



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 4f
Bay Area Metro Center
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San Francisco, CA 94105
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Memorandum

TO: Operations Committee

DATE: May 4, 2018

FR: Executive Director

W. I. 1221

RE: Contract Actions – Clipper® In-Person Customer Services

- i. Contract Amendment – Clipper® Customer Service Center Operations at Embarcadero Bay Area Rapid Transit (BART) Station: Faneuil, Inc. (\$410,000)
- ii. Contract Amendment – Clipper® Customer Service Center Operations at the San Francisco Ferry Building: Nematode Holdings, LLC (\$265,000)
- iii. Funding Agreement Amendment – Clipper® Customer Service Center Operations at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)

Background

The Clipper® program currently funds in-person customer service centers (IPCSCs) at two downtown San Francisco locations and the AC Transit Oakland headquarters. Located near rail, bus and ferry hubs, these IPCSCs provide a convenient location for transit riders to obtain youth and senior cards so that they have immediate access to discounts based on age eligibility, in addition to savings that are not available to customers who pay with cash or tickets (i.e., discounted transfers and avoidance of surcharges). During the current fiscal year, the two San Francisco locations alone have issued about 20% of all youth and senior cards distributed in the region.

While all transit operators who operate a standard Clipper ticket office terminal can issue adult, youth and senior cards and sell all types of value, the IPCSCs offer a wider range of services. Staff at the IPCSCs can directly register adult cards that have been purchased through other channels, including at card vending machines and retailers, so that customers can maximize the security and account management benefits of Clipper®. These locations also can immediately issue replacement cards and enable customers to pay the balance restoration fee with cash instead of by credit/debit card or money order.

Recommendation

Staff recommends that the Operations Committee authorize the Executive Director or his designee to negotiate and enter into the following contract actions:

- i. **Contract Amendment – Clipper® Customer Service Center Operations at Embarcadero Bay Area Rapid Transit (BART) Station: Faneuil, Inc. (Faneuil) (\$410,000)**

In March 2017, this Board approved the recommendation to award Faneuil a contract to operate the Clipper® Customer Service Center at the Embarcadero BART/Muni Metro station following a competitive procurement. The Embarcadero IPCSC replaces over 1,000 cards and completes over 7,500 sales on average each month. The initial contract

amount was \$410,770; the proposed amendment would add \$410,000, extending operations for one year through June 30, 2019.

Faneuil is neither a disadvantaged business enterprise (DBE) nor a small business enterprise (SBE) and currently has no subcontractors.

ii. Contract Amendment – Clipper® Customer Service Center Operations at San Francisco Ferry Building (Bay Crossings): Nematode Holdings, LLC (Nematode) (\$265,000)


In December 2010, MTC entered into a sole source contract with Nematode to begin offering expanded Clipper® customer services based on the unique position of its Bay Crossings store as the only vendor in the San Francisco Ferry Building selling transit tickets to commuters and tourists. Bay Crossings regularly completes over 4,400 Clipper sales and replaces 225 cards each month. Under this contract, Nematode is also responsible for the maintenance of the ferry departure flap sign in the central lobby of the Ferry Building. The current contract amount is \$1,739,265; the proposed amendment would add \$265,000, extending operations for one year through June 30, 2019 on a sole-source basis.

Nematode is neither a DBE nor a SBE and currently has no subcontractors.

iii. Funding Agreement Amendment – Clipper® Customer Service Center Operations at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)

In April 2012, MTC executed a funding agreement with AC Transit for the provision of Clipper® customer services at AC Transit's headquarters in Oakland. AC Transit's multilingual staff issue over 200 replacement cards on average each month and are trained to provide information about using Clipper® on all participating transit services. The current funding agreement amount is \$1,565,400; the proposed amendment would add \$250,000, funding these ongoing activities through June 30, 2019.

These items were approved by the Clipper® Executive Board on April 16, 2018.



Steve Heminger

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.: 320-1221

Contractor: Faneuil, Inc.
Hampton, VA

Work Project Title: Clipper® Customer Service Center Operations at
Embarcadero Bay Area Rapid Transit (BART) Station

Purpose of Amendment: Provide Clipper® in-person customer service, such as
issuance of new and replacement cards

Brief Scope of Work: Contractor shall provide trained staff to support a range of
Clipper® customer services

Project Cost Not to Exceed: \$410,000 (this amendment)
Total Contract value before this amendment = \$410,770
Total contract amount with this amendment = \$820,770

Funding Source: Regional Measure 2 Marketing and Operations, STA, STP

Fiscal Impact: Funds dependent on the approval of the FY 2018-19 MTC
agency budget

Motion by Committee: That the Executive Director or his designee is authorized to
negotiate and enter into a contract amendment with Faneuil,
Inc. to provide the services as described above and in the
Executive Director's memorandum dated May 4, 2018; and
that the Chief Financial Officer is authorized to set aside
\$410,000 for such amendment, subject to approval of the FY
2018-19 agency budget.

Operations Committee:

Dave Cortese, Chair

Approved: Date: May 11, 2018

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.: 320-1221

Contractor: Nematode Holdings, LLC
San Francisco, CA

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

Purpose of Amendment: Provide Clipper® in-person customer service, such as issuance of new and replacement cards; distribute MTC project materials; 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 operations and maintenance of the ferry schedule flap sign display

Project Cost Not to Exceed: \$265,000 (this amendment)
Total Contract value including amendments before this amendment = \$1,739,265
Total contract amount with this amendment = \$2,004,265

Funding Source: Regional Measure 2 Marketing and Operations, STA, STP

Fiscal Impact: Funds dependent on the approval of the FY 2018-19 MTC agency budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Nematode Holdings, LLC to provide the services as described above and in the Executive Director's memorandum dated May 4, 2018; and that the Chief Financial Officer is authorized to set aside \$265,000 for such amendment, subject to approval of the FY 2018-19 MTC agency budget.

Operations Committee:

Dave Cortese, Chair

Approved: Date: May 11, 2018

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Funding Agreement Amendment

Work Item No.:	320-1221
Contractor:	Alameda-Contra Costa Transit District (AC Transit) Oakland, CA
Work Project Title:	Clipper® Customer Service Center Operations at AC Transit Headquarters
Purpose of Amendment:	Provide Clipper® in-person customer service center in the East Bay
Brief Scope of Work:	Operate Clipper® in-person customer service center at AC Transit's District Headquarters building located at 1600 Franklin Street in Oakland.
Project Cost Not to Exceed:	\$250,000 (this amendment) Total Funding Agreement value including amendments before this amendment = \$1,565,400 Total Funding Agreement amount with this amendment = \$1,815,400
Funding Source:	Regional Measure 2 Marketing and Operations, STA, STP
Fiscal Impact:	Funds dependent on the approval of the FY 2018-19 MTC agency budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a funding agreement amendment with Alameda-Contra Costa Transit District to provide the services as described above and in the Executive Director's memorandum dated May 4, 2018; and that the Chief Financial Officer is authorized to set aside \$250,000 for such amendment, subject to approval of the FY 2018-19 agency budget.
Operations Committee:	<hr/> Dave Cortese, Chair
Approved:	Date: May 11, 2018