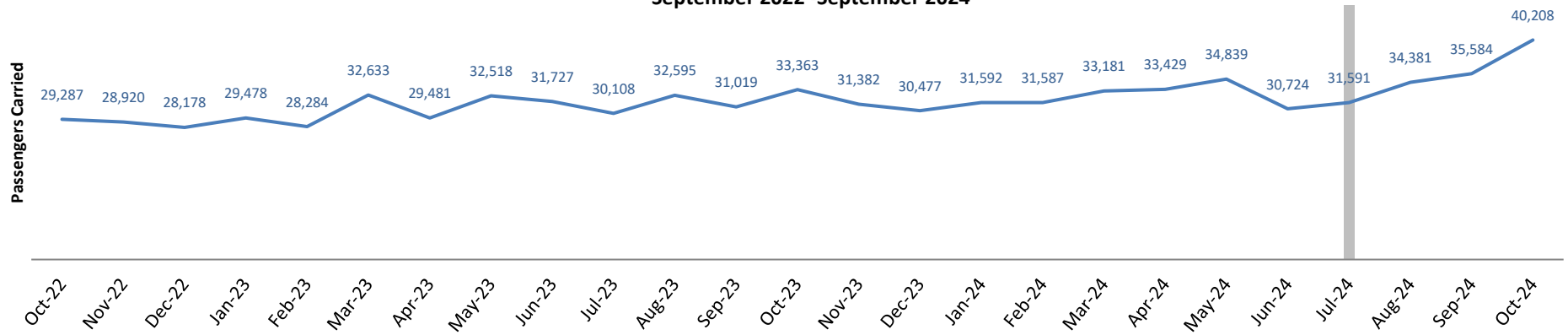
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# Paratransit Service Metrics

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

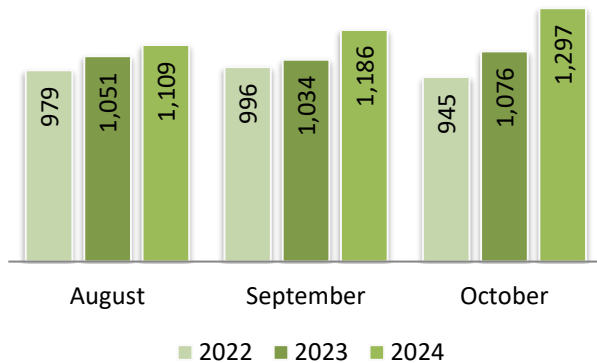


### Paratransit Transportation Ridership \* September 2022 - September 2024

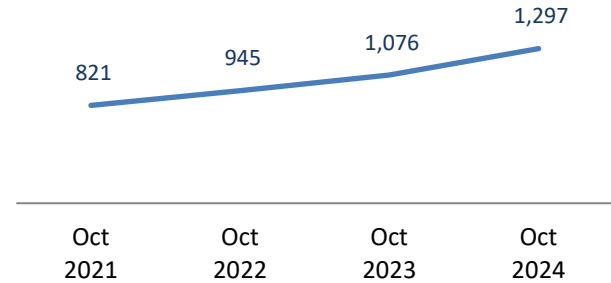


\* Includes passengers in taxis & TNC's

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

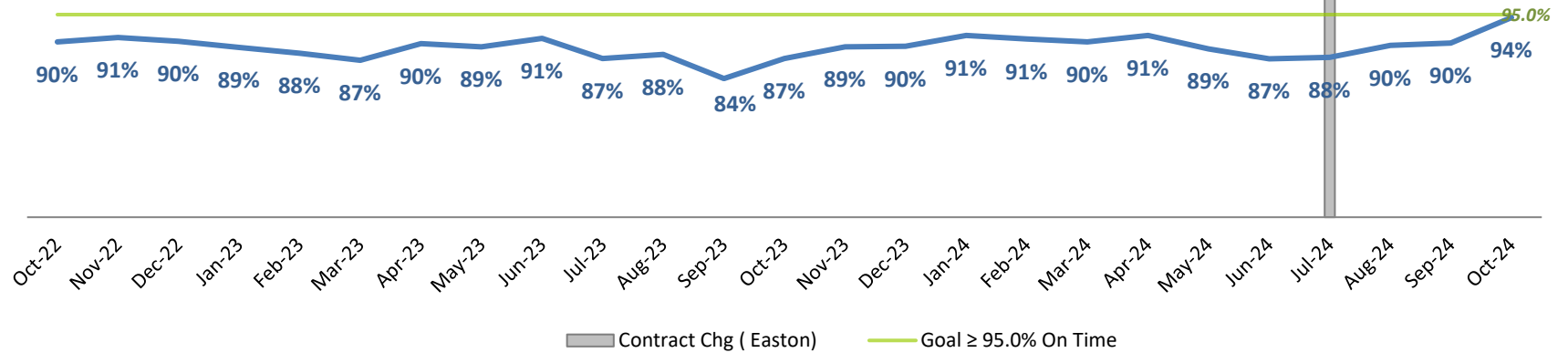


#### Paratransit Transportation Avg Daily Ridership YoY - 1-Month Comparison

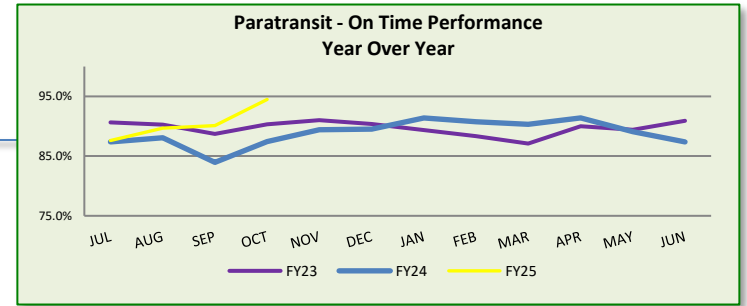


Contract Change (Easton) as of 7/1/24

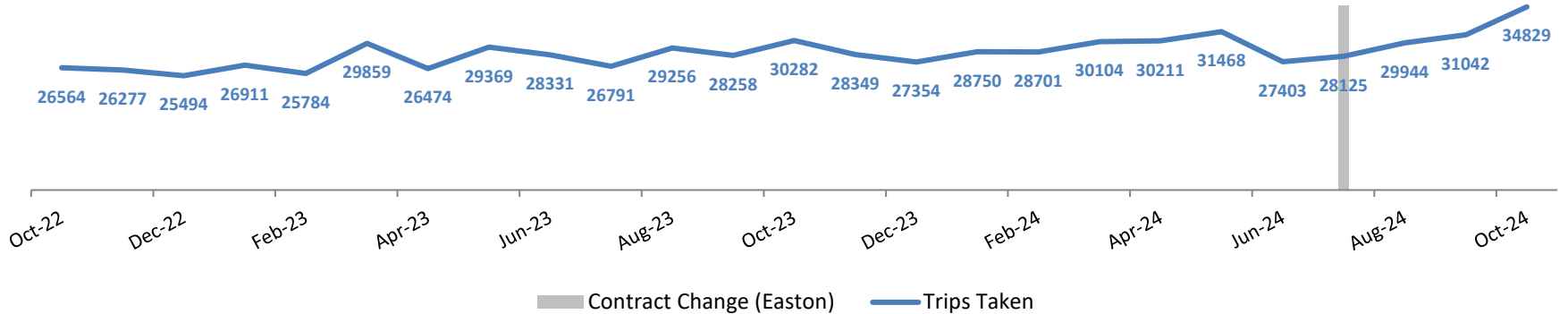
### Paratransit On Time Performance October 2022 - October 2024



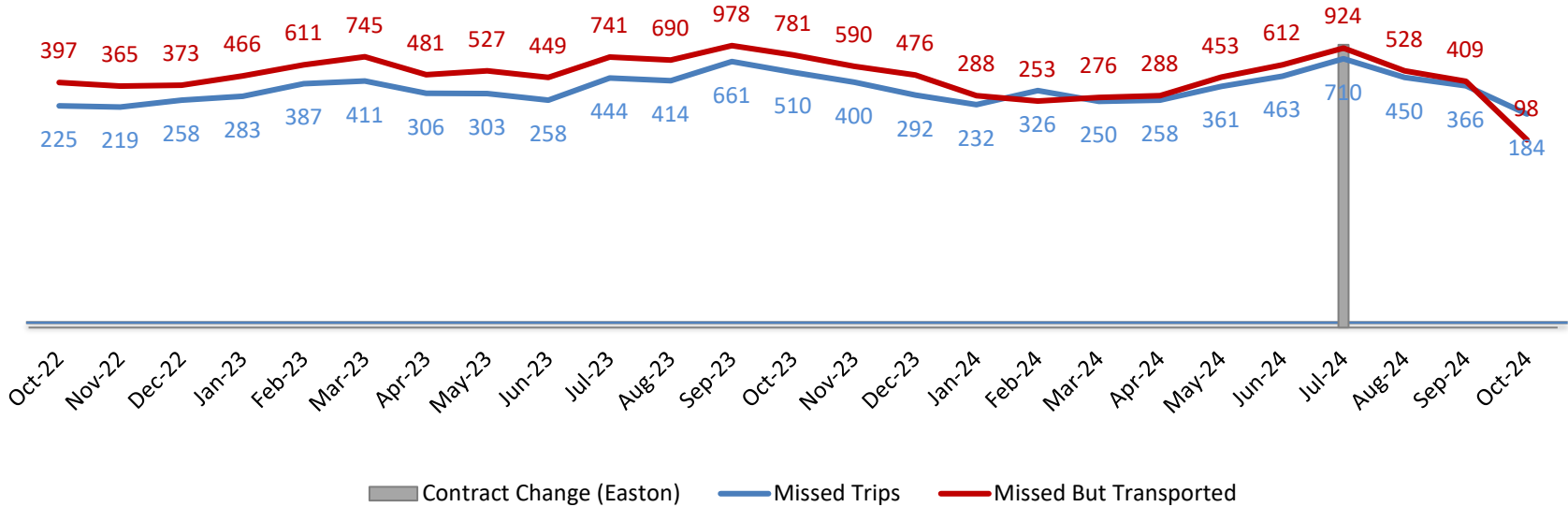
New contractor as of 7/1/24



### Paratransit Trips Taken October 2022 - October 2024



### Paratransit Total Missed Trips October 2022 - October 2024

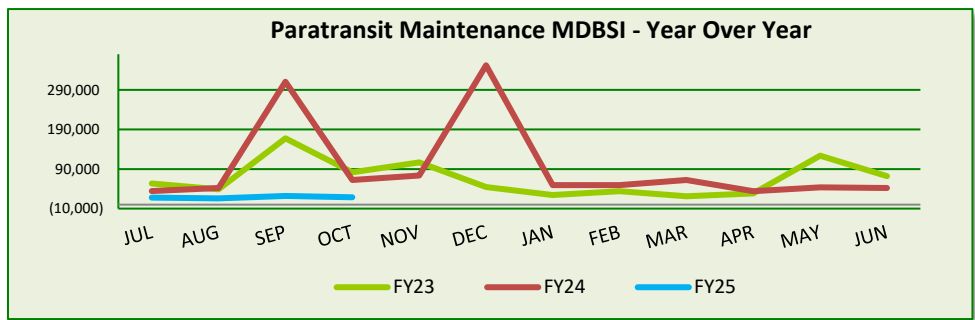
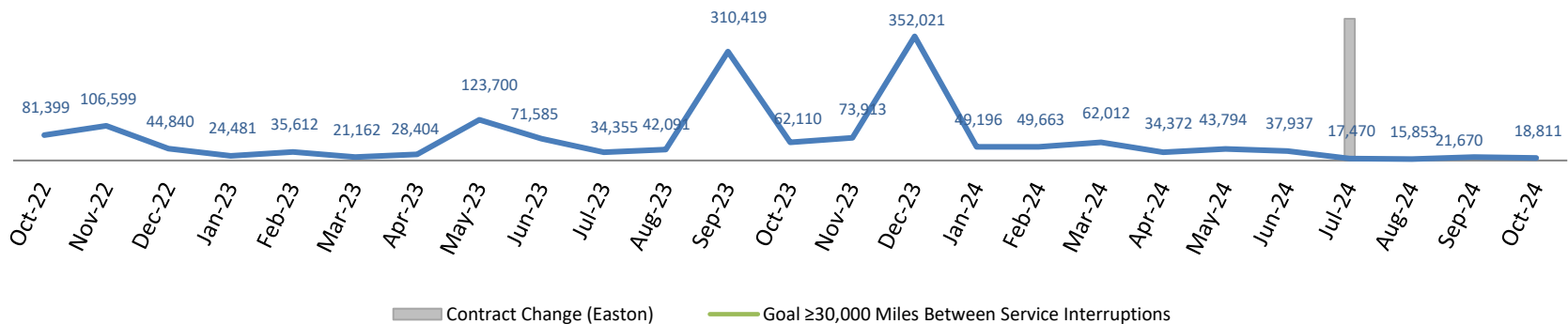


**Missed Trips** - Trips that are a no-show or canceled by the Customer when their ride arrives 30 minutes or later from the start of the Customer's communicated pick-up

**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

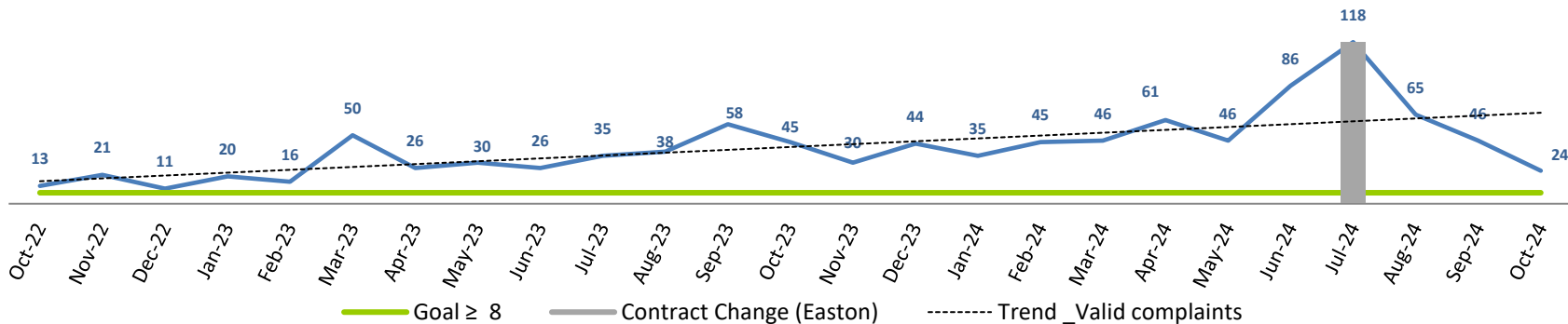
New contractor as of 7/1/24

### Paratransit Mean Distance Between Service Interruptions October 2022 - October 2024

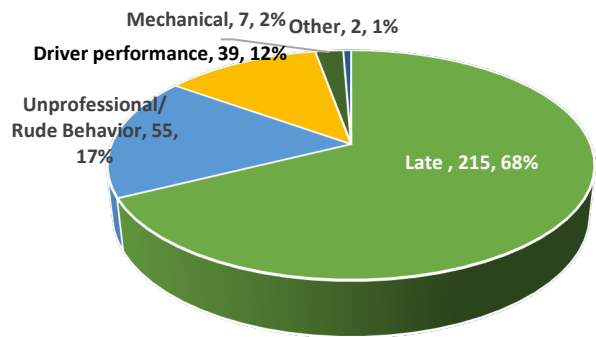


New contractor as of 7/1/24

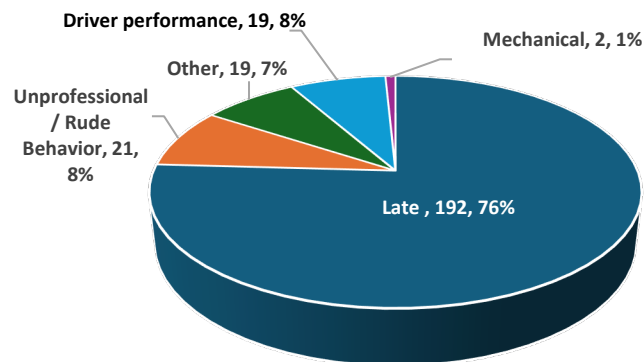
### Paratransit Transportation Services Valid Customer Complaints per Month October 2022 - October 2024



### Paratransit Transportation Services -VIA Percentage of Customer Complaints by Type January 2024 - June 2024 6 Month Period

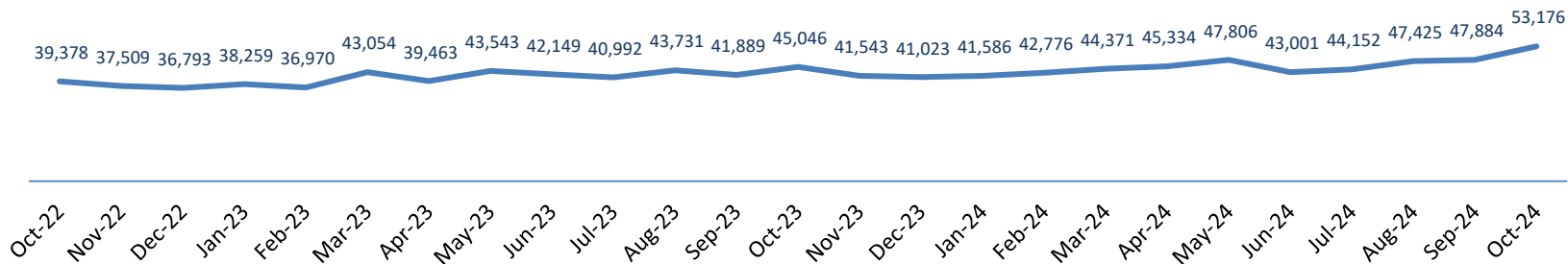


### Paratransit Transportation Services EASTON Percentage of Customer Complaints by Type July 2024 -Oct 2024 4 Month Period



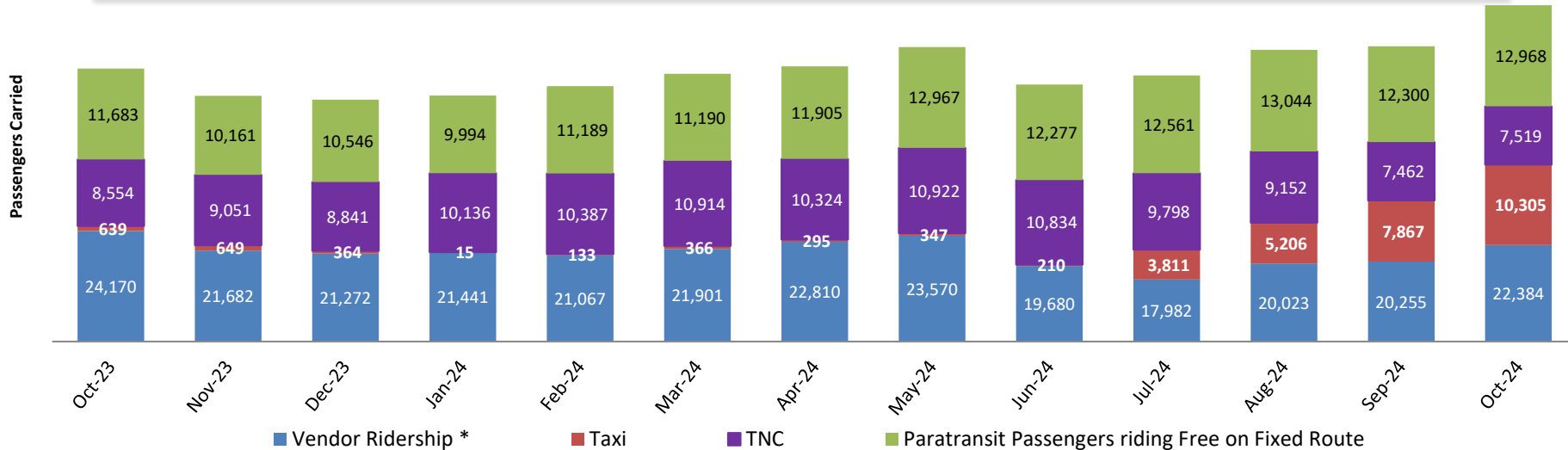
New contractor as of 7/1/24

### All Paratransit Passengers Riding on Paratansit & Fixed Route October 2022 - October 2024



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

\*New contractor as of 7/1/24



- Call Center Update
  - November-19,855 Inbound calls received with an average wait time of 19.53 seconds
  - In the current week to date Easton handled 2,456 calls with an average call wait time of 23 seconds.
- Facility Update
  - 20<sup>th</sup> Street parking lot has been paved
  - New sign installed
  - Renovations started this week.
  - Work will be complete by the end of the year





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# Microtransit Update

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



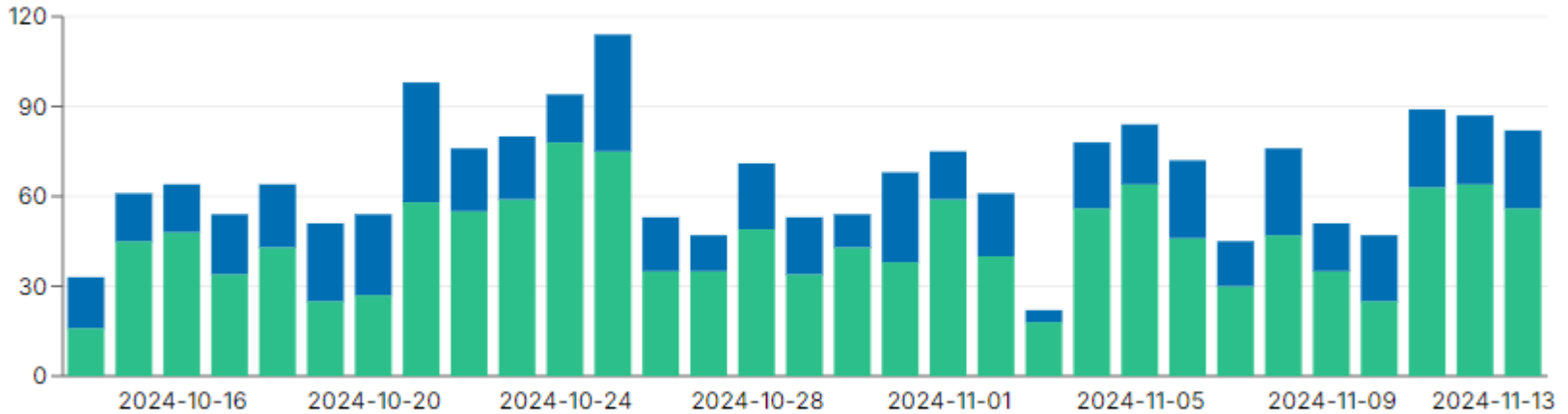


Hampton Roads Transit  
**OnDemand**

- First month of service (10/14-11/13/2024)
  - 655 new rider accounts created
  - 2,058 ride requests
  - 1,297 completed rides.
    - Newport News 910
    - Virginia Beach 387
  - 94.7% Met Demand

Geographical Demand

Passengers



■ Newport News Business Polygon->Ne

■ Virginia Beach Business Polygon->Virginia Beach Business Polygon

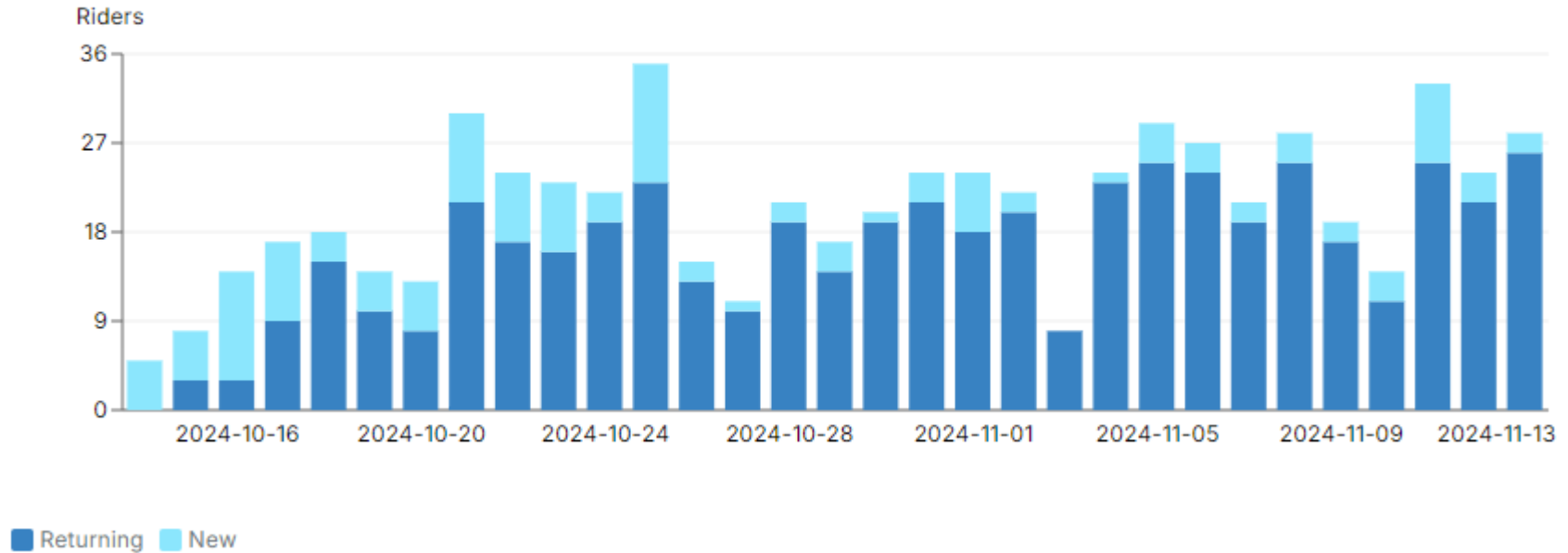


Hampton Roads Transit  
**OnDemand**

- Average Pick-up ETA 9.6 Minutes
- Average Ride Distance 3.3 Miles
- Average Ride Rating 4.9
  - 217 ratings
  - 212 five star (97.7%)

### Active Riders

Riders who took a ride in the period selected (broken down by those who took their first ride ever and returning riders).





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TRANSIT

# Base Express Service Metrics

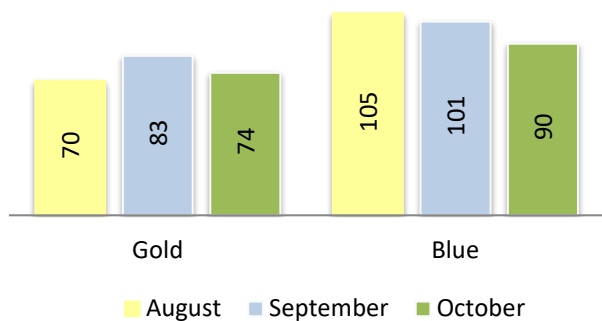
[gohrt.com](http://gohrt.com)

Passengers Carried



\*\* Based on manual bus counts from operators prior to August 23, data based on Transloc

### Base Express - GOLD & BLUE Routes Average Daily Ridership 3-Month Comparison



The Gold Route originates at the HRT bus stop by the Navy Exchange and operates along portions of Maryland Avenue, Dillingham Boulevard, and Gilbert Street.

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

The Blue Route starts at the Gilbert and First Avenue bus stop and provides frequent weekday service along Virginia Avenue, the piers, and Towway Drive.

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





HAMPTON ROADS  
TRANSIT

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

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HAMPTON ROADS TRANSIT  
DECEMBER 2024/JANUARY 2025  
OPERATIONS AND OVERSIGHT COMMITTEE  
ACTION ITEMS

<b>Date</b>	<b>Action Item</b>	<b>Responsible Party</b>	<b>Due Date</b>	<b>Completed Date &amp; Method</b>
	None			

<b>Contract No:</b> 24-00306	<b>Title:</b> Human Resources Temporary Staffing Services	<b>Contract Amount:</b> \$660,000.00 1 yr. w/2 1-yr. options
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**Acquisition Description:** Enter into a contract with two (2) Contractors to provide Hampton Roads Transit's (HRT's) Human Resources (HR) Department with temporary staffing services on a Task Order basis.

**Background:** HRT is currently in the process of implementing a new Human Resources Management System (HRMS). Throughout this implementation period, staff from the HR Department will be reassigned to work on the project. HRT requires a qualified Contractor to assist in its recruitment and placement of temporary HR personnel to fill the vacancies created during the HRMS implementation. Under the terms of this agreement, the Contractors will carefully screen candidates and submit names and resumes of qualified candidates with the appropriate skills, qualifications, and educational background for the positions, as specified by HRT's HR Department.

**Contract Approach:** A Request for Proposals (RFP) was issued on July 18, 2024. Fifty-one (51) proposals were received on September 3, 2024, from the following firms:

- A & Associates, Inc.
- Abbttech Professional Resources, Inc.
- Alineds, LLC
- Ampcus, Inc.
- Apple One, Inc.
- BI Fact, LLC
- Eight Eleven Group, LLC dba Calculated Hire
- Capricorn Systems, Inc.
- Centstone Services, LLC
- Centurion Consulting Group, LLC (Centurion)
- Changing Technologies, Inc.
- Cilable, LLC
- Cogent Infotech Corporation
- Complete Staffing Solutions, Inc.
- Comtech, LLC
- Consult Staff, Inc.
- Crystal L. Dunson & Associates, Inc.
- Cynet Systems, Inc.
- Data Soft Technologies, Inc.
- Diskriter, Inc.
- eNcloud Services, LLC (eNcloud)
- FedTec, LLC (FedTec)
- GovFirst, LLC
- Hanker Systems, Inc.
- Health Advocates Network, Inc. dba Staff Today
- Hire One Personnel Services of Washington, D.C. LLC
- Ignitec, Inc.
- Infojini, Inc.
- Innova Solutions, Inc.
- Intellibee, Inc.
- iQuasar, LLC dba iQ Gov Solutions
- Lakarya, LLC
- LanceSoft, Inc.
- Maganti IT Resources, LLC
- Metropol-Tech Consulting, Inc.
- Noor Staffing Group, LLC
- Ojasys, LLC
- Omega Solutions, Inc.
- Pinnacle Tek, LLC
- RADgov, Inc.

<b>Contract No:</b> 24-00306	<b>Title:</b> Human Resources Temporary Staffing Services	<b>Contract Amount:</b> \$660,000.00 1 yr. w/2 1-yr. options
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- Russell Tobin & Associates, LLC
- SoftSages, LLC
- Sparks Personnel Services, Inc. dba Sparks Group, Inc. (Sparks Group)
- SpearMC Management Consulting
- Talantage, LLC (Talentage)
- Techgene Solutions, LLC
- Technostaff, LLC dba HonorVet Technologies
- Techstad, Inc.
- Vtech Solutions, Inc.
- V3iT Consulting, LLC
- Zensa, LLC

Upon review and evaluation of the technical proposals, Centurion, eNcloud, FedTec, Sparks Group, and Talantage were rated best to meet the Scope of Work requirements; therefore, no presentations or proposal clarifications were required.

In response to the RFP, proposers were required to provide rates for various anticipated job titles specified in the Price Schedule. The rates will be utilized by the successful Contractors to establish pricing for temporary staffing services requested.

All five (5) firms were 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.

After review and evaluation of the BAFOs received, HRT staff determined that Talentage and Sparks provided the best value to HRT, based on a combination of technical capability and price. As a result of the negotiations Talantage's and Sparks' average rates decreased by approximately 5.45% and 0.14%, respectively.

In order for HRT to have the ability to obtain the most skilled and experienced resources at the most favorable price when services are required, a decision was made to award to Sparks Group and Talantage. Their proposed rates are 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 the firms are technically and financially capable of performing the services.

Sparks Group is headquartered in Rockville, MD and has provided similar services to Washington Metropolitan Area Transit Authority in Landover, MD; the City of Alexandria in Alexandria, VA; and Xerox in Ashland, VA.



<b>Contract No.:</b> 24-00306	<b>Title:</b> Human Resources Temporary Staffing Services	<b>Contract Amount:</b> \$660,000.00 1 yr. w/2 1-yr. options
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Talantage is headquartered in Atlanta, GA and has provided similar services to the Atlanta Housing Authority in Atlanta, GA; Deloitte Touche in Atlanta, GA; and Steccons, Inc. in Newark, DE.

The period of performance for this contract is one (1) base year 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 grant and HRRTF funds.

**Project Manager:** Monique Strickland, Talent Acquisition Manager

**Contracting Officer:** Donald Shea, Contract Specialist

**Recommendation:** It is respectfully recommended that the Commission approve the award of a contract to Sparks Group, Inc. and Talantage, LLC to provide human resources temporary staffing services to HRT. The cumulative amount of all Task Orders issued under these contracts will not exceed \$660,000.00.

<p><b>Contract No:</b> 19-00004, Modification No. 5</p>	<p><b>Title:</b> Oracle PeopleSoft Annual Support Services Renewal</p>	<p><b>Modification Amount</b> \$177,962.74</p>
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**Acquisition Description:** Award a contract modification to increase the Oracle PeopleSoft Annual Support Services Contract value by an additional \$177,962.74.

**Background:** In April 2019, the Commission approved the award of a Contract to Mythics, Inc. (Mythics), in the not-to-exceed amount of \$1,293,113.84, to provide Oracle PeopleSoft annual support services to HRT for a period of three (3) base years, with two (2) additional one-year options. The Contract was awarded through a competitive Invitation for Bids process.

Two (2) Modifications in the total amount of \$269,387.55, were issued in July 2023 and May 2024, to accommodate incremental licenses and support and a seven-month extension of the contract. An additional six-month extension is required to complete the Scope of Work revision and conduct the solicitation process for a new contract, based on HRT's approved direction for Oracle Software support, taking into account the new Human Resource Management System (HRMS) project currently being implemented.

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

This Modification No. 5 will provide the required funds to cover the cost of the Oracle PeopleSoft annual support services for six (6) months, to June 27, 2025.

**Contract Approach:** The estimated amount of \$177,962.74 is based on updated pricing provided by Mythics for the six-month extension period.

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

**Project Managers:** Glenda Dixon, Senior Director of ERP System and 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 PeopleSoft Annual Support Services Renewal Contract by \$177,962.74, from \$1,562,501.39 to \$1,740,464.13.

**Exercise of Options – March 2025**

<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>
20-00099	Third Party Administrator for HRT's Drug and Alcohol Program	To implement and administer specific aspects of HRT's Drug and Alcohol Abuse Management Program.	\$510,241.00	3 yrs. w/2 1-yr. options	Second	\$105,190.00
22-00210A	Facilities General Contractor Services	To provide general contractor services for HRT's Facilities Department on a Task Order basis.	\$1,500,000.00	1 yr. w/2 1-yr. options	Second	\$500,000.00
23-00255	Avaya Managed Services	To provide managed services for HRT's Avaya PBX system serving all HRT facilities.	\$551,925.25	1 yr. w/4 1-yr. options	First	\$108,180.00

**UPCOMING CONTRACTS FOR APPROVAL**

Title	Description	Renewal Contract Expiration Date
Audio/Visual Services	To provide audio and visual support services on a Task Order basis.	12/15/2025
Audit Management System	To provide a cloud-based, fully integrated software solution to deliver strategic value and increase efficiencies through a streamlined internal audit process.	New
Contract and Vendor Software Solution	To provide a commercial off-the-shelf, Software as a Service Contract and Vendor Management Software solution.	New
Data Archive Software and Extraction Services for PeopleSoft Financials	To provide a secure commercial off-the-shelf software as a service data archiving management solution for HRT's PeopleSoft Financials application.	New
<b>Hydraulic Equipment Maintenance, Inspection, and Repair Services</b>	<b>To perform scheduled and unscheduled maintenance, inspections, and emergency repair services for hydraulic vehicle lifts, brake testing equipment, and related systems.</b>	<b>4/30/2025</b>
Mechanics Tool Supply	To supply professional quality tools designated for the automotive industry for HRT's mechanics.	12/12/2024
Microsoft Dynamics 365 Finance and Operations Managed Services	To provide managed services for HRT's Microsoft Dynamics 365 Finance and Operations application.	New
Provision of Facilities Materials and Supplies	To supply and deliver facility materials and supplies on an as needed basis.	09/20/2024
<b>Pest Control Management Services</b>	<b>To implement a pest control management program for HRT's building perimeters, roofs, interior spaces, rolling stock, to include vehicles utilized for bus, paratransit, light rail, and ferry revenue service operations.</b>	<b>4/25/2025</b>
Provision of Safety Shoes, High Visibility Jackets, and High Visibility T-Shirts	To furnish, fit, and distribute new safety shoes, high visibility jackets, and high visibility short sleeve t-shirts for HRT bus and light rail employees.	9/30/2024
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
Signage Production Services	To provide signage production services.	2/18/2025
Technology Staffing Services	To provide technology staffing services.	06/23/2024



Tide Light Rail Bridge Repairs – Smith Creek Bridge	To perform needed repairs to the Tide’s Smith Creek Bridge.	New
Towing and Flat Tire Replacement Services	To provide towing and flat tire replacement services for HRT.	10/29/2024
Trackside Lubrication System	To purchase a trackside lubrication system.	New
Transit Stop Glass Replacement Services	To provide glass replacement services for HRT’s various transit stops.	New