

**Metropolitan Transportation Commission
Regional Network Management Committee**

June 13, 2025

Agenda Item 2f

**Contract Amendment – Clipper® In Person Customer Service: Nematode Holdings, LLC
(Nematode) (\$315,000)**

Subject:

Request for approval of a contract amendment in an amount not to exceed \$315,000 with Nematode to continue providing Clipper in-person customer services at the Bay Crossings store located in the San Francisco Ferry Building, subject to approval of the fiscal year (FY) 2025-26 MTC Budget.

Background:

The Clipper Program has historically provided Clipper customer services at the Bay Crossings store at the San Francisco Ferry Building. In addition to issuing new Clipper cards and selling value, this customer service center immediately replaces lost and damaged cards; accepts cash payment for card replacement fees; and distributes Clipper START materials. Similar customer services are being provided by TTEC at the Embarcadero BART/Muni Metro location through a previously approved contract in the amount of \$1.7 million through June 30, 2027.

Under the proposed contract amendment, Nematode would continue to provide Clipper customer services at its Bay Crossings store, as well as operate and maintain the Real-Time Ferry Departure Flap Sign System, in the Ferry Building. MTC first executed a sole source contract with Nematode in December 2010 to offer Clipper services. In July 2020, MTC executed a new sole source contract with Nematode due to Bay Crossings still being the only Ferry Building vendor selling transit value and providing transportation information on behalf of multiple partners. During the first eight months of the current fiscal year, this location has issued over 8,000 Clipper cards and completed over 20,000 sales transactions. The amendment would extend operations through June 30, 2026 and add \$315,000 in contract value.

Nematode Holdings is neither a small business nor a disadvantaged business enterprise and has no subcontractors. The Clipper Executive Board approved this proposed contract action at its June 2, 2025 meeting.

Issues:

None identified.

Recommendations:

Staff recommends the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with Nematode Holdings, LLC, in an amount not to exceed \$315,000, for the provision of in-person Clipper customer services as described above, subject to approval of the FY 2025-26 MTC Budget.

Attachments:

- Attachment A: Requests for Committee Approval – Summary of Proposed Contract Amendment



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 322-1220

Consultant: Nematode Holdings, LLC
San Francisco, CA

Work Project Title: Clipper Customer Service Center Operations at San Francisco Ferry Building (Bay Crossings)

Purpose of Project: Provide Clipper in-person customer services, including issuance of new and replacement cards; and maintain ferry schedule flap sign display

Brief Scope of Work: Contractor shall provide trained staff to support a range of Clipper customer services and the maintenance of the ferry schedule display

Project Cost Not to Exceed: \$315,000 (this amendment)
Total Contract value including amendments before this amendment is \$1,538,284. Total Contract amount with this amendment is \$1,853,284

Funding Source: Regional Measure 2 Marketing and Operations

Fiscal Impact: Funds dependent on approval of the FY 2025-26 MTC agency budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Nematode Holdings, LLC for purposes described above and in the Regional Network Management Committee Summary Sheet dated June 13, 2025 and that the Chief Financial Officer is authorized to set aside \$315,000 for such amendment, to adoption of the FY 2025-26 agency budget.

Regional Network
Management Committee:

Alicia John-Baptiste, Chair

Approved: June 13, 2025