



BOARD OF DIRECTORS

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

BUSINESS MANAGEMENT COMMITTEE

THURSDAY, SEPTEMBER 29, 2022

ATLANTA, GEORGIA

MEETING MINUTES

1. CALL TO ORDER AND ROLL CALL

Committee Chair Frierson called the meeting to order at 11:16 A.M.

Board Members

Present:

Al Pond
Freda Hardage
Roderick Frierson
Rita Scott
Reginald Snyder
Thomas Worthy
William Floyd
Rod Mullice

Board Members

Absent:

Jim Durrett
Kathryn Powers
Robert Ashe III
Roberta Abdul-Salaam
Russell McMurry¹
Stacy Blakley
Heather Aquino¹

Staff Members Present:

Collie Greenwood
Luz Borrero
Melissa Mullinax
Rhonda Allen
Raj Srinath
Ralph McKinney
Peter Andrews
Josh Rowan
Michael Kreher
George Wright

¹Russell McMurry is Commissioner of the Georgia Department of Transportation (GDOT) and Heather Aquino is the Interim Executive Director of the Georgia Regional Transportation Authority (GRTA). Per the MARTA Act, both are non-voting members of the Board of Directors.

Also in Attendance: Justice Leah Ward Sears, Kevin Hurley, Paula Nash, Jacqueline Holland, Jonathan Hunt, Calvin Wright, Minnie Hill. Dean Mallis, Kirk Talbott, Carrie Rocha, MPD Officer Shackelford, Tyrene Huff, Nicci Golden, Kenya Hammond, Phyllis Bryant

2. APPROVAL OF THE MINUTES

Approval of Minutes from August 25, 2022.

Approval of Minutes from August 25, 2022. On a motion by Board Member Worthy, seconded by Board Member Hardage, the motion by a vote of 8 to 0 with 8 members present.

3. RESOLUTIONS

Resolution Authorizing the Solicitation of Proposals for the Procurement of Group Health and Flexible Spending Benefit Plans, RFP P50213

Approval of Resolution Authorizing the Solicitation of Proposals for the Procurement of Group Health and Flexible Spending Benefit Plans, RFP P50213 On a motion by Board Member Mullice, seconded by Board Member Pond, the resolution passed by a vote of 7 to 0 with 8 members present.

Resolution Authorizing the Award of a Contract for the Procurement of Employee Assistance Program Services, RFPP P50154-A

Approval of Resolution Authorizing the Award of a Contract for the Procurement of Employee Assistance Program Services, RFPP P50154-A On a motion by Board Member Hardage, seconded by Board Member Pond, the resolution passed by a vote of 7 to 0 with 7 members present.

Resolution Authorizing the Award of a Contract for the Procurement of Palo Alto Firewalls, RFPP P50220 utilizing the Federal General Services Administration (GSA) Contract

Approval of Resolution Authorizing the Award of a Contract for the Procurement of Palo Alto Firewalls, RFPP P50220 utilizing the Federal General Services Administration (GSA) Contract On a motion by Board Member Pond, seconded by Board Member Mullice, the resolution passed by a vote of 7 to 0 with 7 members present.

Resolution Authorizing the Award of a Contract for the Procurement of Arista Switches and Maintenance, RFP P50221 utilizing Federal General Services Administration (GSA) Contract

Approval of Resolution Authorizing the Award of a Contract for the Procurement of Arista Switches and Maintenance, RFP P50221 utilizing Federal General Services Administration (GSA) Contract On a motion by Board Member Mullice, seconded by Board Member Snyder, the resolution passed by a vote of 7 to 0 with 7 members present.

Resolution Authorizing a Modification in Contractual Authorization for MARTA Communications Service Manager, L39782

Approval of Resolution Authorizing a Modification in Contractual Authorization for MARTA Communications Service Manager, L39782 On a motion by Board Member Snyder, seconded by Board Member Mullice, the resolution passed by a vote of 7 to 0 with 7 members present.

Resolution Authorizing a Modification in Contractual Authorization for Specialized Professional Services, RFP P47520;

Approval of Resolution Authorizing a Modification in Contractual Authorization for Specialized Professional Services, RFP P47520; On a motion by Board Member Pond, seconded by Board Member Snyder, the resolution passed by a vote of 7 to 0 with 7 members present.

4. **OTHER MATTERS**

Utilize The State Of Georgia Technology Authority Contract To Procure CrowdStrike Falcon Suite

Other Matters - FY2023 July Financial Highlights and Financial Performance Indicators (Informational Only)

5. **ADJOURNMENT**

The Committee meeting adjourned at 11:55 A.M.

Respectfully submitted,



Tyrene L. Huff
Assistant Secretary to the Board

YouTube link: <https://youtu.be/d6F61I0iGvM>



Resolution Requesting Permission to Issue RFP P50213: Group Health & Flexible Spending Benefit Plans

Background Information

- MARTA is seeking services for its comprehensive health insurance program for approximately 4,400 employees and 1,245 retirees.
- MARTA's FY22 Operating Budget totaled \$557.1M.
- \$431.1M (77%) of the FY22 Operating Budget is applied to labor costs. Benefits provided through the comprehensive health insurance program accounted for 12% of labor costs in 2022.
- The total current contract value is \$558.2M over five years and includes items not going out for bid in P50213 (dental, critical illness, life, AD&D). ETA for solicitation request on the excluded items is 1/1/2023.
- Due to the timing of MARTA's current RFP process, per industry best practices and at the advice of Segal Consulting, the Group Health & Flexible spending contracts are being solicited earlier and separately from the Dental, Critical Illness, Life, and AD&D contract. Unbundling of the services into two RFP's is expected to enhance the competitive bidding process.
- Estimates for P50213 only include pricing for group medical, pharmacy, stop-loss, vision, and flexible spending.

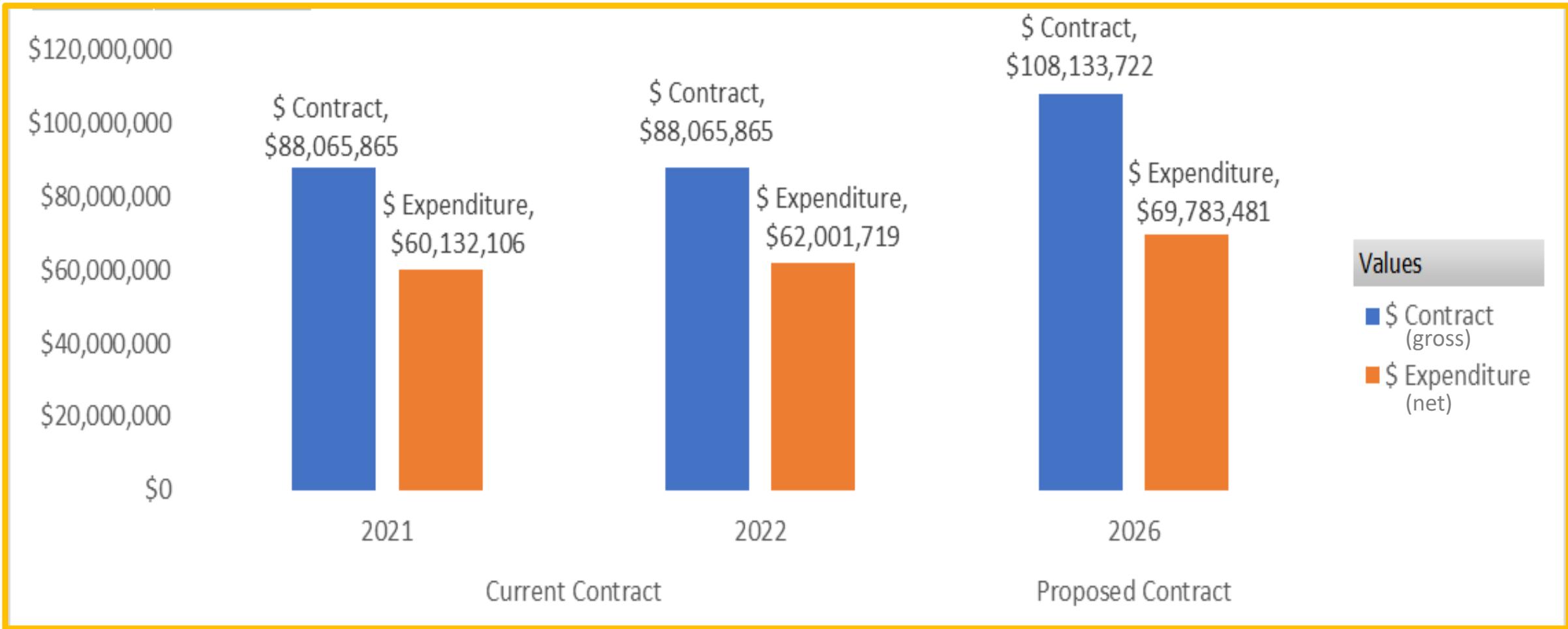


As part of the proposed RFP process, Proponents will be sought to provide competitive bids on the following five (5) Distinct Lines of Service:

- **Group Medical Insurance**
 - Preferred Provider Organization (PPO)
 - Point-of-Service (POS)
 - Health Maintenance Organization (HMO)
 - New for P50213- Consumer Driven Health Plan (CDHP)
- **Stop-Loss Insurance**
- **Pharmacy Benefits Management (RX)**
- **Vision Insurance**
- **Flexible Spending Accounts**
 - Healthcare Flexible Spending Account (FSA)
 - Dependent Care FSA (DCFSA)
 - New for P50213- Health Savings Account (HSA) & HSA Banking Vendor

Current Vendors (7/1/2020 Contract Effective Date)	Current Contract Terms	Current Contract Award Per Year	Per Year Cost Estimates for P50213
Anthem & Kaiser (Medical, Vision & RX & Stop-Loss)	3-year base term + 2 one (1) year options to extend	\$88M	\$108.1M
Anthem (Flexible Spending Account)	3-year base term + 2 one (1) year options to extend	\$25K	\$26.1K

Contract Award vs. Actual Expenditure (Yearly)



Considerations Regarding Accessibility, Service Quality, and On-Site Support

Maintaining current cost sharing model for employees

Non-Represented

75% Employer Funded
25% Employee Contribution

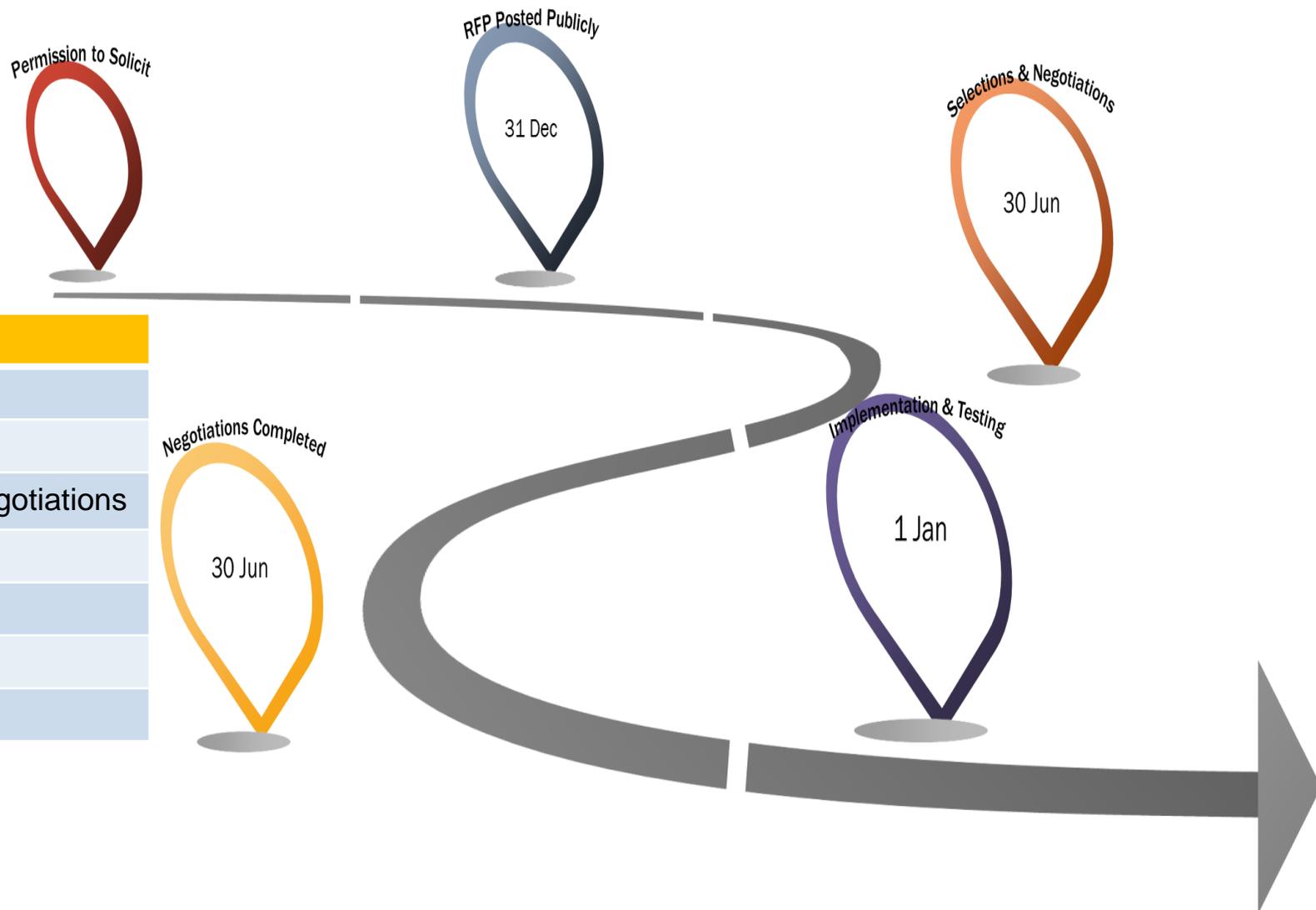
Represented

83% Employer Funded
17% Employee Contribution

- Percentages for Represented employee contribution may change as a result of the outcome of labor negotiations currently underway.
- Continue meeting contractual obligations with ATU Local 732.
- Ensuring proposed provider networks offer adequate coverage within geographic areas where MARTA participants reside.
- Availability of and accessibility to Group Health support services such as Biometric Exams and Mammograms at Bus Garages, Rail Yards, and other MARTA facilities.

Timeline

Date	Milestone
11/15/2022	SOW Final Draft
12/31/2022	RFP Posted Publicly
6/30/2023	Final Selections & Preliminary Negotiations
6/30/2024	Negotiations Completed
1/1/2025	Implementation & Testing
6/30/2025	Current Contract P43938 Ends
7/1/2025	New Contract P50213 Starts



We respectfully request the Board's authorization to solicit Proposals for the Procurement of Group Health & Flexible Spending Benefit Plans.

RFP P50213



Thank You



Resolution Authorizing the Award of a Contract for the Procurement of Employee Assistance Program Services, RFPP P50154-A

Luz Borrero, Chief of Administration



Employee Assistance Program (EAP)

Assist employees in resolving personal problems that may adversely affect their ability to perform optimally

Covers a broad range of issues

- Relationship and work challenges
- Financial or legal problems
- Mental wellness matters
 - Traumatic events
 - Workplace violence
 - Substance abuse

Current Program Scope Work Includes:

- Three (3) free counseling sessions per problem, per year.
- Onsite Critical Incident Stress Debriefing (CISD) when traumatic events/crises occur
- Onsite seminars and educational training for employees and management
- Substance Abuse professional referrals for alcohol misuse or substance abuse
- Online support services
- Authority-wide monthly mental health awareness communication and educational materials

Current Contract Ending

- The current contract, P43310 with Humana EAP and Work-Life Services was awarded February 12, 2020
 - On June 20, 2022, Humana EAP and Work-Life Services notified MARTA of ceasing EAP services effective December 20, 2022
 - Contract was \$550,675.00 for three (3) base years, with two (2) one (1)-year options
- On July 28, 2022 MARTA sent a Request for Price Proposal to five (5) service providers to procure Employee Assistance Program Services, RFPP P50154-8
- The proposal deadline was August 15, 2022
- No proposals received

LifeWorks Response & Review

- LifeWorks was original included in the initial Request for Proposals sent on August 19, 2022.
- LifeWorks responded timely by August 25, 2022. However, LifeWorks' initial response to the proposal was blocked by MARTA's firewall
- After review by C & P and Law Department and their expression of interest LifeWorks proposal was considered
- LifeWorks has been a preferred partner for Humana's EAP clients providing a virtual counseling platform during COVID 2020-2021
- Since announcing the cessation of Humana's services other Humana customers have transitioned to LifeWorks as their service provider.

LifeWorks Approach Meets Critical Needs

- LifeWorks' proposal provides a seamless continuation of all existing EAP services with enhancements supporting the mental, social, and physical well-being of all MARTA employees and their family members
- During the Covid-19 Pandemic EAP Services have been highly utilized; as we face Post-pandemic events these services are deemed critical
- EAP Services have also been of great assistance as MARTA Employees have been impacted by personal and professional trauma
- It is in MARTA's best interest to procure LifeWorks (US) Ltd. Services

LifeWorks Proposal

- LifeWorks response to RFPP P51540-A reflects transitioning ALL existing service offerings, further enhanced by LifeWorks' modern integrated EAP services, including, but not limited to:
 - Personalized digital user experience with LifeWorks mobile app & website
 - LifeWorks Platform with 24/7 Live instant chat
 - Total Wellbeing Index (TWI) assessment
 - On-Site support
 - Digital self-guided Cognitive Based Therapy (CBT) Programs (CareNow)
 - Seamless program implementation and dedicated account management
 - Communication, Education and Curated content & recommendations
 - Enhanced Reporting and Microsoft Teams integration
- LifeWorks has committed to a 12% DBE participation
- A firm fixed price contract, \$243,620, for two (2) years

We respectfully request the Board's Approval of a Resolution authorizing the Interim General Manager/CEO or delegate to enter into a Contract for the Employee Assistance Program Services, RFPP P50154-A, with LifeWorks.



Thank You





**Resolution Authorizing the Award of
a Contract for the Procurement of
Palo Alto Firewalls, RFP P50220
utilizing the Federal General
Services Administration (GSA)
Contract**

Kirk Talbott, AGM

Department of Technology

Resolution Authorizing the Award of a Contract for the Procurement of Palo Alto Firewalls, RFP P50220 utilizing the Federal General Services Administration (GSA) Contract

Palo Alto Firewalls secure critical applications such as Oracle, Automatic Fare Collections (AFC) system and other core business applications by ensuring that the MARTA's sensitive data is protected against viruses and hackers.

- MARTA's current Palo Alto maintenance and support contract with LayerThree is expiring on September 28, 2022.
- Requesting to procure a three-year support agreement utilizing the GSA contract.
- The Office Diversity and Inclusion did not assign a DBE goal for this procurement.

Palo Alto Firewall Maintenance Cost Compare

- Technology secured three GSA quotes to determine the best price.
- Quotes were compared to FY22 \$370,701.52 current provider Layer3 cost.
- PC Solutions is the lowest price.
 - Annual cost per year \$492,869.35.
 - Three-year total cost \$1,396,399.44.
 - 26% higher than FY22 \$370,701.52 Layer3 cost.

GSA Palo Alto Firewall Maintenance Providers	Three Year Quote	Cost Per Year	FY23 Cost Increase
Layer3 (Current Provider)	\$1,489,193.25	\$496,397.75	34%
Presidio	\$1,478,608.04	\$492,869.35	33%
PC Solutions	\$1,396,399.44	\$465,466.48	26%

Resolution Authorizing the Award of a Contract for the Procurement of Palo Alto Firewalls, RFP P50220 utilizing the Federal General Services Administration (GSA) Contract

The Department of Technology recommends PC Solutions (PCS) to be awarded the three-year Palo Alto Firewalls maintenance agreement contract.

Funding

This contract will be funded 100% from the Department of Technology's FY23 local operating budget.



Thank You





**Resolution Authorizing the Award of
a Contract for the Procurement of
Arista Switches and Maintenance,
RFP P50221 utilizing the Federal
General Services Administration
(GSA) Contract**

Kirk Talbott, AGM

Department of Technology

Resolution Authorizing the Award of a Contract for the Procurement of Arista Switches and Maintenance, RFP P50221 utilizing the Federal General Services Administration (GSA) Contract

The Department of Technology recommends replacing 60 end of life Arista switches within the CCTV network at the train stations and train control rooms. This is part of phase 2 of the CCTV network redesign project.

- Replacement will enable the support of the 4K camera upgrade and video analytics.
- The purchase of the switches includes the initial first year of maintenance support.
- Requesting approval to award one-year contract to ConvergeOne Inc.

Cost and Funding

- Total one year cost \$710,496.80
- Funded 100% from FY23 Local Capital Budget

Item Description	Cost
60 Arista Switches	\$571,799.60
1 Year Maintenance Support	\$138,697.20
FY23 Total Local Capital Cost	\$710,496.80



Thank You





**Resolution Authorizing a Modification in
Contractual Authorization for MARTA
Communications Service Manager, L39782**

Kirk Talbott, AGM
Department of Technology

Resolution Authorizing a Modification in Contractual Authorization for MARTA Communications Service Manager, L39782

MARTA Communications Service Manager enables data from disparate sources to seamlessly exchange among applications within the environment. The technical infrastructure for MARTA Communications Service Manager (MCSM) is TIBCO FTL (real-time high message throughput platform) and TIBCO BusinessWorks (an integration platform). These two technologies work together to provide messaging and service orchestration functionality to support MCSM.

- Support maintenance is provided only by TIBCO Software Inc.
- The current maintenance support expires October 17, 2022.
- The Department of Technology is requesting approval to add three (3) additional years of maintenance support.

TIBCO Maintenance Cost Compare

Maintenance Date	Average Cost Per Year	Annual % Increase
2019-2020	\$26,460.60	First Year of Maintenance
2020-2021	\$27,783.00	5%
2021-2022	\$29,172.15	5%
2022-2023	\$30,339.04	4%
2023-2024	\$31,552.60	4%
2024-2025	\$32,814.70	4%
Average 5 Year Cost	\$29,687.02	4.4%



Resolution Authorizing a Modification in Contractual Authorization for MARTA Communications Service Manager, L39782

Total Modified Contract Value

Current Contract Value	\$282,089.15
Request for Additional Funds	\$94,706.33
Total Modified Contract Value	\$376,795.48

Funding

- Average Cost of Maintenance Support 2022 - 2025 per year \$31,568.78
- Total 3-year Cost of Maintenance Support 2022 - 2025 \$94,706.34
- Funded 100% from the Department of Technology's Local Operating Budgets FY23 - FY25



Thank You





Resolution Authorizing the Increase of Specialized Professional Services Contract for Information Security

Dean Mallis, AGM/CISO
Information Security



Resolution Authorizing the Increase of Specialized Profession Services Contract for Information Security

Purpose of the Specialized Professional Service Contract

The Specialized Professional Services Contract provides external contractor resources to Police, Information Security, Information Technology, Safety and Quality Assurance for capital programs and operations.

Information Security's Resource Plan

- Information Security initially requested \$1.2M to fund external contractors to support MARTA's cyber security program for 24 months. During this period, we went from 5 contractors to 3 contractors
- Currently filled specialized professional services cyber security external contract positions filled :
 - ✓ Program Manager
 - ✓ Governance Risk & Compliance Specialist
 - ✓ Threat and Vulnerability Management Consultant
- The goal was to eliminate all contract positions by the end of the 24 months.
- The current job market has made it difficult to hire FTEs for these positions.

Resolution Authorizing the Increase of Specialized Profession Services Contract for Information Security

Hiring Challenges

- Lack of cyber security professionals.
- 400,000 open cyber security jobs.
- Higher starting salaries in private industry companies.
- Salary plus bonuses.
- 100% work remote at many organizations.

Annual Cost Per Cyber Security External Contractor

Term	Contract Funding Amount	Number of Resources	Annual Cost Per Resource
42 months (increase)	\$2,475,840.00	3	\$235,794.29

Resolution Authorizing the Increase of Specialized Profession Services Contract for Information Security Request

Need for the Increase

- Two professional services work orders positions will run out of funds on January 31, 2023.
- One professional services work order position will run out of funds on June 30, 2023.
- New professional services contract work orders are needed for these positions to support Cyber Security projects which cannot be executed without an increased authorization.
- Requesting additional authorization of \$2,475,840 for 42 months through June 30, 2026, remainder of the contract term.

Funding

- Funded 100% from Local Capital budget.



Thank You

