

Metropolitan Transportation Commission Operations Committee

May 14, 2021

Agenda Item 4c

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)**

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 Committee 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.

The Clipper Executive Board approved these proposed contract actions at its April 19, 2021 meeting.

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

Issues: None identified.

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into the following: 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, each to provide in-person Clipper customer services for FY 2021-22, as described above.


Therese W. McMillan

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 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:	\$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 by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Faneuil, Inc. for the purposes described above and in the Operations Committee Summary Sheet dated May 14, 2021 and that the Chief Financial Officer is authorized to set aside \$435,000 for such amendment, subject to approval of the FY 2021-22 MTC budget.
Operations Committee:	<hr/> Carol Dutra-Vernaci, Chair
Approved:	May 14, 2021

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)
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 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 Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Nematode Holdings, LLC for the purposes described above and in the Operations Committee Summary Sheet dated May 14, 2021 and that the Chief Financial Officer is authorized to set aside \$300,000 for such amendment, subject to approval of the FY 2021-22 MTC budget.
Operations Committee:	<hr/> Carol Dutra-Vernaci, Chair
Approved:	May 14, 2021

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 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 value including amendments before this amendment = \$2,229,800 Total contract amount with this amendment = \$2,479,800
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 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 purposes described above and in the Operations Committee Summary Sheet dated May 14, 2021 and that the Chief Financial Officer is authorized to set aside \$250,000 for such amendment, subject to approval of the FY 2021-22 MTC budget.
Operations Committee:	<hr/> Carol Dutra-Vernaci, Chair
Approved:	May 14, 2021