

**Metropolitan Transportation Commission
Operations Committee**

July 8, 2022

Agenda Item 4c

**Contract Amendment – Eligibility Verifier Services for the Bay Area Toll Authority
Means-Based Payment Plan Pilot and Pre-qualification program: Cubic Transportation
Systems, Inc. (\$800,000)**

Subject:

A sole source contract amendment to fund eligibility verification services for the new Bay Area Toll Authority (BATA) means-based payment plan program and pre-qualification program, in an amount not to exceed \$800,000.

Background:

Clipper START is a means-based transit fare discount pilot designed to make transit more affordable for Bay Area low-income residents, establish a more consistent regional standard for fare discount policies, and define a transit affordability solution that is viable and administratively feasible. As part of the Clipper START program, an eligibility verifier was required to perform application intake, review, and approval and provide customer service functions.

On August 28, 2019, MTC issued a Request for Proposals (RFP) for consultant assistance for eligibility verifier services for the means-based program. Eligibility verifier tasks include handling all application intake from various channels, reviewing applications, and approving participants for inclusion in the program or denying applications for those who do not qualify for the program. The eligibility verifier also provides customer services by contacting participants to request further information as needed and by answering incoming customer inquiries.

MTC received one proposal that met the minimum qualifications, from Cubic Transportation Services, Inc. (Cubic). The proposal was evaluated by three MTC staff members and two transit agency advisors. The proposal was scored using the following evaluation criteria: approach and clarity of response, cost effectiveness, and qualifications and proposer experience. The evaluation panel scored Cubic at 82.8%. The MTC Operations Committee approved a contract in the amount of \$1,700,000. In November 2021, this committee approved a contract amendment in the amount of \$800,000 to provide eligibility verifier services for Express Lanes START.

New Eligibility Verification Required:

BATA is launching a new means-based payment plan pilot that would offer low-income drivers with toll debt the opportunity to make payments to get out of debt. BATA would also offer a pre-qualification program by which eligible low-income drivers can pre-qualify for the means-based payment plan. The payment plan pilot and pre-qualification program would use the same income requirements as Clipper START and would accept the same forms of proof of eligibility.

Since the eligibility verification process would be exactly or largely the same for Clipper START and Express Lanes START, there are significant cost savings to contracting with Cubic to performance these services. For these compelling business reasons, staff recommends using the same eligibility verifier and is prepared to execute a sole source contract amendment with Cubic in an amount not to exceed \$800,000. The current amount of the contract is \$2,500,000, and the new total contract amount would be \$3,300,000.

Cubic and its sole subcontractor for this work are neither disadvantaged business enterprises nor small business enterprises.

Issues:

None identified.

Recommendation:

Staff recommends the Operations Committee authorize the Executive Director or designee to negotiate and enter into a sole source contract amendment with Cubic in an amount not to exceed \$800,000 to provide additional means-based eligibility verifier services for the BATA means-based payment plan pilot and the pre-qualification program as well as the Toll Discount Pilot program and the Clipper START program.

Attachments:

- None



Therese W. McMillan

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 1311

Consultant: Cubic Transportation Systems, Inc.
San Diego, CA

Work Project Title: BATA Means-Based Payment Plan and Pre-Qualification Program

Purpose of Project: To provide eligibility verification services for the Clipper START program, the Express Lanes START program, and the new BATA means-based payment plan and pre-qualification programs

Brief Scope of Work: Contractor will verify eligibility for the Clipper START, the Toll Discount Pilot program and the BATA means-based payment plan and pre-qualification program.

Project Cost Not to Exceed: This contract amendment: \$800,000
Current contract amount before this contract amendment: \$2,500,000
Maximum contract amount after this contract amendment: \$3,300,000

Funding Source: BATA Operating Funds

Fiscal Impact: Funds included in the FY 2022-23 BATA budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Cubic Transportation Systems, Inc. for consultant services described above and in the Operations Committee Summary Sheet dated July 8, 2022 and that the Chief Financial Officer is authorized to set aside \$800,000 for such amendment.

Operations Committee: _____
Carol Dutra-Vernaci, Chair

Approved: July 8, 2022