

Metropolitan Transportation Commission Operations Committee

May 10, 2019

Agenda Item 4d

Contract Actions – In-person Clipper® Customer Service Center Amendments

Subject: Contract Amendment – Clipper Customer Service Center Operations at Embarcadero Bay Area Rapid Transit Station: Faneuil, Inc. (Faneuil) (\$415,000);
Contract Amendment – Clipper Customer Service Center Operations at the San Francisco Ferry Building: Nematode Holdings, LLC (Nematode) (\$300,000); and
Funding Agreement Amendment – Clipper Customer Service Center Operations at Alameda-Contra Costa Transit District Headquarters (AC Transit): AC Transit (\$250,000)

Background: In July 2017, following a competitive procurement, MTC entered into a contract with Faneuil to operate the Clipper Customer Service Center at the Embarcadero BART/Muni Metro station. The Embarcadero IPCSC replaces over 1,100 cards and completes over 6,800 sales on average each month. The initial contract amount was \$817,922; the proposed amendment would add \$415,000, extending operations for one year through June 30, 2020, which extension is permitted by the procurement.

In December 2010, MTC entered into a sole source contract with Nematode to offer Clipper customer services based on its Bay Crossings store being the only vendor in the San Francisco Bay Ferry Building to provide transportation information and sell transit tickets to commuters and tourists. During the first half of Fiscal Year (FY) 2018-19, Bay Crossings has completed an average of 270 card replacements and 4,600 Clipper sales each month – a year-over-year increase of 20% and 5%, respectively. Under this contract, Nematode is also responsible for the maintenance of the ferry departure flap sign in the Ferry Building's central lobby. The current contract amount is \$2,063,481; the proposed amendment would add \$300,000, extending operations for one year through June 30, 2020 on a sole source basis.

In April 2012, MTC executed a funding agreement with AC Transit to provide expanded Clipper customer services at AC Transit's headquarters in Oakland. During the first half of FY 2018-19, AC Transit's multilingual staff issued an average of 400 replacement cards each month – a 38% year-over-year increase. The current funding agreement amount is \$1,810,200; the proposed amendment would add \$250,000, funding these ongoing activities through June 30, 2020.

The Clipper Executive Board approved these contract actions on April 15, 2019.

Neither Faneuil nor Nematode is a small business or a disadvantaged business enterprise, and neither of them has subcontractors.

Issues: No issues identified.

Recommendation: Staff recommends that the Operations Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with Faneuil to add \$415,000 and a contract amendment with Nematode to add \$300,000, as well as a \$250,000 funding agreement amendment with AC Transit to support the operation of Clipper in-person customer services as described above.


Therese W. McMillan

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	1221
Consultant:	Faneuil, Inc. Hampton, VA
Work Project Title:	Clipper Customer Service Center Operations at Embarcadero San Francisco Bay Area Rapid Transit (BART) Station.
Purpose of Project:	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:	\$415,000 (this amendment) Total Contract before this amendment: \$817,922 Total Authorized Contract after this amendment: \$1,232,922
Funding Source:	Regional Measure 2 Marketing and Operations, STA, STP
Fiscal Impact:	Funding is subject to the approval of the FY 2019-20 MTC Budgets.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Faneuil, Inc. for the Clipper customer services described above, and in the Operations Committee Summary Sheet dated May 10, 2019, and the Chief Financial Officer is authorized to set aside \$415,000 for such amendment.
Operations Committee:	<hr/> Dave Cortese, Chair
Approved:	May 10, 2019

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	1221
Consultant:	Nematode Holdings, LLC San Francisco, CA
Work Project Title:	Clipper Customer Service Operations at San Francisco Ferry Building (Bay Crossings) Operations
Purpose of Project:	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:	\$300,000 (this amendment) Total Contract before this amendment: \$2,063,481 Total Authorized Contract after this amendment: \$2,363,481
Funding Source:	Regional Measure 2 Marketing and Operations, STA, STP
Fiscal Impact:	Funding is subject to the approval of the FY 2019-20 MTC Budgets.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Nematode Holdings, LLC for the Clipper customer services described above, and in the Operations Committee Summary Sheet dated May 10, 2019, and the Chief Financial Officer is authorized to set aside \$300,000 for such amendment.
Operations Committee:	<hr/> Dave Cortese, Chair
Approved:	May 10, 2019

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Funding Agreement Amendment

Work Item No.:	1221
Consultant:	Alameda-Contra Costa Transit District (AC Transit) Oakland, CA
Work Project Title:	Clipper Customer Service Center Operations at AC Transit Headquarters
Purpose of Project:	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 Contract before this amendment: \$1,810,200 Total Authorized Contract after this amendment: \$2,060,200
Funding Source:	Regional Measure 2 Marketing and Operations, STA, STP
Fiscal Impact:	Funding is subject to the approval of the FY 2019-20 MTC Budgets.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a funding agreement amendment with Alameda-Contra Costa Transit District for the Clipper customer services described above, and in the Operations Committee Summary Sheet dated May 10, 2019, and the Chief Financial Officer is authorized to set aside \$250,000 for such amendment.
Operations Committee:	<hr/> Dave Cortese, Chair
Approved:	May 10, 2019