

Clipper® Executive Board

June 2, 2025

Agenda Item 2c

Clipper® In Person Customer Service Contract Amendment – Nematode Holdings, LLC (\$315,000)

Subject:

Request for approval of a contract amendment with Nematode Holdings, LLC to continue providing Clipper in-person customer services at the Bay Crossings store located in the San Francisco Ferry Building.

Background:

The Clipper Program has historically provided Clipper customer services at the Bay Crossings store at the San Francisco Ferry Building. In addition to issuing new Clipper cards and selling value, this service center immediately replaces lost and damaged cards; accepts cash payment for card replacement fees; and distributes Clipper START materials. Similar customer services are being provided by TTEC at the Embarcadero BART/Muni Metro location through a previously approved contract in the amount of \$1.7 million through June 30, 2027.

Under the proposed contract amendment, Nematode would continue to provide Clipper customer services at its Bay Crossings store, as well as operate and maintain the Real-Time Ferry Departure Flap Sign System, in the Ferry Building. MTC first executed a sole source contract with Nematode in December 2010 to offer Clipper services. In July 2020, MTC executed a new sole source contract with Nematode due to Bay Crossings still being the only Ferry Building vendor selling transit value and providing transportation information on behalf of multiple partners. During the first eight months of the current fiscal year, this location has issued over 8,000 Clipper cards and completed over 20,000 sales transactions. The amendment would extend operations through June 30, 2026.

Nematode Holdings is neither a small business nor a disadvantaged business enterprise and has no subcontractors.

Issues:

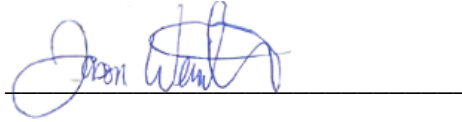
None identified.

Recommendation:

Staff recommends that the Board approve a contract amendment with Nematode Holdings, LLC in an amount not to exceed \$315,000, to provide in-person customer services to the Clipper program, as described above.

Attachments:

None.



Jason Weinstein

Request for Board Approval

Summary of Proposed Contract Amendment

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|-------------------------------|--|
| Contractor (or “Consultant”): | Nematode Holdings, LLC San Francisco, CA |
| Work Project Title: | Clipper Customer Service Center Operations at San Francisco Ferry Building (Bay Crossings) |
| Purpose of Project: | Provide Clipper in-person customer services, including issuance of new and replacement cards; 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 maintenance of the ferry schedule display |
| Project Cost Not to Exceed: | \$315,000 (this amendment) Total Contract value including amendments before this amendment is \$1,538,284 Total Contract amount with this amendment is \$1,853,284 |
| Funding Source: | Regional Measure 2 Marketing and Operations |
| Fiscal Impact: | Funds dependent on approval of the FY 2025-26 MTC agency budget |
| Motion by Board: | That a contract amendment, with Nematode Holdings, LLC for the purposes described above and in the Clipper Executive Director’s summary sheet dated June 2, 2025, is hereby approved by the Clipper Executive Board. |
| Clipper Executive Board: | <hr/> Robert Powers, Chair |
| Approved: | June 2, 2025 |