

Clipper® Executive Board

April 19, 2021

Agenda Item 3c

Clipper® In-Person Customer Service Centers (IPCSCs) Contract Actions:

- i. Contract Amendment - Faneuil, Inc. (\$435,000);**
 - ii. Contract Amendment - Nematode Holdings, LLC (\$300,000); and**
 - iii. Funding Agreement Amendment - Alameda-Contra Costa Transit District (\$250,000)**
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Subject: Request for approval of contract actions for Clipper in-person customer service centers: Faneuil, Inc. (\$435,000), Nematode Holdings, LLC (\$300,000) and Alameda-Contra Costa Transit District (\$250,000).

Background: The Clipper program funds in-person customer service centers at two San Francisco locations and the Alameda-Contra Costa Transit District (AC Transit) Oakland headquarters. In addition to issuing adult, Youth and Senior Clipper cards and selling value, these service centers issue replacement cards, register adult cards, accept cash payment for card replacement fees and distribute Clipper START materials. These service centers provide a convenient location for transit riders to obtain cards so that they have immediate access to the savings and benefits offered to Clipper customers (i.e., balance protection, age-based discounts, and avoidance of surcharges for cash payment).

These contract and funding agreement actions were contemplated and are included in the Two-Year Clipper Budget and Work Plan. Staff recommends that the Executive Board approve the following contract actions.

i. Contract Amendment – Clipper Customer Service Center Operations at Embarcadero Station: Faneuil, Inc. (Faneuil) (\$435,000)

In March 2017, the Clipper Executive 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 terms of the procurement included a two-year initial operating period with an option to extend annually for up to five years (through FY 2023-24). The current contract amount is \$1,655,287; the amendment would add \$435,000, extending operations through June 30, 2022.

ii. Contract Amendment – Clipper Customer Service Center Operations at San Francisco Ferry Building (Bay Crossings): Nematode Holdings, LLC (Nematode) (\$300,000)

In December 2010, MTC executed a sole source contract with Nematode to offer Clipper 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. In July 2020, MTC executed a new sole source contract with Nematode with an expanded scope of work to bridge the transition to the next-generation Clipper system launch. Under this contract, Nematode also is responsible for the maintenance of the ferry departure flap sign in the Ferry Building's central lobby. The current contract amount is \$332,068; the amendment would add \$300,000, extending operations through June 30, 2022 on a sole-source basis.

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 to provide expanded Clipper customer services at AC Transit's headquarters in Oakland. The current funding agreement amount is \$2,229,800; the proposed amendment would add \$250,000, funding these ongoing activities through June 30, 2022.

Issues: None

Recommendation: Staff recommends approval of a contract amendment with Faneuil in an amount not to exceed \$435,000, a contract amendment with Nematode in an amount not to exceed \$300,000, and a funding agreement amendment with AC Transit in an amount not to exceed \$250,000, to provide in-person Clipper customer services as described above.


Carol Kuester

REQUEST FOR CLIPPER EXECUTIVE BOARD APPROVAL

Summary of Proposed Contract Amendment

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| Contractor: | Faneuil, Inc. Hampton, VA |
| Work Project Title: | Clipper Customer Service Center Operations at Embarcadero San Francisco 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: | \$435,000 (this amendment) Total Contract value including amendments before this amendment = \$1,655,287 Total contract amount with this amendment = \$2,090,287 |
| Funding Source: | Regional Measure 2 Marketing and Operations, STA, STP |
| Fiscal Impact: | Funds dependent on the approval of the FY 2021-22 MTC agency budget |
| Motion: | That a contract amendment with Faneuil, for the purposes described herein and in the Executive Director's memorandum dated April 19, 2021, is hereby approved by the Clipper Executive Board, subject to adoption of the FY 2021-22 MTC agency budget. |
| Executive Board: | <hr/> Rick Ramacier, Chair |
| Approved: | Date: April 19, 2021 |

REQUEST FOR CLIPPER EXECUTIVE BOARD APPROVAL

Summary of Proposed Contract Amendment

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| Contractor: | Nematode Holdings, LLC San Francisco, CA |
| Work Project Title: | Clipper Customer Service Operations at San Francisco Ferry Building (Bay Crossings) |
| 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: | \$300,000 (this amendment) Total Contract value including amendments before this amendment = \$332,068 Total contract amount with this amendment = \$632,068 |
| Funding Source: | Regional Measure 2 Marketing and Operations, STA, STP |
| Fiscal Impact: | Funds dependent on the approval of the FY 2021-2022 MTC agency budget |
| Motion by Board: | That a contract amendment with Nematode Holdings, for the purposes described herein and in the Executive Director's memorandum dated April 19, 2021, is hereby approved by the Clipper Executive Board, subject to adoption of the FY 2021-22 MTC agency budget. |
| Executive Board: | <hr/> Rick Ramacier, Chair |
| Approved: | Date: April 19, 2021 |

REQUEST FOR CLIPPER EXECUTIVE BOARD APPROVAL

Summary of Proposed Funding Agreement Amendment

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| 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: | <p>\$250,000 (this amendment)</p> <p>Total Contract value including amendments before this amendment = \$2,229,800</p> <p>Total contract amount with this amendment = \$2,479,800</p> |
| Funding Source: | Regional Measure 2 Marketing and Operations, STA, STP |
| Fiscal Impact: | Funds dependent on the approval of the FY 2021-22 MTC agency budget |
| Motion by Board: | That a funding agreement amendment with AC Transit for the purposes described herein and in the Executive Director's memorandum dated April 19, 2021, is hereby approved by the Clipper Executive Board, subject to adoption of the FY 2021-22 MTC agency budget. |
| Executive Board: | <hr/> <p>Rick Ramacier, Chair</p> |
| Approved: | Date: April 19, 2021 |