

Meeting of the Operations and Oversight Committee

Thursday, June 12, 2025, • 10:00 a.m. 509 E. 18th Street Norfolk, VA and Virtual via ZOOM

A meeting of the Operations and Oversight Committee is scheduled for Thursday, June 12, 2025, at 10:00 a.m. in the Norfolk Boardroom.

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

https://hrtransit-org.zoom.us/webinar/register/WN QZWZKR9AQ-61zL1q4mIYhw

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



Meeting of the Operations and Oversight Committee

Thursday, June 12, 2025, • 10:00 a.m. Hybrid 509 E 18th Street Norfolk, VA and Virtual ZOOM Meeting

AGENDA

- 1. Approval of the May 2025 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. 25-00354, Oracle PeopleSoft Annual Support Services (Renewal).
 - b. Contract No. 25-00360, Rapid 7 Managed Threat Complete Advanced/Managed Detection and Response Services.
- Task Orders (for informational purposes only).
 - Contract 21-00128, Ticket Vending Machines/Odyssey Farebox Systems, Repair Parts, Software/Hardware, and Maintenance Support:
 - Task Order 188. This Task Order is for FastFare Controller Board Repair. This Task order is for \$180.00 and is funded with operating funds.
 - ii. Task Order 189. This Task Order is for Mag HD Dual. This Task order is for \$980.45 and is funded with operating funds.

- 6. Options to be Exercised August 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, July 10, 2025, in HAMPTON, VA and virtually via ZOOM.



Meeting of the Operations and Oversight Committee

Thursday May 8, 2025, • 10:00 a.m. 3400 Victoria Blvd. Hampton, VA, and Zoom Meeting

MEETING MINUTES

Call to Order

Commissioner Woodbury called the meeting to order at 10:00 AM.

Commissioners in attendance:

Chairman Glover, Portsmouth Commissioner Steve Johnson, Chesapeake Commissioner Woodbury, Newport News Commissioner Daughtery, DRPT Commissioner M. Johson, Norfolk

Hampton Roads Transit Staff in attendance:

Ray Amoruso, Chief Planning & Development Officer

Malika Blume, Director of Internal Audit

Monguie Battle. Ops Project & Contract Administrator

Amy Braziel, Director of Contracted Services and Operational Analytics

Keisha Branch, Director of Capital Programs (Zoom)

William Collins, Facilities Maintenance Manager

Sherri Dawson, Director of Transit Development (Zoom)

Rodney Davis, Director of Customer Relations

Chera Edwards, Associate Project Manager

La'Toya Elliott, Buyer II

April Garrett, Sr. Executive Assistant

Angela Glass, Director of Budget and Financial Analysis (Zoom)

Jonathan Greene, Sr. Manager of Bus Transportation (Zoom)

Wayne Groover, Director of Light Rail Maintenance and Facilities

William Harrell, President and CEO

Danielle Hill, Director of Human Resources (Zoom)

Natasha Hill, Manager of Rail Transportation

Toni Hunter, Staff Auditor (Zoom)

Ashley Johnson, Assistant Director of Budget and Financial Analysis (Zoom)

Shane Kelly, Sr. Mgr Security & Emerg Preparedness

Alexis Majied, Chief Communications Officer

Maryann Martin, Data Analyst II (Zoom)

Tracy Moore, Director of Transportation

Sibyl Pappas, Chief Engineering & Facilities Officer John Powell, Telecommunications Specialist Michael Price, Chief Information Officer/CTO Shleaker Rodgers, Staff Auditor (Zoom) Timothy Sanchez, (Zoom) Benjamin Simms, Chief Transit Operations Officer Brian Smith, Deputy Chief Executive Officer Matthew Stumpf, Budget Analyst (Zoom) John Tate, Safety Manager Robert Travers, Corporate Counsel Keishia Williams, Operations Support Technician Kim Wolcott, Chief Human Resources Officer

Others in attendance:

Alt. Commissioner Cipriano, Newport News

Alt. Commissioner Velissarios, Newport News (Zoom)

Alt. Commissioner M. Johnson, Norfolk (Zoom)

The May 2025 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 and April 2025, Meeting Minutes

A motion to approve March and April 2025, Operations and Oversight Committee meeting minutes were made by Commissioner Johnson and properly seconded by Commissioner Daughtery. A roll call vote resulted as follows:

Ayes: Commissioners Johnson, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

**Please note: Commissioner Glover entered at 10:07am. **

Audit Update

There was no audit update.

Review of the Operations and Oversight Committee Action Items

- There was one action item that will be presented at June's meeting regarding an update by communications on microtransit marketing plan for the rest of the trip grant.
- 2. Update with the time frame of implementation for Contract No. 25-00358, Microsoft Dynamics 365 Support Services.
- 3. Written process for framework for contracts.

Procurement Items for Approval

Contract No. 24-00314, Investigative Case Management System.

Ms. Luther presented Contract No. 24-00314, Investigative Case Management System as a recommendation that the Commission approve the award of a contract to Kaseware, Inc. to provide an Investigative Case Management System in the not-to-exceed amount of \$105,120.00.

Ms. Shelia Gulledge gave a presentation.

There was discussion revealing a few examples of things that have happened with in our system and if there have been any banishments.

There was discussion if the banishments are banned according to offense or are the patrons to go through a process first as well as the number of current banishments.

There was discussion regarding if this system will allow you do document and confirm all data with all previous information into the system.

A motion to approve Contract No. 24-00314, Investigative Case Management System was made by commissioner Woodbury and properly seconded by commissioner Johnson and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 25-00358, Microsoft Dynamics 365 Support Services.

Ms. Luther presented Contract No. 25-00358, Microsoft Dynamics 365 Support Services, as a recommendation that the Commission approve the award of a contract to Crowe LLP to continue support and maintenance services for HRT's Microsoft Dynamics 365 financial system in the not-to-exceed amount of \$2,000,000.00 for five (5) years.

Ms. Glenda Dixon gave a presentation.

There was a discussion regarding obtaining a broader spectrum of vendors and the timeline of the analysis.

There was discussion for schedule of implementation and which modules we will use.

A motion to approve Contract No. 225-00358, Microsoft Dynamics 365 Support Services, was made by commissioner Johnson and properly seconded by commissioner M. Johnson and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Woodbury, Daughtery, and M. Johnson.

Nays: None

Abstain: None

Contract No. 25-00347, Supervisory Control and Data Acquisition System Processor Upgrade Parts.

Ms. Luther presented Contract No. 25-00347, Supervisory Control and Data Acquisition System Processor Upgrade Parts, as a recommendation that the Commission approve the award of a contract to B&C Transit, Inc. to provide supervisory control and data acquisition system upgrade parts, in the not-to-exceed amount of \$260,599.68.

Mr. Alex Touzov gave a presentation.

A motion to approve Contract No. 25-00347, Supervisory Control and Data Acquisition System Processor Upgrade Parts, was made by commissioner Woodbury and properly seconded by commissioner Johnson and a roll call vote as follows:

Ayes: Commissioner's Glover, Johnson, Woodbury, Daughtery, and M. Johnson.

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 2025 were reviewed by the Committee.

Upcoming Procurements

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

Operations Update

Mr. Simms then gave the committee an update on the success of the Wine Festival held in Norfolk in May in which over 3,300 passengers were transported. Mr. Simms gave thanks for the support of the Security Department headed by Mr. Shane Kelly.

Mr. Simms also reported that Easton, the newly hired Paratransit contractors that took over for VIA, hosted an 'Open House, showcasing all the upgrades as well as celebrated Safety.

Mr. Simms gave a microtransit update and stated that the marketing efforts are being pushed out via social media and are planning for the second half pilot initiatives.

Commissioner M. Johnson commended HRT presence at the wine festival.

Old and New Business

(AI) New Business: Commissioner Cipriano stated that the City is now required to update contract limits... would like a report on framework for HRT, CEO's Signature requirements... Sonya Luther gave a report with the current HRT limits.

Commissioner Glover mentioned that after 17 years of outstanding service, Dr. Brian Smith is leaving HRT to take on his new role as the President and CEO of "Go Triangle" in Durham, NC. Congratulations!

Commissioner Comments

Commissioner Glover mentioned the upcoming holiday "Mother's Day", in which he thanked all the mother's present.

**The next meeting will be held on Thursday, June 12, 2025, at 10:00 am in the HRT NORFOLK Boardroom.

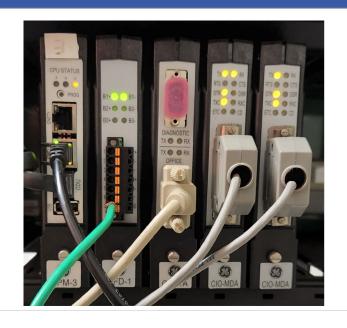
Adjournment

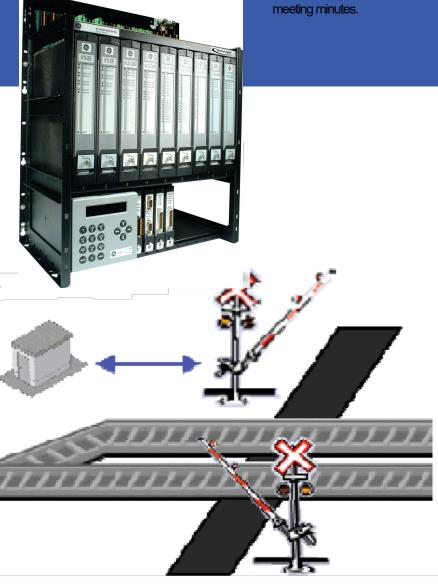
Commissioner Glover adjourned the meeting at 10:46 AM.

Submitted by April Garrett, Sr. Executive Assistant

SCADA ElectroLogIXS











Investigative Case Management System, RFP 24-00314

Operations & Oversight Committee – May 8, 2025



Technology-Enhanced Security

Overview

Crime on transit systems is rising nationwide, including in the Tidewater Region, with incidents ranging from suicide attempts to property vandalism and public decency violations.

Addressing these issues requires effective collaboration with federal and local law enforcement to report, track, mitigate and investigate each case.





Key Objectives

Security technology requires new ways to centralize data, create a dynamic and adaptable security infrastructure, evolving to navigate a landscape of emerging threats and operational needs.

A common set of digital capabilities will equip the HRT safety ecosystem to meet these challenges.





Solution Strategy

Corporate Security Case Management Software, Designed By Former FBI Agents



Case Management Software

An investigative case management system is a digital platform designed to streamline and centralize the management of investigations



Comprehensive Strategy

- Requirements elicitation and validation
- Industry and market research
- Technological considerations secure, scalable, interoperable
- Purpose-built, platform-based cloud solution
- Evidence intelligence and case management
- Document management supporting variety of file types
- Event-driven and customizable templates and workflows
- Dashboard relationship modeling to link incidents, accidents, investigations



Value Proposition

One easy-to-use platform for departments of any size. Robust investigative tools for everything from Internal Investigations to Major Crimes. Uncover connections with automatic graphing and link analysis tools. Collaborate seamlessly with task management and notification tools. Dynamic Case Management

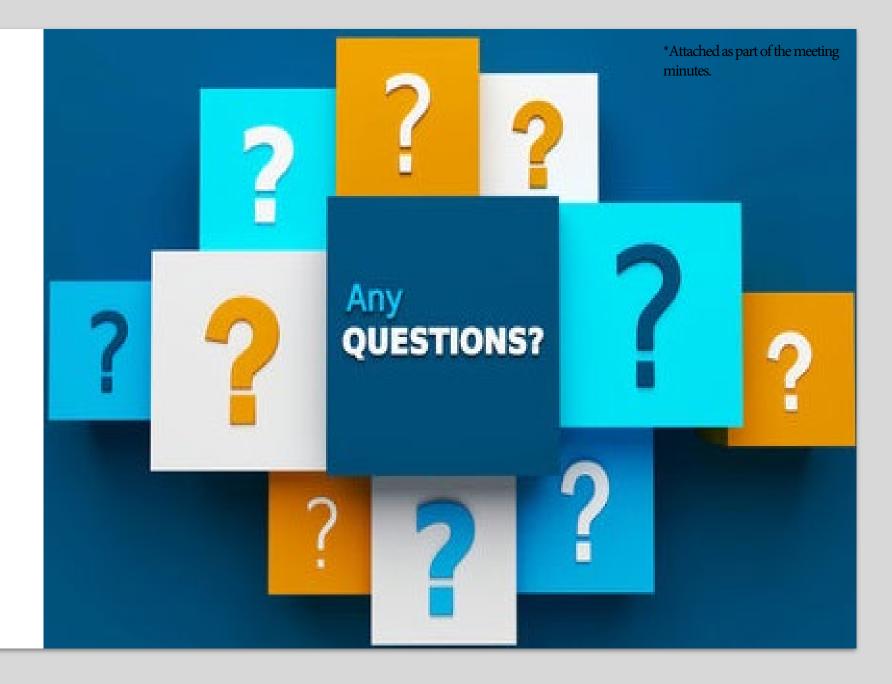




Enhanced Capabilities

- Criminal and/or Legal Documentation
- Incident Report Mgmt.
- Security Event Analysis
- Patrol Mapping
- Photographic, Digital Evidence Archival
- Trending/Forecasting
- Program Administration
- Regulatory Compliance





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25-00358, Microsoft Dynamics 365 Support Services

Operations & Oversight 05/8/2025

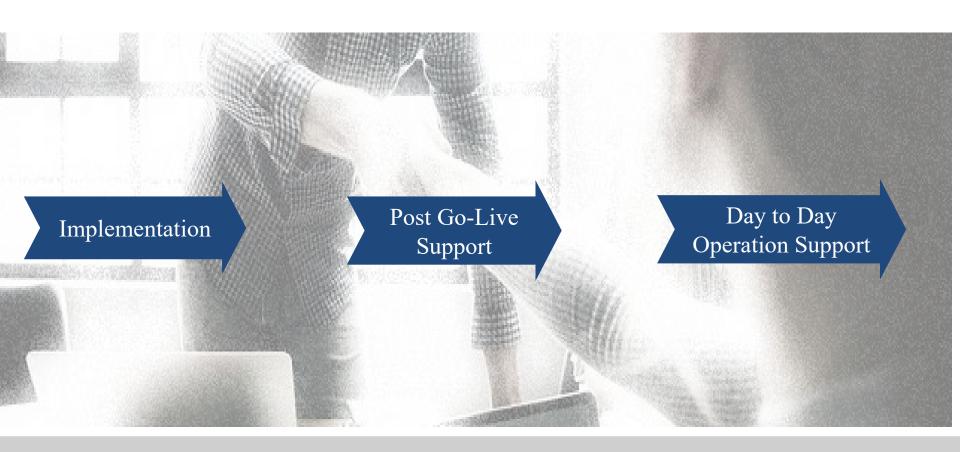
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Background

- Support Services contract for Agency's Microsoft Dynamics 365 Finance and Operations (D365) software.
- Recent responses from the solicitation for the Managed Services were lacking critical expert experience.
- Analysis follow-up to ascertain why known more viable vendors did not respond to improve future solicitations.
- In interim to allow for continuity of services, it is imperative for HRT to retain the services of Crowe resources currently providing support services to HRT.

Background (cont.)

Crowe's past support.





System Overview

Microsoft Dynamics 365 Finance and Operations

- Top Tier Financial Management System in the Market
- Highly complex and Highly configurable platform
- Multiple of modules which are interpedently connected
- Supports Operational agility
- Integrated with Crowe's Transportation Accelerator, which provides enhanced functionality for Transportation customers.

System Overview (cont.)

Microsoft Dynamics 365 Finance and Operations

- Implemented in 4th quarter 2019
- Cloud SaaS solution managed by Microsoft
- Crowe was selected as HRT's implementation partner for Microsoft Dynamics 365 Finance and Operations. Crowe has been working with HRT since 2017.
- Crowe partnered with HRT to implement the following modules and to provide day to day support of its Financial and Inventory Operations.

HRT Microsoft Dynamics F&O Implemented Modules (9 in 1)

	<u> </u>	
Accounts Payable	Cash and Bank Management	Inventory Management
Accounts Receivable	Fixed Assets	Procurement and Sourcing
Budgeting	General Ledger	Project Mgmt and Accounting (includes Grants)

System Overview (cont.)

മ്മി Complete Business Solution





Project Accounting



Accounts Payable

Finance



Invoicing & Billing



Cash & bank Management



Fixed Assets



Credit & Collections



Accounts Receivable



Expense

Operations



Ledger

Distribution

Product

Info Mamt



Cost Management



Production Control



Inventory Management



Transportation Management



Master Planning



Manufacturing



Procurement & Sourcing



Warehouse Management



The Power of Microsoft Cloud

Support Services

Some Support Services Provided:

- Incident Resolution and Management (Day to Day Operational Support)
- Application Support and Configuration To include Consulting and advisory services regarding improvements to systems and business processes.
- Application Upgrades and Updates
 - Microsoft Support Methodology mandates 2-3 Upgrades Annually
 - 4th quarter 2022 also mandates monthly updates
- Report Design and Development
- Ongoing Growth Functional and Technical systems delivered enhancement services
- Proactively monitor system to identify potential areas of risk

Conclusion

- Experts with knowledge and skills with all modules within D365 are required to provide the level of support needed by HRT to operate D365 effectively.
- To ensure there's no gap in the support HRT receives for the D365 Platform a new contract with Crowe is required.



Thank you

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HAMPTON ROADS TRANSIT MAY 2025/JUNE 2025 OPERATIONS AND OVERSIGHT COMMITTEE ACTION ITEMS

Date	Action Item	Responsible Party	Due Date	Completed Date &
				Method
4/2025	An Update from communications on microtransit	Communications	June 12,	June 12, 2025
	marketing plan for the rest of the trip grant.		2025	
5/2025	Update on timeline of implementation for Contract No.	Technology		This will be presented at
	25-00358, Microsoft Dynamics 365 Support Services.			July's O&O.

Contract No: 25-00354

Title:

Oracle PeopleSoft Annual Support Services (Renewal) **Contract Amount:**

Base Year Price: \$199,800.00 Two Option Years Price: \$401,880.00

\$601,680.00

<u>Acquisition Description</u>: Enter into a renewal contract with a qualified contractor to provide renewal of Hampton Roads Transit's (HRT's) Oracle PeopleSoft annual software support services.

<u>Background</u>: HRT utilizes Oracle PeopleSoft Human Capital Management (HCM) software to manage the agency's hiring, workforce management, and paying of its employees, all of which support the ability to ensure employees are available to support overall daily operations as a transit agency and are paid appropriately. Under the terms of this agreement, the Contractor will provide support for the modules utilized by HRT, such as Human Resources, Benefits Administration, Time & Labor and Payroll, and self-service modules such as ePay, eProfile, and eProfile Manager.

<u>Contract Approach</u>: An Invitation for Bids was issued on May 5, 2025. Two (2) bids were received on May 23, 2025, from the following firms:

- Consultadd, Inc. (Consultadd)
- Mythics, LLC (Mythics)

A post solicitation survey of other firms solicited revealed that most firms could not meet the Scope of Work requirements. As a result, there was no indication that a re-solicitation to pursue more competition would have resulted in greater participation.

In response to the IFB, bidders were required to provide pricing for various Oracle PeopleSoft modules currently utilized by HRT, as listed in the Price Schedule.

After an evaluation of the bids received, the lowest priced bidder, Mythics, was deemed non-responsive and ineligible for award due to the firm's numerous exceptions to the contractual terms and conditions. Therefore, HRT staff determined that Consultadd was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder, and therefore eligible for award.

Consultadd's bid price is deemed fair and reasonable based on a price analysis performed utilizing the independent cost estimate, historical data, and the fact that pricing was obtained in a competitive environment. A contractor responsibility review confirmed that Consultadd is technically and financially capable of providing the required services.

Consultadd is located in New York, NY and has provided similar services for Marin Housing Authority in San Rafael, CA; the United States Small Business Administration in Washington, DC; and Sam's Club (Walmart) in Bentonville, AR.

Contract No: 25-00354

Title:

Oracle PeopleSoft Annual Support Services (Renewal)

Contract Amount:

Base Year Price: \$199,800.00 Two Option Years Price: \$401,880.00

\$601,680.00

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 HRRTF and operating funds.

Project Manager: Glenda Dixon, Senior Director of ERP Services

Contracting Officer: Fevrier Valmond, Assistant Director of Procurement

<u>Recommendation</u>: It is respectfully recommended that the Commission approve the award of a contract to Consultadd, Inc. to provide Oracle PeopleSoft annual support services, in the not-to-exceed amount of \$601,680.00 over a three-year period.

Solicitation Results

Bidder	Total Bid Price
Mythics, LLC	\$561,857.52
Consultadd, Inc.	\$601,680.00

Consultadd, Inc's Bid Summary

Base Year	Option Year 1	Option Year 2	Total
\$199,800.00	\$199,800.00	\$202,080.00	\$601,680.00

Contract No: 25-00360

Title:

Rapid7 – Managed Threat Complete Advanced/Managed Detection and Response Services

Contract Amount: \$129,376.00

<u>Acquisition Description</u>: Enter into a contract with a qualified contractor to provide the continuation of Rapid7 – Managed Threat Complete Advanced/Managed Detection and Response Services.

Background: Hampton Roads Transit (HRT) is seeking a qualified Contractor to provide Rapid7 – Managed Threat Complete Advanced/Managed Detection and Response Services. Under the terms of this agreement, the Contractor will provide 24/7/365 security monitoring by a Tactical Operations team, which includes alert triage and investigation. Managed Detection Response service focuses on threat detection and validation, aiming for a near-zero false-positive rate, which contributes to a more desirable and less disruptive security experience. Incident response will investigate, contain, and eradicate threats, contributing to a safer digital environment.

<u>Contract Approach</u>: An Invitation for Bids was issued May 13, 2025. Four (4) bids were received on May 28, 2025, from the following firms:

- CDW Government, LLC
- Comcast Business Communications, LLC
- GovConnection, Inc. (GovConnection)
- vPrime Tech, Inc.

After evaluation of the bids received, the lowest bidder, Comcast Business Communications, LLC was found to be non-responsive and ineligible for award due to significant deficiencies in the firm's bid. The firm did not submit a Certificate of Insurance and took exceptions to HRT's Terms and Conditions. HRT staff determined that GovConnection was the lowest responsive (in compliance with submittal requirements) and responsible (capable to perform) bidder, and therefore eligible for award.

GovConnection's bid price 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 GovConnection is technically and financially capable of performing the work.

GovConnection is headquartered in Merrimack, NH and provides similar services to the New Tier Township High School District, in Winnetka IL; Aspen Square Management, in Agawam, MA; and Eastern Virginia Medical School, in Norfolk VA. GovConnection also currently provides these services to HRT satisfactorily.

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

Contract No:

25-00360

Title:

Rapid7 – Managed Threat Complete Advanced/Managed Detection and Response Services

Contract Amount:

\$129,376.00

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

Project Manager: Afonso Alves, IT Manager, Cyber Security Services

Contracting Officer: Jason Petruska, Senior Contract Specialist

Recommendation: It is respectfully recommended that the Commission approve the award of a contract to GovConnection, Inc. to provide Rapid7 – Managed Threat Complete Advanced/Managed Detection and Response Services in the not-to-exceed amount of \$129,376.00 for a one (1) year period.

Solicitation Results

FIRM	TOTAL BID PRICE
Comcast Business Communications, LLC	\$83,647.68
GovConnection, Inc.	\$129,376.00
vPrime Tech, Inc.	\$139,592.00
CDW Government, LLC	\$147,000.00

Exercise of Options – August 2025						
Contract No.	Title	Description	Total Current Value	Period of Performance	Option Year to be Exercised	Total Amount of Option Year
21-00139	Vehicle Miles Reduced Tracker System	To provide Vehicle Miles Reduced Tracker software and support services.	\$271,371.45	1 yr. w/4 1- yr. options	Fourth	\$63,986.40
22-00174	Lawn and Landscaping Services	To provide lawn and landscaping services at various HRT locations.	\$1,214,309.20	1 yr. w/3 1- yr. options	Second	\$242,861.84
22-00179R	Hampton Roads Transit Sign Installation	To provide sign installation and maintenance services on a Task Order basis.	\$2,122,750.00	1 yr. w/3 1- yr. options	Third	\$530,687.50
23-00226	Waste Collection and Disposal Services	To provide waste collection and disposal services.	\$292,809.46	1 yr. w/4 1- yr. options	Second	\$79,202.12
23-00228	General Printing Services	To provide general printing services on a task order basis.	\$630,000	1 yr. w/4 1- yr. options	Second	\$126,000.00

UPCOMING CONTRACTS FOR APPROVAL				
Title	Description	Renewal Contract Expiration Date		
Audio/Visual Services	To provide audio and visual support services on a Task Order basis.	12/15/2025		
Audit Management System	To provide a cloud-based, fully integrated software solution to deliver strategic value and increase efficiency through a streamlined internal audit process.	New		
Background Screening Software Service	To procure pre-employment background screening services, as well as services to configure, integrate, test, deploy, and support a Workday HCM validated background screening connector that will integrate with Workday HCM.	New		
Contract and Vendor Software Solution	To provide a commercial off-the-shelf, Software as a Service Contract and Vendor Management Software solution.	New		
Custodial Services and Consumables	To provide custodial services to all of HRT's facilities.	7/31/2025		
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		
Employee Benefits Consulting Services	To provide consulting and brokerage services for marketing, claims services, and advisement related to its employee benefits program, to include group health, group dental, group vision, long-term disability insurance, group life insurance, short-term disability insurance, flexible spending accounts, health savings accounts, legal resources and employee assistance program.	11/30/2025		
Federal Legislative Services	To perform government relations and legislative services activities at the federal level in support of HRT's core mission in Hampton Roads.	9/30/2025		
Light Rail Systems Training Bench and SGR Equipment Replacement	To purchase a Signals training/troubleshooting bench and replace Light Rail shop equipment that has reached the end of its useful life.	New		
Naval Station Norfolk Base Circulator	To provide transit circulator services for operation within the parameters of Naval Station Norfolk.	9/13/2025		

On-Site Vehicle Inspection Services	To produce Pre-Award and Post-Delivery Buy America reports compliant with the requirements of 49 CFR parts 661 and 663; and provide on-site vehicle production line inspections, oversight, and quality assurance services.	11/4/2025
Provision of Two (2) Electric Forklifts	To supply two (2) 4,000-pound capacity forklifts for use at HRT's Hampton and Norfolk storerooms.	New
Roll Up Doors/Fire Doors Maintenance and Repair Services	To perform scheduled and unscheduled maintenance, inspections, and emergency repair services for HRT's overhead doors at various locations.	New
Signage Production Services	To provide signage production services.	2/18/2025
Tide Light Rail Bridge Repairs – Smith Creek Bridge	To perform needed repairs to the Tide's Smith Creek Bridge.	New
Time Collection Devices	To procure time collection devices and software, as well as services to install, configure, integrate, test, deploy and support of Workday HCM validated Time collection connector that will integrate with Workday HCM.	New
Trackside Lubrication System	To purchase a trackside lubrication system.	New