

Metropolitan Transportation Commission Operations Committee

March 13, 2020

Agenda Item 4c

Contract – Bay Bridge Forward - Virtual Parking Payment Services for Commuter Parking Facilities: Passport Labs, Inc. (\$400,000)

- Subject:** Contract to provide virtual (mobile and web) parking payment services for the commuter parking lots at Interstate-80 (I-80)/Buchanan St. in Albany, and Interstate-880 (I-880)/Fruitvale Ave., and I-880/High St. in Oakland.
- Background:** In December 2016, the Commission approved \$40 million in funding for Bay Bridge Forward (Resolution MTC Resolution 3801 Revised and No. 4202 Revised). Bay Bridge Forward consists of a suite of operational, transit and shared mobility improvements to move more people into fewer cars across the San Francisco-Oakland Bay Bridge, which is the most congested corridor in the region.
- As part of the Bay Bridge Forward-Commuter Parking Initiative, MTC and the California Department of Transportation (Caltrans) entered into a Master Operation and Maintenance Agreement for commuter parking/transit hub facilities within State highway right of way in November 2017. This agreement authorizes MTC to plan, design, construct, operate and maintain commuter parking facilities to provide more opportunities for commuters to take transit or share rides in carpools/vanpools. To that end, MTC will soon be completing construction of first three pilot commuter parking facilities (totaling approximately 800 spaces) at I-80/Buchanan Avenue in Albany, and at I-880/High Street and I-880/Fruitvale Avenue in Oakland, which will include new bus stops, loading areas for carpools/ shuttles, bicycle storage, electric vehicle chargers, and new or extended AC Transit express bus services.
- The lots will offer daily and monthly permits, including monthly permits that can be purchased by employers for their employees. To offer users a quick and convenient way to pay for parking, virtual payment services will be provided – either through a mobile app or on the web. For those who do not have the capability of paying through these channels, an off-site cash payment option will be offered.
- On October 29, 2019, MTC issued a Request for Proposal (RFP) for virtual parking payment services for the commuter parking facilities, for a term of three years, plus an option to extend for up to another three years. On December 18, MTC received proposals from two vendors: Passport Labs, Inc. (Passport) and PayByPhone. A panel comprised of staff from MTC and San Francisco Municipal Transportation Agency (SFMTA) reviewed the proposals and invited both vendors to participate in interviews/discussions on January 14, 2019 to obtain clarification and more information about their proposals. Based on its evaluation of the proposals, the in-person interviews/discussions, and answers to post-interviews/discussions follow-up questions, the panel scored Passport higher than PayByPhone. PayByPhone scored lower in part because it was unable to perform some elements of the Scope of Work described in the RFP, including, as an example, the functionality of auto renewal of monthly permits.

In addition to providing a work plan that demonstrated its understanding of the services being requested, Passport's virtual parking payment services conform with the Scope of Work described in the RFP, including the ability to provide mobile and web-based payment applications that can manage daily and monthly parking permits. Passport currently serves over 1,000 clients across North America, including the Santa Clara Valley Transportation Authority and SolTrans in the Bay Area.

The proposed contract action would fund the initial three-year term of the contract. Passport is neither a small business nor a disadvantaged business enterprise and has no subcontractors.

Issues: None identified.

Recommendation: Staff recommends that the Operations Committee authorize the Executive Director or designee to negotiate and enter into a contract with Passport Labs, Inc. in an amount not to exceed \$400,000 for the above-described work.


Therese W. McMillan

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	1237
Consultant:	Passport Labs, Inc. Charlotte, NC
Work Project Title:	Virtual Parking Payment Services for Commuter Parking Facilities
Purpose of Project:	To provide virtual parking payment services (via a mobile app and website) for the three commuter parking facilities at I-80/Buchanan Avenue in Albany, and at I-880/High Street and I-880/Fruitvale Avenue in Oakland.
Brief Scope of Work:	Provide: 1) a mobile app and website to enable users of the commuter parking facilities to pay for daily and monthly permits; 2) training and ongoing support; 3) customer service; and 4) client reports on operations and usage.
Project Cost Not to Exceed:	\$400,000
Funding Source:	MTC Exchange Program
Fiscal Impact:	Funding is included in the FY 2019-20 MTC Budget
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract with Passport Labs, Inc. for virtual parking payment services for the commuter parking facilities described above and in the Operations Committee Summary Sheet dated March 13, 2020 and that the Chief Financial Officer is authorized to set aside \$400,000 for such contract.
Operations Committee:	<hr/> Dave Cortese, Chair
Approved:	March 13, 2020