

Metropolitan Transportation Commission Operations Committee

November 12, 2021

Agenda Item 4f

Contract Amendment – Clipper® START/Toll Discount Program Eligibility Verification: Cubic Transportation Systems, Inc. (\$800,000)

Subject:

Request for approval to enter into a sole source contract amendment to fund eligibility verification services for the new Toll Discount Pilot program in an amount not to exceed \$800,000.

Background:

Clipper START is a means-based transit fare discount pilot designed to make transit more affordable for Bay Area low-income residents, establish a more consistent regional standard for fare discount policies, and define a transit affordability solution that is finally viable and administratively feasible.

As part of the Clipper START program, an eligibility verifier was required to perform application intake, review, and approval and provide customer service functions for program applicants and participants.

Existing Contract:

On August 28, 2019, MTC issued a Request for Proposals (RFP) for consultant assistance for eligibility verifier services for the means-based program. Eligibility verifier tasks include handling all application intake from various channels, reviewing applications, and approving participants for inclusion in the program or denying applications for those who do not qualify for the program. The eligibility verifier also provides customer services by contacting participants to request further information as needed and by answering incoming customer inquiries.

Nine vendors were invited to submit a proposal. By the proposal due date, MTC received one proposal that met the minimum qualifications, from Cubic Transportation Services, Inc. (Cubic). The proposal was evaluated by a panel of three MTC staff members and two transit agency advisors. The proposal was scored using the following evaluation criteria: approach and clarity of response (40%), cost effectiveness (30%), and qualifications and proposer experience (30%). The evaluation panel scored Cubic at 82.8%. The evaluation panel interviewed with Cubic and agreed it met the required criteria. The MTC Operations Committee approved a contract in the amount of \$1,700,000.

New Eligibility Verification Required:

MTC is now preparing to launch a new Toll Discount Pilot program that would offer a discount to low-income drivers traveling in the Interstate 880 Express Lanes. The pilot would use the same income requirements as Clipper START and would accept the same forms of proof of eligibility.

Cubic and its sole subcontractor for this work are neither disadvantaged business enterprises nor small business enterprises.

Next Steps:

Since the eligibility verification process would be exactly the same as for Clipper START, there are significant cost savings to contracting with Cubic to performance these services. For these compelling business reasons, staff recommends using the same eligibility verifier and is prepared to execute a sole source contract amendment with Cubic in an amount not to exceed \$800,000. The current amount of the contract is \$1,700,000, and the new total contract amount would be \$2,500,000.

Issues:

None identified.

Recommendations:

Staff recommends the Operations Committee authorize the Executive Director or designee to negotiate and enter into a sole source contract amendment with Cubic in an amount not to exceed \$800,000 to provide additional means-based eligibility verifier services for the Toll Discount Pilot program as well as the Clipper START program.

Attachments:

- None



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.:	1311
Consultant:	Cubic Transportation Systems, Inc. San Diego, California
Work Project Title:	Clipper START and Toll Discount Pilot Program Eligibility Verification
Purpose of Project:	To provide eligibility verification services to the Clipper START and Toll Discount Pilot program
Brief Scope of Work:	Contractor will verify eligibility for the Clipper START and the Toll Discount Pilot program, including checking proof of eligibility documents and providing customer service to applicants.
Project Cost Not to Exceed:	Original Contract Amount: \$1,700,000 This Amendment would add \$800,000 New Contract Amount \$2,500,000
Funding Source:	BAIFA Program Funds
Fiscal Impact:	Funds available in 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 Cubic Transportation Systems, Inc. for eligibility verification services described above and in the Operations Committee Summary Sheet dated November 12, 2021 and that the Chief Financial Officer is authorized to set aside \$800,000 for such amendment.
Operations Committee:	<hr/> Carol Dutra-Vernaci, Chair
Approved:	November 12, 2021