

THIS PRINT COVERS CALENDAR ITEM NO.: 10.6

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Streets

BRIEF DESCRIPTION:

Authorizing the Director of Transportation to issue a Request for Proposals for Contract No. SFMTA-2022-13, for Parking Meter Coin and Data Collections services, to rank proposals, and to negotiate a contract with the highest-ranked proposer for a term of five years with the option to extend the contract for up to five additional years



SUMMARY:

- In 2012, the SFMTA contracted with Serco, Inc., for parking meter coin collection and counting and management support systems. Serco collected coins from parking meters, and counted and deposited them. Serco also provided software support for meter revenue tracking and onsite maintenance notification, procurement of meter parts, and services support.
- Gross meter revenue during non-pandemic fiscal years (2013 – 2019) averaged \$57 million, and annual operational costs have averaged \$4.5 million.
- In March 2021, SFMTA commenced using its own staff to count coins. In April 2021, Serco ceased coin collection operations and LAZ Parking assumed Serco’s contract for coin collection and data services, which will expire on July 22, 2022 at the end of its ten-year term.
- The selected vendor will provide coin and parking and revenue data collection; and administrative services for coin collection, software support for meter revenue tracking and onsite maintenance notification, and IT and procurement support for the SFMTA’s Meter Shop and the Port of San Francisco.
- Labor rates for coin collection services are subject to prevailing wages. The Local Business Enterprise Goal for the term of the Agreement will be five percent. The First Source Hiring goal will be 15 hires.
- Parking meter coin and data collection and related services under the proposed contract are estimated not to exceed \$48 million over the ten-year contract term, which the Agency will include in the bi-annual SFMTA Operating Budgets.

ENCLOSURES:

1. SFMTAB Resolution
2. Request for Proposals and Statement of Work

APPROVALS:

	DATE
DIRECTOR 	<u>December 1, 2021</u>
SECRETARY 	<u>December 1, 2021</u>

ASSIGNED SFMTAB CALENDAR DATE: December 7, 2021

PURPOSE

To authorize the Director of Transportation to issue a Request for Proposals for Contract No. SFMTA-2022-13, for Parking Meter Coin and Data Collections services, to rank proposals, and to negotiate a contract with the highest-ranked proposer for a term of five years with the option to extend the contract for up to five additional years

STRATEGIC PLAN GOALS AND TRANSIT FIRST POLICY PRINCIPLES

This RFP will support SFMTA Strategic Goal #4: Make Streets Safer for Everyone.

The RFP will also support the following SFMTA Transit First Policy Principle:

3. Decisions regarding the use of limited public street and sidewalk space shall encourage the use of public rights of way by pedestrians, bicyclists, and public transit, and shall strive to reduce traffic and improve public health and safety.

DESCRIPTION

Background

In 2012, the SFMTA contracted with Serco, Inc. for parking meter coin collections and counting and management support systems. That contract was amended to delete coin counting services when SFMTA staff took over those tasks. When Serco sold its parking business to LAZ Parking, the contract was assigned to LAZ Parking, and the scope of work was reduced to software support for meter revenue tracking and onsite maintenance notification, procurement of meter parts, and services support, when Serco exited the meter collection business. The current agreement expires on July 13, 2022.

Meter revenue over the agreement's non-pandemic fiscal years (2013 – 2019) averaged \$57 million, and annual operational costs have averaged \$4.5 million; however, the percentage of revenue collected through coin payments has decreased from 60% at the beginning of the agreement to 12% currently, as electronic payment for parking expanded due to city-wide smart credit card enabled meter upgrades.

Proposed Services

Through the proposed agreement, the Contractor will provide coin and data collection, and administrative, technical and IT and procurement support for the SFMTA's Meter Shop and the Port of San Francisco.

Contractor's services under the agreement will include the following:

1. Administrative: Manage coin and data collection contractor staff and provide them with uniforms, telecommunication equipment and training; report revenue reconciliation and variances.
2. Coin Collection and Delivery Services: Retrieve coins from parking meters and parking stations, monitor collection routes and scheduling, bag coinage for delivery to the SFMTA's coin counting facility; ensure daily coin deliveries are made to SFMTA for counting.
3. Data Collection and Analysis: Monitor and report to the SFMTA the conditions and repair needs for parking meters, track parking meter and parklet inventory, monitor and report to the SFMTA on-street parking occupancy, on-street meter signage and curb regulations.

4. Procurement Services: parking meter smartcards and parts related to service delivery.

Wages for coin collection services are governed by prevailing wage requirements set out in San Francisco Administrative Code section 21C.7 (S.F. Ordinance 161-16). Management fees will be constant for the base term of the Agreement (i.e., not subject to Consumer Price Index increases), but may increase during any extension of the base contract term.

The Local Business Enterprise Goal for the term of the Agreement will be five percent. The First Source Hiring goal will be 15 hires.

STAKEHOLDER ENGAGEMENT

The Contractor will work primarily with the Street's Division's Meter Shop and the Parking and Curb Management group; representatives from both units reviewed drafts of the RFP to ensure that the statement of work would address SFMTA parking policy and operational needs.

ALTERNATIVES CONSIDERED

The SFMTA could extend the existing contract beyond its ten-years term that expires on July 31, 2022, provided that the Board of Supervisors would approve the extension. City policy disfavors indefinitely extending contracts for non-proprietary services, however. Further, as SFMTA now performs coin counting with its own staff, the contractor's scope of work has been significantly changed, so the SFMTA should put coin collection and related services out to competitive bid to obtain the highest quality services at a competitive price.

FUNDING IMPACT

The Agency will pay costs for these services through the SFMTA's annual Operating Budget.

ENVIRONMENTAL REVIEW

On October 29, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the Request for Proposals for Parking Meter Coin and Data Collections is not a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

No other approvals are required for the Agency to issue a RFP.

The contract resulting from this RFP will require Board of Supervisors' approval under Charter section 9.118(a), because the total contract value will exceed the \$10 million.

The City Attorney's Office has reviewed this report.

RECOMMENDATION

Staff recommends that the SFMTA Board of Directors authorize the Director of Transportation to issue a Request for Proposals for Contract No. SFMTA-2022-13, for Parking Meter Coin and Data Collections services, to rank proposals, and to negotiate a contract for coin collection and related services with the highest-ranked proposer for a term of five years with the option to extend the contract for up to five additional years.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. _____

WHEREAS, In 2012, the SFMTA contracted with Serco, Inc., for parking meter coin collections and counting and management support systems; the current agreement expires July 31, 2022; and,

WHEREAS, Meter revenue during the agreement's non-pandemic fiscal years (2013 – 2019) has averaged \$57 million annually, and annual operational costs have averaged \$4.5 million; and,

WHEREAS, Since the current agreement began, the percentage of revenue collected through coin payments has decreased from 60% at the beginning of the agreement to 12%, due to citywide smart credit card enabled meter upgrades; and

WHEREAS, Coin counting tasks have been successfully transferred from the Contractor to the SFMTA; and,

WHEREAS, The proposed RFP will add delivery requirements to existing coin collection procedures, and will add data collection services to support parking program initiatives impacting demand-responsive pricing, the pay-by-license meter payment option and residential permit parking, and,

WHEREAS, Coin collection services are subject to prevailing wages requirements of San Francisco Administrative Code section 21A.7; and,

WHEREAS, The SFMTA Office of Contract Compliance has established a Local Business Enterprise participation goal for the term of the Agreement of five percent and a First t Source Hiring goal of 15 persons; and,

WHEREAS, Parking meter coin and data collection and related services under the proposed contract are estimated not to exceed \$48 million over the ten-year contract term, which the Agency will include in the SFMTA Operating Budget; and,

WHEREAS, Board of Supervisors' approval of the contract resulting from the proposed RFP is required under Charter section 9.118(ab), because the value of the contract over its term will exceed \$10 million; and,

WHEREAS, On October 29, 2021, the SFMTA, under authority delegated by the Planning Department, determined that the Request for Proposals for Parking Meter Coin and Data Collections is not a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference; now, therefore, be it

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors authorizes the Director of Transportation to issue a Request for Proposals for Contract No. SFMTA-2022-13, for Parking Meter Coin and Data Collections services, to rank proposals, and to negotiate a contract for coin collection and related services with the highest-ranked proposer for a term of five years with the option to extend the contract for up to five additional years.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of December 7, 2021.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency



City and County of
San Francisco



**Request for Proposals for
Coin and Data Collection Services and Associated
Support**

**RFP No. SFMTA-2022-13
EVENT ID: SFGOV-**

(CCO No. 21-14565)

Date Issued: **December 8, 2021**
Pre-Proposal Conference: **December 20, 2021, 10:00 AM PT**
Proposal Due: **January 10, 2022, 1:00 PM PT**

San Francisco Municipal Transportation Agency (SFMTA)
Request for Proposals for
Coin and Data Collection Services and Associated Support

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I. Introduction and Schedule

A. General

This Request for Proposals (RFP) is being issued by the San Francisco Municipal Transportation Agency (SFMTA or Agency). The SFMTA is soliciting qualified firms to submit Proposals for providing coin and data collection services and associated administrative and Information Technology (IT) support for existing on-street parking meter systems for the SFMTA and the Port of San Francisco.

The SFMTA manages 26,000 metered on-street parking spaces. Of these metered spaces, 21,500 are covered by single-space meters, and 4,500 are covered by multi-space paystations. Both vehicle and motorcycle spaces are metered (22,800 and 2,200 spaces, respectively). The SFMTA currently operates approximately 600 multi-space paystations. Most of the Agency's parking spaces are set up in "pay-by-space" (PbS) mode, and only a small portion (approximately 500 spaces) are set up in the "pay-by-license plate" (PbLP) mode. During the next four years, the SFMTA will replace all existing meters and paystations with 12,000 single-space meters and 2,300 multi-space pay stations. The SFMTA reserves the right to install more or less meter hardware or to alter listed ratios between single and multi-space hardware.

Award of the contract is subject to approval by the SFMTA's Board of Directors and the San Francisco Board of Supervisors.

The Agreement will have an initial term of five years, which the SFMTA may extend at its sole discretion for up to five additional years, for a total term of ten years. The SFMTA has established a five percent Local Business Enterprise (LBE) subcontracting participation requirement of the total labor value to be provided from the resulting contract.

The Agreement will allow for labor cost adjustments based on changes to the prevailing wage ordinance, and 3% annual increases for management labor categories (Appendix G, Part 1A). Management Fees must be constant for the base term of the Agreement (i.e., not subject to CPI increases). The SFMTA may consider a one-time management fee adjustment if it exercises its option to extend the Agreement.

For additional information regarding this solicitation, the SFMTA encourages Proposers to attend the Pre-Proposal Conference described in Section V.A. (Pre-Proposal Conference).

B. Selection Overview

The SFMTA may award a contract to the Proposer that meets the Minimum Qualifications of this RFP and whose Proposal receives the highest-ranking score.

Proposers must provide documentation that clearly demonstrate that each Minimum Qualification and each LBE subcontracting participation requirement has been met. **Any Proposal that does not meet the Minimum Qualifications and LBE subcontracting participation requirements will be deemed non-responsive.**

SFMTA staff will review each Proposal for initial determinations on responsiveness. Elements reviewed will include, without limitation: Proposal completeness, compliance with format requirements, compliance with Minimum Qualification requirements, verifiable references, and compliance with LBE requirements.

Responsive Proposals will then be evaluated by a panel (Evaluation Panel) consisting of one or more parties with expertise related to the goods and/or services being procured through this RFP. Proposals will be evaluated based on the criteria outlined herein.

C. RFP Schedule

The anticipated schedule is:

<u>Phase</u>	<u>Date</u>
RFP is issued by the SFMTA:	December 8, 2021
Pre-Proposal Conference:	December 20, 2021, 10:00 AM PT
Deadline for submission of written questions or requests for clarification:	December 29, 2021, 1:00 PM PT
Proposals due:	January 10, 2022, 1:00 PM PT

The SFMTA reserves the right not to conduct oral interviews and select a firm based on the written Proposals only.

D. City's Social Policy Requirements

1. Proposers Unable to do Business with the City

Proposers that do not comply with laws set forth in San Francisco's Municipal Codes may be unable to enter into a contract with the City. Laws applicable to this RFP are set forth below and Appendix C, Sample Agreement for Professional Services.

2. Companies Headquartered in Certain States (Administrative Code Chapter 12X)

Subject to certain exceptions in the ordinance, Proposers are advised that this RFP is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into a contract with a Proposers that (a) has its headquarters in a state that has enacted a law that perpetuates discrimination against LGBT people and/or has enacted a law that prohibits abortion prior to the viability of the fetus, or (b) will perform any or all of the work on the contract in such a state. Chapter 12X requires the City Administrator to maintain a list of such states, defined as "Covered States" under Administrative Code Sections 12X.2 and 12X.12. The list of Covered States is available on the website of the City Administrator: <https://sfgsa.org/chapter-12x-state-ban-list>. Proposers will be required to certify compliance with Chapter 12X as part of its Proposal, unless the City determines that a statutory exception applies.

3. Other Social Policy Provisions

The Sample Agreement for Professional Services (Appendix C) identifies the City's applicable social policy provisions related to a contract awarded pursuant to this RFP. Proposers are encouraged to carefully review these terms and ensure they are able to comply with them.

II. Statement of Work Summary

The full Statement of Work (SOW) for this RFP is described in Appendix H.

Proposers must review all attachments, appendices, and examples included in this RFP to ensure a complete understanding of the services required.

The SOW is organized into six different sections:

1. Administrative
2. Coin Collection Services
3. Coin Delivery Services
4. Data Collection Services
5. Support Services
6. Procurement Services

For all applicable sections, Proposers must provide a response for each individual requirement within each section (i.e., respond to Section 1.A.1 separately from Section 1.A.2). No points will be awarded for any requirement that does not have a corresponding response, and the Agency may determine that an incomplete Proposal is non-responsive and decline to score it. Please review all the documents to ensure each requirement is properly addressed.

III. Submission Requirements

A. Time and Place for Submission of Proposals

Proposals must be received by 1:00 PM PT on January 10, 2022. Proposers must submit their Proposals in an electronic format by email to Carlos.Peza@sfmta.com.

Proposers must limit e-mail messages to 25MB or less to avoid rejection by the SFMTA's email system.

Proposers may break up their Proposals into separate electronic files and submit these in separate e-mails. Per Section III.B, each electronic file must be clearly marked "SFMTA-2022-13" and, as applicable, "Part 1 – Written Proposal," "Part 2 – CMD Attachment 2 Forms," "Part 3 – Cost Proposal," and "Part 4 – Sample Agreement."

Proposers are fully responsible for ensuring their Proposals are received by 1:00 PM PT on January 10, 2021. The SFMTA will not accept late Proposals, even in cases of known email system failure. Accordingly, Proposers are encouraged to submit their Proposals at least 24 hours before the date and time due.

B. Proposal Content and Format

Proposer must ensure that the documents submitted are legible and may be easily viewed on a computer monitor, laptop, or (electronic) tablet. The text should be unjustified (i.e., with a ragged-right margin). Documents must use an 11-point or larger serif font (e.g., Times New Roman, and not Arial). Pages must have margins of at least one inch on all sides (excluding headers and footers).

Proposals must be submitted in four separate electronic files, as listed below. Each electronic file must be clearly marked "SFMTA-2022-13" and, as applicable, "Proposal Part 1," "Proposal Part 2," "Proposal Part 3," etc.

- Part 1 – One electronic copy of the Written Proposal, including completed and signed Appendices D, E, and F. (Submit Appendices A and G as separate files, as stated below)
- Part 2 – One electronic copy of the completed and signed Appendix A forms (see Section VI.O and Appendix A) as a separate file on your electronic media submission.
- Part 3 – One electronic copy of the completed Appendix G (Cost Proposal Excel Workbook) as a separate file on the electronic media submission.
- Part 4 (Optional) – Proposers wishing to negotiate modifications to the terms and conditions in the Sample Agreement (Appendix C) must attach a redlined copy of Appendix C, detailing proposed changes in track changes mode.
A Proposer's requested changes to the Sample Agreement will NOT be considered in Proposal evaluation and scoring and will NOT be made available to the evaluation panel. The SFMTA reserves the right to decline any and all suggested modifications.

Failure to submit the requested modifications *as part of the Proposal submission* will indicate that the Proposer accepts the template *as written*.

All electronic files must include scanned (PDF) copies of any documents that require signature. Signatures must be by an official with your firm who is authorized to submit a Proposal on the firm's behalf. Your electronic media must be clearly marked that it is for "SFMTA-2022-13"

C. Part 1 – Written Proposal

Written Proposals must include the information requested in this Section III.C, in the order listed below. Written Proposals must include a table of contents showing section headings and sub-headings, section numbering, and page numbers. Page limitations, if any, are indicated, below, in parentheses next to the corresponding section headings.

It is imperative that the Proposal follow the format as listed below. All sections must be separated by a labeled cover page. Cover pages do not count against the page limits indicated below.

1. Introduction and Executive Summary (up to 2 pages)

Submit a letter of introduction with an executive summary of the Proposal. The letter must confirm that the Proposer is willing and able to perform the work described in the RFP. The letter also must include the following statement:

“Proposer has read and agrees to the Sample Agreement for Professional Services (Appendix C), except as noted by Proposer and proposed modifications are submitted in response to Section III.F of this RFP.”

2. Certification of Headquarters in Accordance with Administrative Code Chapter 12X

Proposals must contain the following statement:

“I certify that my company is headquartered at the following address:
_____. I will notify the City if my company's headquarters moves. I further certify that none of the work performed on the subject Contract will be performed in a Covered State as specified on the City Administrator's Covered State list.”

If the Proposer is a joint venture, each joint venture partner must complete the certification above.

This statement can be included in the letter of introduction.

3. Minimum Qualifications Documentation (up to 5 pages)

Include a summary that clearly demonstrates that each Minimum Qualification (MQ) listed in Section IV.B (Minimum Qualifications) has been met and indicate where supporting information for each MQ can be found in the Proposal. Minimum Qualification documentation should be clearly marked as “MQ1,” “MQ2,” and “MQ3”, to indicate which MQ it supports.

4. Firm Qualifications / References (up to 10 pages)

Provide information on the Proposer's background and qualifications that includes the following:

- a. Name, address, and telephone number of a contact person.
- b. A brief description of the Proposer's firm (including a description of the Prime Contractor and any relevant subcontracting firms, joint venture or partnership agreements). The Proposal must demonstrate that:
 - i. The Proposer has been actively engaged in the on-street or off-street parking meter coin collection business for a minimum of five years (MQ1).
 - ii. The Proposer is currently operating as a prime contractor or a subcontractor entity providing parking meter coin collection services to at least two municipalities or other government (e.g., states) located in North America (MQ2).

If Proposer is a JV, include a description of the organization, relationships, and defined responsibilities of all Partners in the JV. Describe any previous project-specific associations of the JV Partners. The Lead JV Partner shall demonstrate proven experience in managing and leading.

- d. A description of the Proposer's participation in **two** on-street or off-street parking data collection projects/tasks performed in the last 36 months similar in scope as that described in this RFP (MQ3). Include the following information: (1) client/reference contact email addresses and telephone numbers; (2) a list of Proposer's staff members who worked on each project; (3) budget for each project; (4) schedule for each project; and (5) summary of each project. If joint contractors or subcontractors are proposed, provide the past project information and references for each of them.

Qualified tasks must involve parking related data collections with duration of not less than one calendar month, and a report or a collected data set transfer to a relevant party. Examples of parking data collection projects/tasks can be found in Appendix A, Section 4 – Data Collection Services. It is the Proposer's responsibility to ensure that all information for references and describing Proposer's qualifications is current and accurate. References must include names, telephone numbers, and email addresses. If contact information is not provided or incorrect for the purposes of verifying project experience, the Proposal may be deemed non-responsive.

5. Team Qualifications (up to 10 pages)

- a. Provide a list identifying: (1) each key person on the project team, (2) the contract manager (3) coin and data collection manager, (4) project delivery team, (5) the role and tasks to be performed by each team member in the project, and (6) a written assurance that the key personnel identified in the Proposal will perform

the work and will not be assigned to other projects until their work on this Project is complete without the SFMTA's prior approval.

- b. Provide a description of the experience and qualifications of each of the project team members.

6. Response to the Statement of Work (up to 50 pages)

Provide detailed responses to each of the six sections of the SOW. Proposers should organize their responses in the order shown in the SOW Table of Contents. Proposers must provide a response for each individual requirement within each section (i.e., respond to Section 1.A.1.a separately from Section 1.A.2). No points will be awarded for any requirement that does not have a corresponding response. Proposers must review all RFP documents, appendices, and attachments to ensure each requirement is addressed.

D. Part 2 – Contract Monitoring Division (CMD) Attachment 2

Submit completed and signed forms listed in RFP Appendix A, CMD Attachment 2: "Requirements for Architecture, Engineering and Professional Services Contracts," to document compliance with the LBE requirements described in Section VI.O of this RFP.

E. Part 3 – Cost Proposal

Proposers must submit a Cost Proposal as a separate electronic Excel Workbook file that includes the information requested in Appendix G. The Cost Proposal must include:

- a. Monthly amounts for Coin and Data Collection Management and Support Services Management fees.
- b. Monthly amounts for the following contract positions as listed in RFP Appendix H (SOW), Section 1.A: Program Manager, Coin and Data Collection Manager, Supervisor, Analyst, and Office Manager.
- c. Fully burdened billable hourly rates for the following three categories: revenue collector non-journeyman (1-12 months), revenue collector journeyman (12+ months), and revenue collector crew lead.

The SFMTA intends to award this contract to the Proposer that the Agency determines will provide the best overall program services to the Agency. The SFMTA reserves the right to accept other than the lowest-priced offer.

F. Part 4 – City Terms and Conditions

Proposer must acknowledge that it is willing and able to meet all of the SFMTA's proposed terms and conditions as outlined in Appendix C, the SFMTA's Sample Agreement for Professional Services, except that Proposers wishing to negotiate a modification of terms and conditions must attach a copy of the SFMTA's Agreement referring to the specific portion of the Agreement to be changed and show proposed changes in track changes (redline) mode. The SFMTA's review and scoring of any Proposal that proposes changes to Sample Agreement terms

and conditions does not constitute the Agency's acceptance of the proposed changes, which the Agency may accept or reject in its sole discretion. The SFMTA reserves the right to reject any Proposal as nonresponsive that seeks changes to contract terms and conditions that significantly shift risk to the Agency or otherwise would substantively change the benefit of the contract to the City.

The SFMTA will evaluate Proposals based on the Submission Requirements and City Terms and Conditions without considering Proposer's proposed changes.

With regard to the Cost Proposal, Proposers should submit a Cost Proposal which assumes that the SFMTA has not accepted Proposer's proposed changes. If the Proposer's proposed changes to the City Terms and Conditions, if accepted, would affect the submitted Cost Proposal, the Proposer should clearly indicate the potential price discrepancies that may occur as a result of acceptance of the Proposer's changes to the City's Terms and Conditions.

IV. Evaluation and Selection Criteria

A. Overall Evaluation Process

The evaluation process will consist of the phases specified below with the following allocation of points:

Evaluation Phase	Maximum Points
Screening of Minimum Qualifications	Pass/Fail
Written Proposal	
A. Firm Qualifications / References	100
B. Team Qualifications	100
C. Response to the Statement of Work	
1. Administration	100
2. Coin Collection Services	100
3. Coin Delivery Services	50
4. Data Collection Services	100
5. Support Services	75
6. Procurement Services	25
Written Proposal Score	650
Cost Proposal	
1. Monthly costs for Coin and Data Collection Management and Support Services Management fees, Program Manager, Coin and Data Collection Manager, Supervisor, Analyst and Office Manager.	190
2. Averaged fully burdened billable hourly rate based on the following three rates: revenue collector non-journeyman (1-12 months), revenue collector journeyman (12+ months), and revenue collector crew lead.	60
Cost Proposal Score	250
Oral Interview Score (if conducted)	100
TOTAL SCORE	1,000

B. Minimum Qualifications

The Minimum Qualifications (MQs) set forth below are required for a Proposer to be eligible to submit a Proposal in response to this RFP.

Proposers must provide documentation that clearly demonstrates each MQ listed below has been met. Minimum Qualification documentation should be clearly marked as “MQ1,” “MQ2,” and “MQ 3”, to indicate which MQ it supports.

Each Proposal will be reviewed for initial determination on whether Proposer meets the MQs referenced in this section. **This screening is a pass or fail determination and a Proposal that fails to meet the Minimum Qualifications will not be eligible for further consideration in the evaluation process.**

The SFMTA reserves the right to request clarifications from Proposers prior to rejecting a Proposal for failure to meet the MQs. Clarifications are limited exchanges between the SFMTA and the Proposer for the purpose of clarifying certain aspects of the Proposal and will not provide a Proposer the opportunity to revise or modify its Proposal.

MQ #	Description
MQ1	The Proposer must demonstrate that they have been actively engaged in the on-street or off-street parking meter coin collection business for a minimum of five years.
MQ2	The Proposer must be currently operating as a prime contractor or a subcontractor entity providing parking meter coin collection services to at least two municipalities or other government (e.g., states) located in North America.
MQ3	The Proposer must describe two on-street or off-street parking data collection projects/tasks performed in the last 36 months. Qualified tasks must involve parking related data collections with duration of not less than one calendar month, and a report or a collected data set transfer to a relevant party. Examples of parking data collection projects/tasks can be found in Appendix A, Section 4 – Data Collection Services.

Any Proposal that does not demonstrate that the Proposer meets these MQs by the deadline for submittal of Proposals may be deemed non-responsive.

C. Selection Criteria

An Evaluation Committee comprised of persons with expertise in coin revenue processing, municipal governance or administration will evaluate Proposals, using the criteria described below.

1. Firm Qualifications (100 points)

- a. Proposer’s firm (Prime Contractor) and the team’s (any relevant subcontracting firms, joint venture or partnership agreements) demonstrated qualifications,

commitment, strength, and technical capabilities to fulfill all services in the subject areas necessary to complete the tasks.

- b. Experience with projects or service assignments of similar scope, and staff demand.
- c. Strength or selected outcome of reference projects, including demonstrated adherence to scope, schedule, deadlines, and budgets.
- d. The SFMTA will check references for those firms that are short-listed for an oral interview (see below).

2. Team Qualifications (100 points)

- a. Recent experience (last five years) of staff assigned to the project and a description of the tasks to be performed by each staff person.
- b. Proposer’s and the assigned contract team’s demonstrated expertise in coin and data collections, and on-going support plan showing Proposer’s intention and ability to provide appropriate resources to the Project for the duration of the Agreement.

3. Response to Written Proposal (450 points)

Following is the breakdown of the total points to be allocated for the Statement of Work sections.

SOW Section	Category/Section	Points
1	Administration	100
2	Coin Collection Services	100
3	Coin Delivery Services	50
4	Data Collection Services	100
5	Support Services	75
6	Procurement Services	25
Total		450

Proposers must provide a response for each of the subject areas listed above (i.e., respond to Section 1.A.1.a separately from Section 1.A.2). No points will be awarded for any requirement where Proposal does not have a corresponding response.

4. Cost Proposal (250 points)

A Proposer’s Cost Proposal must be stated in (consist of) two parts:

- 1. Monthly Management Fees plus monthly amount for management labor categories (Appendix G, Part 1A), and;
- 2. Averaged fully burdened billable hourly rate (Appendix G, Part 1B).

San Francisco Municipal Transportation Agency
RFP for Coin and Data Collection Services and Associated Support

The Proposal with the lowest total monthly sum of costs for Coin and Data Collection Management and Support Services Management fees, Program Manager, Coin and Data Collection Manager, Supervisors, Analyst and Office Manager (total of RFP Appendix G, Part 1A) will receive the maximum **190** points.

The Proposal with the lowest averaged fully burdened billable rate (RFP Appendix G, Part 1B) will receive a maximum score of **60** points. See example below.

Part 1A - Proposer A			
Category	Qty	Monthly Cost	Max Points
Coin and Data Collection Management Fee	1	\$1.00	N/A
Data Collection Management Fee	1	\$1.00	
Support Services Management Fee	1	\$1.00	
Program Manager	1	\$1.00	
Coin and Data Collection Manager	1	\$1.00	
Supervisor	3	\$3.00	
Analyst	1	\$1.00	
Office Manager	1	\$1.00	
Subtotal		\$10.00	190
Part 1B - Proposer A			
Category	Qty	Fully Burdened Rate	Max Points
Averaged fully burdened billable hourly rate	1	\$10.00	N/A
Subtotal		\$10.00	60
Total Cost Proposal			250

Each of the other Proposers' Cost Proposals will be scored by dividing the lowest Cost Proposal score by the Proposer's respective Cost Proposal score, and then multiplying by **190 points** for Appendix G, Part 1A and by **60 points** for Appendix G, Part 1B. The result will be combined with the total points other selection criteria scores to arrive at the total number of points assigned to the Proposal.

See the following illustration as an example for scoring the fees for RFP Appendix G Cost Proposal, Parts 1A and 1B:

Proposer	Proposed Costs in Appendix G, Parts 1A and 1B	Calculation of Points	Points Assigned
Proposer A	1A. Management Fees plus management labor categories monthly costs: \$100,000 1B. Averaged fully burdened billable hourly rate: \$10	1A. Full 190 points 1B. Full 60 points	250
Proposer B	1A. Management Fees plus management labor categories monthly costs: \$200,000 1B. Averaged fully burdened billable hourly rate: \$20	1A. \$100,000 divided by \$200,000 multiplied by 190 = 95 points 1B. \$10 divided by \$20 multiplied by 60 = 30 points	125
Proposer C	1A. Management Fees plus management labor categories monthly costs: \$250,000 1B. Averaged fully burdened billable hourly rate: \$40	1A. \$100,000 divided by \$250,000 multiplied by 190 = 76 points 1B. \$10 divided by \$40 multiplied by 60 = 15 points	91

5. Oral Interview (100 points)

Following the evaluation of the Written Proposals and Costs Proposals, all firms that have a statistical chance of being the highest ranked Proposer (based on the scores of the Written Proposal and Cost Proposal scores and the total points possible from the oral interviews) may be interviewed by the Evaluation Committee to make the final selection. The interview will consist of standard questions asked of each Proposer and may include specific questions of individual Proposers intended to clarify their written Proposals. The Evaluation Committee panel will score each Proposer based on the Proposer team’s presentation and/or responses.

After the oral interview, the SFMTA will combine all scores, rank the Proposers and select the highest-ranked Proposer to commence contract negotiations.

The SFMTA reserves the right not to hold oral interviews and select a firm based on the Written Proposals and Cost Proposals only if based on the scores of the Written Proposals and Cost Proposals, the oral interview would not change the respective ranking of the highest ranked Proposer and the second highest ranked Proposer.

V. Pre-Proposal Conference and Contract Award

A. Pre-Proposal Conference

The SFMTA encourages Proposers to attend a virtual Pre-Proposal Conference via Microsoft Teams on December 20, 2021 at 10:00 AM PT. The SFMTA will address Proposers' questions and will provide any new or additional information concerning the RFP or selection process at the Pre-Proposal Conference. (The SFMTA will also issue written addenda to the RFP addressing questions raised at the Pre-Proposal Conference or new information the Agency may provide at that conference.)

To attend the meeting, Proposers can either click the " Click here to join the meeting " link below and/or call the phone number and enter the Conference ID.

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[Insert Conference Call Number] United States, San Francisco

Phone Conference ID: [Insert Conference ID]

[Find a local number](#) | [Learn More](#) | [Meeting options](#)

For the Pre-Proposal Conference, Proposers are encouraged to submit questions in writing by email no later than December 17, 2021 at 10:00 AM PT and directed to: Carlos.Peza@sfmta.com.

Proposers are further encouraged to provide the following information to Carlos.Peza@sfmta.com to register for the Pre-Proposal Conference and have their information listed on the virtual sign-up list.

1. Attendee Name
2. Organization Name
3. Organization's Business Address
4. E-Mail/Phone Contact Information
5. Indicate if your firm is a Local Business Organization (LBE)
6. Indicate if your firm is interested in presenting a Proposal as a Prime Contractor, Subcontractor or both.

Proposers must submit all other questions concerning this Request for Proposals in writing by email only during the question-and-answer period, ending December 29, 2021 no later than 10:00 AM PT and directed to: Carlos.Peza@sfmta.com.

Please include "SFMTA-2022-13" in the subject line of your email.

Questions and answers will be posted publicly.

The Pre-Proposal Conference will begin at the time specified, and company representatives are urged to arrive on time. Topics already covered will not be repeated for the benefit of late arrivals. Failure to attend the Pre-Proposal Conference will not excuse the any Proposer from Proposal submission or content requirements and will not excuse the selected Proposer from any obligations of the Contract. Written Addenda will execute any change or addition to the requirements contained in this RFP, as a result of the Pre-Proposal Conference (see Section VI.D below).

It is the responsibility of the Proposer to check for any Addenda, Q&A postings, and other updates, which will be posted on the San Francisco City Partner website:
<https://sfcitypartner.sfgov.org/pages/index.aspx>.

B. Contract Award

The SFMTA will evaluate, and rank Proposals as described herein, and intends to invite the highest-ranked Proposer to commence contract negotiations. The Agency's ranking of any Proposal or invitation to any Proposer to negotiate a contract does not constitute or imply acceptance by the SFMTA of all terms of the Proposal, which are subject to further negotiations and approvals before the SFMTA may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time with a Proposer, then the SFMTA, in its sole discretion, may terminate negotiations with that Proposer and begin contract negotiations with the next highest-ranked Proposer.

VI. Terms and Conditions for Receipt of Proposals

A. Errors and Omissions in RFP

Proposers are responsible for reviewing all parts of this RFP and complying with all Proposal submission requirements. Proposers must promptly notify the SFMTA, in writing, if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification must be directed to the SFMTA promptly after discovery, but in no event later than five working days prior to the date for receipt of Proposals. The SFMTA will issue modifications and clarifications to the RFP as Addenda as provided below.

B. Inquiries Regarding RFP

All communications regarding the RFP must be directed in writing to:

Carlos.Peza@sfmta.com

Please include “SFMTA-2022-13” in the subject line of your email.

C. Objections to RFP Terms

If a Proposer objects on any ground to any provision or legal requirement of the RFP, the Proposer must, not more than 10 days after the RFP is issued, provide written notice to the SFMTA setting forth with specificity the grounds for the objection and all relevant facts. The failure of a Proposer to object in the manner set forth in this paragraph constitutes a complete and irrevocable waiver of any such objection.

D. Addenda

The SFMTA may modify the RFP prior to the Proposal due date by issuing Addenda, which will be posted on the San Francisco City Partner website:
<https://sfcitypartner.sfgov.org/pages/index.aspx>.

The Proposer is responsible for ensuring that its Proposal reflects any and all Addenda issued by the SFMTA prior to the Proposal due date, regardless of when the Proposal is submitted. Therefore, the SFMTA recommends that the Proposer consult the San Francisco City Partner website frequently, including shortly before the Proposal due date, to confirm that the Proposer is aware of, and its Proposal is responsive to, all Addenda.

E. Term of Proposal

By submitting a Proposal, a Proposer warrants that the price stated and personnel proposed to perform the services described in the RFP are valid for 120 calendar days from the Proposal due date, and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

F. Revision of Proposal

A Proposer may revise its Proposal at any time before the deadline for submission of Proposals. The Proposer must submit a revised Proposal in the same manner as the original. A revised Proposal must be received on or before the Proposal due date.

In no case will a statement of intent to submit a revised Proposal, or commencement of a revision process, extend the Proposal due date for any Proposer.

At any time during the Proposal evaluation process, the SFMTA may require a Proposer to provide oral or written clarification of its Proposal. The SFMTA reserves the right to make an award without requesting such further clarification.

G. Errors and Omissions in Proposal

Failure by the SFMTA to object to an error, omission, or deviation in the Proposal will in no way modify the RFP or excuse the selected Proposer from full compliance with the specifications of the RFP or any contract awarded pursuant to the RFP.

H. Financial Responsibility

The SFMTA shall have no financial responsibility for any costs incurred by a firm in responding to this RFP. Submitted Proposals are the property of the SFMTA and may be used by the SFMTA in any way it deems appropriate.

I. Proposer's Obligations under the Campaign Reform Ordinance

Proposers must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who contracts with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such contract, or (2) three months have elapsed from the date the contract is approved by the City elective officer or the board on which that City elective officer serves.

If a Proposer is negotiating for a contract that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the Proposer is prohibited from making contributions to:

- the officer's re-election campaign
- a candidate for that officer's office

- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

1. Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
2. Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
3. Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, Proposers must contact the San Francisco Ethics Commission at (415) 581-2300.

J. Communications Prior to Contract Award

It is the policy of the SFMTA that only SFMTA staff identified in the RFP as contacts for this competitive solicitation are authorized to respond to comments or inquiries from Proposers or potential Proposers seeking to influence the contractor selection process or the award of the contract. This prohibition extends from the date the RFP is issued until the date when the contractor selection is finally approved by the SFMTA Board of Directors and, if required, by the San Francisco Board of Supervisors.

All firms and subcontractor(s) responding to this RFP are notified that they may not contact any SFMTA staff member, other than the person(s) identified in the RFP as the authorized contact, for the purpose of influencing the contractor selection process or the award of the contract from the date the RFP is issued to the date when the contract award is approved by the SFMTA Board of Directors and, if required, by the San Francisco Board of Supervisors. This prohibition does not apply to communications with SFMTA staff members regarding normal City business not regarding or related to this RFP.

Any written communications sent to one or more members of the SFMTA Board of Directors concerning a pending contract solicitation will be distributed by the SFMTA to all members of the SFMTA Board of Directors and the designated staff contact person(s) identified in the RFP.

Except as expressly authorized in the RFP, where any person representing a Proposer or potential Proposer contacts any SFMTA staff for the purpose of influencing the content of the competitive solicitation or the award of the contract between the date when the RFP is issued and the date when the final selection is approved by the SFMTA Board of Directors, and, if required, by the San Francisco Board of Supervisors, the Proposer or potential Proposer will be disqualified from the selection process. However, a person who represents a Proposer or potential Proposer may contact City elected officials and may contact the Director of Transportation of the SFMTA if s/he is unable to reach the designated staff contact person(s) identified in the RFP or wishes to raise concerns about the competitive solicitation.

Additionally, the firms and subcontractor(s) responding to this RFP are prohibited from providing any gifts, meals, transportation, materials or supplies or any items of value or donations to or on behalf of any SFMTA staff member from the date the RFP is issued to the date when the contract award is approved by the SFMTA Board of Directors and if required, by the San Francisco Board of Supervisors.

All lobbyists or any agents representing the interests of a Proposer (including prime contractors and subcontractor(s)) are also subject to these prohibitions.

A Proposer must submit with its Proposal an executed Attestation of Compliance (see Appendix D) certifying compliance with these requirements. The Attestation of Compliance must be signed by all firms and subcontractor(s) named in the Proposal. A Proposal that does not include the executed Attestation of Compliance as required by this section will be deemed non-responsive and will not be evaluated. Any Proposer who violates the prohibitions of this section, directly or through an agent, lobbyist or subcontractor, will be disqualified from the selection process.

K. Sunshine Ordinance

In accordance with S.F. Administrative Code Section 67.24(e), Proposals and bids, all other documents submitted with the Proposal, and records of communications between the City and persons or firms seeking contracts will be open to inspection immediately after a contract has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefits until and unless that person or organization is awarded the contract or benefit. Information that a Proposer provides that is covered by this section will be made available to the public upon request.

L. Public Access to Meetings and Records

If a Proposer receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the Proposer must comply with Chapter 12L. The Proposer must include in its Proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to Proposer's meetings and records, and (2) a summary of all complaints concerning the Proposer's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary must also describe the

disposition of each complaint. If no such complaints were filed, the Proposer must include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in Proposer's Chapter 12L submissions will be grounds for rejection of the Proposal and/or termination of any subsequent Agreement reached on the basis of the Proposal.

M. Reservations of Rights by the City

The issuance of this RFP does not constitute an agreement by the City that any contract will be awarded by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, Proposal, or selection process;
2. Reject any Proposal or all Proposals;
3. Reissue a Request for Proposals;
4. Prior to submission deadline for Proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the Proposals;
5. Procure any materials, equipment or services specified in this RFP by any other means; or
6. Determine that no project will be pursued.

In submitting a Proposal, a Proposer acknowledges and agrees that the City shall not be liable for any costs or other damages incurred by a Proposer if the City determines not to award a contract, rejects any or all Proposals, or exercises any of the reserved rights described herein.

N. No Waiver

No waiver by the SFMTA of any provision of this RFP shall be implied from any failure by the SFMTA to recognize or take action on account of any failure by a Proposer to observe any provision of this RFP.

O. Local Business Enterprise Requirements

The requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the "LBE Ordinance") shall apply to this RFP.

1. LBE Subcontracting Participation

The LBE subcontracting participation requirement for this contract is five percent of the total labor value of the services to be provided. The LBE subcontracting requirements shall also apply to any labor value of the Additional Services authorized after issuance of the Notice to

Proceed. Proposers are advised that they may not discriminate in the selection of subcontractors on the basis of race, gender, or other basis prohibited by law, and that they shall undertake all required good faith outreach steps in such a manner as to ensure that neither Minority Business Enterprises (MBEs), Woman Business Enterprises (WBEs) and Other Business Enterprises (OBEs) are unfairly or arbitrarily excluded from the required outreach.

Each Proposer shall demonstrate, in its Proposal, that it either: 1) qualifies for the good faith efforts exception set forth in Section 14B.8(B) by demonstrating that it exceeds the established LBE subcontracting participation requirement by 35 percent or more, or 2) meets the established LBE subcontracting participation requirement AND used good-faith outreach to select LBE subcontractors as set forth in S.F. Administrative Code Chapter 14B Section 14B.8 and 14B.9. For each LBE identified as a subcontractor, the Proposal must specify the value of the participation as a percentage of the total value of the contract (that is, the total value of the goods and/or services to be procured, the type of work to be performed), and such other information as may reasonably be required to determine the responsiveness of the Proposal. LBEs identified as subcontractors must be certified with the Contract Monitoring Division as Small or Micro-LBEs at the time the Proposal is submitted, and must be contacted by the Proposer (prime contractor) prior to listing them as subcontractors in the Proposal. If a Proposer does not demonstrate in its Proposal that it exceeds the established LBE subcontracting participation requirement by at least 35 percent, such Proposer must meet the established LBE subcontracting participation requirement AND demonstrate adequate good faith efforts to meet the LBE subcontracting participation requirement. **Any Proposal that does not meet the requirements of this section will be deemed non-responsive.**

a. Documentation of Good Faith Outreach Efforts

In addition to demonstrating that it will achieve the level of subconsulting participation required under this RFP (but except if a Proposer exceeds the LBE subconsulting participation requirement by 35 percent or more), a Proposer must also undertake and document in its submittal the good faith efforts required by Chapter 14B.8(C) & (D) and CMD Attachment 2, Requirements for Architecture, Engineering and Professional Services Contracts.

Proposals that do not comply with the material requirements of S.F. Administrative Code Section 14B.8 and 14B.9, CMD Attachment 2 and this RFP will be deemed non-responsive and will be rejected. During the term of the contract, any failure to comply with the level of LBE subcontractor participation specified in the contract will be deemed a material breach of contract. Subcontracting goals can only be met with CMD-certified Small and/or Micro-LBEs located in San Francisco.

2. LBE Participation and Ratings Bonuses

LBE ratings bonuses do not apply to this RFP. The City strongly encourages Proposals from qualified LBEs.

3. CMD Forms to be Submitted with Proposal

a. A Proposal must include the following Contract Monitoring Division (CMD) Forms contained in the CMD Attachment 2: 1) CMD Contract Participation Form, 2) “Good Faith Outreach” Requirements Form, 3) CMD Non-Discrimination Affidavit, 4) CMD Joint

Venture Form (if applicable), and 5) CMD Employment Form. If these forms are not submitted with the Proposal, the Proposal may be determined to be non-responsive and rejected.

b. A Proposer must submit one electronic copy of the above forms with its Proposal as a separate electronic file on the media that contains the Proposal (see Section III.A).

If you have any questions concerning the CMD Forms, you may contact Preston Tom, SFMTA Contract Compliance Office at 415-701-5332 or preston.tom@sfmta.com.

P. Employment Non-Discrimination and Economically Disadvantaged Workforce Hiring Provisions

1. General

As a material condition of contract award, the Proposer and its subcontractors agree to comply with the nondiscrimination in employment provisions required by Chapter 12B of the Administrative Code and the hiring of economically disadvantaged persons, as required by the City's First Source Hiring Program, Chapter 83 of the Administrative Code.

2. Nondiscrimination Provisions

As a material condition of the contract, the selected Proposer represents and agrees that:

a. It does and will not, during the term of the contract or any contract amendment, discriminate in the provision of benefits between its employees with spouses and employees with domestic partners.

b. The selected Proposer and its subcontractors on this contract will not discriminate against any employee or applicant for employment because of race, color, religion, ancestry, national origin, age, sex, sexual orientation, gender identity, domestic partner status, marital status, disability or AIDS/HIV status, weight, height, or association with members of classes protected under this chapter or in retaliation for opposition to any practices forbidden under this chapter. Discrimination on the basis of sex includes sexual harassment as defined in Section 16.9-25(b) of the Code. The consultant, contractor or subconsultant/subcontractor will take action to ensure that applicants are employed, and that employees are treated equally during employment, without regard to the fact or perception of their race, color, creed, religion, ancestry, national origin, age, sex, sexual orientation, gender identity, domestic partner status, marital status, disability, weight, height, or AIDS/HIV status. Such action may include, but not be limited to, the following: Employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rate of pay or other forms of compensation; and selection for training, including apprenticeship.

3. Non-Compliance with Chapter 12B Prior to Contract Award

As a material condition for award of the contract, the selected Proposer and its subcontractors must be in compliance with the nondiscrimination provisions of Chapter 12B, on all existing City contracts prior to award of this contract. The SFMTA shall have the authority to

review the selected Proposer's and subcontractors' prior performance to ensure compliance with the nondiscrimination provisions of Chapter 12B.

If the SFMTA determines that there is cause to believe that any contractor or subcontractor is not in compliance with the nondiscrimination provisions of Chapter 12B, the SFMTA will attempt to resolve the non-compliance through conciliation.

- a. If the non-compliance cannot be resolved, the SFMTA will submit to the contractor or subcontractor a written Finding of Non-compliance.
- b. The SFMTA will give the contractor or subcontractor an opportunity to appeal the Finding.
- c. The SFMTA may, by written notice, stay the award of any contract to a Proposer where the Proposer or any subcontractor is the subject of an investigation for a violation of the City's non-discrimination ordinance(s).

4. Complaints of Discrimination after Contract Award

- a. A complaint of discrimination in employment initiated by any party after contract award will be processed in accordance with CCO procedures.
- b. A finding of discrimination may result in imposition of appropriate sanctions, including:
 - (i) There may be deducted from the amount payable to the contractor or subcontractor under this contract a penalty of \$50 for each person for each calendar day the person was discriminated against in violation of the provisions of the contract.
 - (ii) The contract may be canceled, terminated or suspended in part by the SFMTA.
 - (iii) The consultant, subconsultant or vendor may be determined ineligible to perform work or supply products on any City contract for a period not to exceed two years.

Said sanctions are not the City's exclusive remedies, which may be imposed in combination with additional legal remedies, sanctions or penalties.

5. Trainees – SFMTA Employment Training Program

- a. **Trainee Requirements:** Contractors must comply with the City's First Source Program, Administrative Code Section 83(see Section V.E below), which fosters employment opportunities for economically disadvantaged individuals. Contractors must notify the First Source Program of all open, entry-level positions and consider all program referrals fairly and equally.

In addition, the SFMTA requires contractors to hire 15 professional service trainees (over the term of the agreement) in the area of the contractor's expertise. These hires count toward the First Source Hiring requirements. Trainees may be obtained through the City's One Stop Employment Center, which works with

various employment and job training agencies/organizations or other employment referral source.

Number of Trainees

Project Fees	To Be Hired
\$0 – \$499,999	0
\$500,000 – \$899,999	1
\$900,000 – \$1,999,999	2
\$2,000,000 – \$4,999,999	3
\$5,000,000 – \$7,999,999	4
\$8,000,000 – \$10,999,999	5
\$11,000,000 – \$13,999,999	6
(> = \$14M, for each additional \$3 million in contractor fees, add one additional trainee)	

- b. The trainee must be hired by the contractor or by any subcontractor on the project team.
- c. No trainee may be counted towards meeting more than one contract goal.
- d. A trainee must meet qualifications for enrollment established under the City’s First Source Hiring Program as follows:
 - (i) “Qualified” with reference to an economically disadvantaged individual means an individual who meets the minimum bona fide occupational qualifications provided by the prospective employer to the San Francisco Workforce Development System in the job availability notices required by the Program, and
 - (ii) “Economically disadvantaged individual” means an individual who is either: (1) eligible for services under the Workforce Investment Act of 1988 (WIA) (29 U.S.C.A 2801 et seq.), as determined by the San Francisco Private Industry Council; or (2) designated “economically disadvantaged” for the First Source Hiring Administration, as an individual who is at risk of relying upon, or returning to, public assistance.
- e. On-the-job training (to be provided by the contractor): The contractor must hire the trainee on a full-time basis for at least 12 months or on a part-time basis for 24 months, with prior approval offering him/her on-the-job training which allows the trainee to progress on a career path.
- f. Contractor must submit for the City’s approval a description and summary of training proposed for the trainee, along with the rate of pay for the position.
- g. The trainee’s commitment does not require that he/she is used only on this project; the trainee may also be used on other projects under contract to the Proposer that may be appropriate for the trainee’s skill development.

Q. COVID Vaccination and Safety Requirements

Proposers are advised that the Agreement awarded from this RFP is subject to the requirements of the 38th Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency (“**Declaration**”) dated February 25, 2020, and the Vaccination Policy for City Contractors (“**Vaccination Policy**”) issued by the City Administrator on October 22, 2021. The Vaccination Policy requires employees of City contractors and subcontractors who spend substantial time working in close proximity to City employees while performing work under the contract at a City owned, leased or controlled facility (“**Covered Employees**”) to be fully vaccinated or granted an exemption based on medical or religious grounds. The Vaccination Policy is available on the website of the City Administrator at [redacted] [need URL]. Each Proposer must certify their compliance with the Vaccination Policy as part of its Proposal, unless the City determines that a waiver should be granted for the reasons stated in the Vaccination Policy. Refer to Attachment [redacted] to the form Agreement for additional details related to the application of this Vaccination Policy to a contract awarded pursuant to this RFP. Those requirements include, but are not limited to:

1. Contractor shall identify its Covered Employees who are or will be performing Work or Services under this Agreement, and shall inform them of the COVID safety and vaccination requirements stated in the City’s Vaccination Policy and the Declaration.
2. Contractor shall maintain a list of its Covered Employees by name and position, which list shall not include the employees’ vaccination status. Contractor shall update the list to show all current Covered Employees, and Contractor shall provide that list to the City on request.
3. Prior to and as a condition of award of the Agreement, Contractor shall submit to the SFMTA the “Contractor Attestation Affirming Compliance With San Francisco’s Covid-19 Contractor Vaccination Policy” form (Attachment [redacted]) confirming its compliance with the Vaccination Policy.
4. Contractor shall be responsible for determining the vaccination status of any Covered Employees working for their subcontractors on a project. Contractor shall ensure that its covered subcontractors submit required information to the Contractor to ensure its covered subcontractors’ compliance with the Vaccination Policy
5. Contractor shall coordinate with the SFMTA to confirm that the SFMTA can safely accommodate at its worksite any Contractor Covered Employee for whom the Contractor has granted a medical or religious vaccination exemption, which may include ensuring that exempt the Contractor’s Covered Employees who are accommodated comply with any required health and safety protocols.

VII. Contract Requirements

A. Standard Contract Provisions

The selected Proposer will be required to enter into a contract substantially in the form of the Agreement for Professional Services, attached hereto as Appendix C. Failure to timely execute the contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, may be deemed an abandonment of a contract offer. The SFMTA, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

B. Nondiscrimination in Contracts and Benefits

As a material requirement of the contract, the selected Proposer must comply with Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into contracts or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. The Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at: <http://sfgsa.org/index.aspx?page=6058>.

C. Minimum Compensation Ordinance (MCO)

As a material requirement of the contract, the selected Proposer must comply with the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires contractors to provide employees covered by the Ordinance who do work funded under the contract with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements.

For additional information about the MCO, and for the amount of hourly gross compensation currently required under the MCO, see <http://sfgov.org/olse/mco>. Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract.

D. Health Care Accountability Ordinance (HCAO)

As a material requirement of the contract, the selected Proposer must comply with the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Contractors must consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at <http://sfgov.org/olse/hcao>.

E. First Source Hiring Program (FSHP)

If the contract is for more than \$50,000, then the City's First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires contractors to notify

the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.

Contractors are directed to consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at <http://oewd.org/first-source> and from the First Source Hiring Administrator, business.services@sfgov.org or call (415) 701-4848.

F. Conflicts of Interest

The selected Proposer must agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The selected Proposer will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the SFMTA on behalf of the selected Proposer might be deemed "contractors" under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within 10 days of the SFMTA's notice of award of the contract.

G. Prevailing Wage and Employee Retention

Contractor must provide prevailing wages and benefits and transitional employment and retention for the prior contractor's employees, as required by San Francisco Administrative Code, Chapter 21, Section 21C.7 (which is an uncodified San Francisco Ordinance, attached to this RFP as Attachment 1).

Prevailing wage and related information for employees under the current Agreement for Coin and Data Collection Services and Associated Support is attached as Attachment 2 to this RFP.

VIII. Protest Procedures

A. Protest of Non-Responsiveness Determination

Within five working days of the SFMTA's issuance of a notice of non-responsiveness, any Proposer that believes the SFMTA has incorrectly determined that its Proposal is non-responsive may submit a written notice of protest. Such notice of protest must be received by the SFMTA on or before the fifth working day following the SFMTA's issuance of the notice of non-responsiveness. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the SFMTA to determine the validity of the protest.

The SFMTA reserves the right to proceed with its selection process to evaluate responsive Proposals pending the Agency's determination of the validity of a protest.

B. Protest of Non-Responsible Determination

Within five working days of the SFMTA's issuance of a notice of a determination of non-responsibility, a vendor that would otherwise be the lowest responsive Proposer may submit a written notice of protest. The vendor will be notified of any evidence reflecting upon their responsibility received from others or adduced as a result of independent investigation. The vendor will be afforded an opportunity to rebut such adverse evidence, and will be permitted to present evidence that they are qualified to perform the contract. Such notice of protest must be received by the SFMTA on or before the fifth working day following the SFMTA's issuance of the notice of non-responsibility. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

C. Protest of Contract Award

Within five working days of the SFMTA's issuance of a notice of intent to award the contract, any firm that has submitted a responsive Proposal and believes that the SFMTA has incorrectly selected another Proposer for award may submit a written notice of protest. Such notice of protest must be received by the SFMTA on or before the fifth working day after the SFMTA's issuance of the notice of intent to award.

The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the SFMTA to determine the validity of the protest.

The SFMTA reserves the right to proceed in contract negotiation with the selected Proposer pending the Agency's determination of the validity of a protest.

D. Delivery of Protests

All protests must be received by the due date. A protestor bears the risk of non-delivery within the deadlines specified herein. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered via email to:

Carlos.Peza@sfmta.com

Appendix A
City and County of San Francisco
Contract Monitoring Division
CMD Attachment 2
Requirements for Architecture, Engineering and Professional Services
Contracts, for contracts \$55,000 and over

Appendix A is a separate file to be downloaded from the online posting for this RFP on the San Francisco City Partner website.

You may access the website at the following link:

<https://sfcitypartner.sfgov.org/pages/index.aspx>

Appendix B Standard Forms

The requirements described in this Appendix are separate from those described in Appendix A.

A. How to become Eligible to Do Business with the City

Before the City can award any contract to a contractor, all vendors must meet the minimum requirements described below. There may be additional requirements placed upon a vendor depending on the type of good or service to be purchased.

B. Mandatory Forms

At a minimum, in order to become eligible to do business with the City, a vendor must submit the following documents to the Vendor File Support Division via the San Francisco City Partner website located at <https://sfcitypartner.sfgov.org/>.

1. [Vendor Application Packet](#) (includes *New Vendor Number Request Form* and *IRS Form W-9*)
2. [CCSF Vendor - Business Registration \(Electronic Submission - you must have a vendor number to complete\)](#)
3. [CMD 12B-101 Declaration](#) of Nondiscrimination in Contracts and Benefits

C. Vendor Eligibility and Invoice Payment



Vendors must have a City-issued vendor number, have all compliance paperwork submitted and approved by the City, and have an executed contract or purchase order before payments can be made. Once a vendor number has been assigned, an e-mail notification will be provided by the City's Vendor File Support Division. This notification will include instructions on how to sign up to receive payments through the San Francisco City Partner website located at <https://sfcitypartner.sfgov.org/>.

D. Vendor Eligibility Forms

Form	Purpose/Info	Routing
CCSF Vendor - Business Registration (Electronic Submission - you must have a vendor number to complete)	This declaration is required for city vendors to determine if you are required to obtain a Business Registration Certificate.	https://sfcitypartner.sfgov.org/
Declaration of Nondiscrimination in Contracts and Benefits with supporting documentation (Form CMD-12B-101)	This Declaration is used by the City's Contract Monitoring Division to determine if a vendor offers benefits to employees. When a vendor offers benefits, it must be verified that all benefits, including insurance plans and leaves, are offered equally to employees	https://sfcitypartner.sfgov.org/

	with spouses and employees with domestic partners. For more information and assistance, please visit the City Administrator's Contract Monitoring Division Equal Benefits web page.	
Vendor Profile Application	Includes New Vendor Number Request Form and IRS Form W-9.	https://sfcitypartner.sfgov.org/

E. Supplemental Forms

Form:	Required If:
Minimum Compensation Ordinance (MCO) Declaration ( pdf)	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 5 employees, including employees of any parent, subsidiaries and subcontractors.
Health Care Accountability Ordinance (HCAO) Declaration ( pdf)	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 20 employees (more than 50 employees for nonprofit organizations), including employees of any parent, subsidiaries or subcontractors.
Insurance Requirements (pdf)	The solicitation requires the selected Proposer to demonstrate proof of insurance.
Payment (Labor and Material) Bond (pdf)	The solicitation requires the awarded vendor to post a Payment (Labor and Material) bond.
Performance Bond (pdf)	The solicitation requires the awarded vendor to post a Performance bond.
Local Business Enterprise Program Application (Contract Monitoring Division)	You desire to participate in the City's Local Business Enterprise Program which helps certain financially disadvantaged businesses increase their ability to compete effectively for City contracts

For further guidance, refer to the City's supplier training videos that are located online at: <https://sfcitypartner.sfgov.org/> .

Appendix C

Sample Agreement for Professional Services (Form P-600)

Appendix C is a separate file to be downloaded from the online posting for this RFP on the San Francisco City Partner website.

You may access the website at the following link:

<https://sfcitypartner.sfgov.org/pages/index.aspx>

Appendix D

Attestation of Compliance

To be completed by all Proposing Firms and All Individual Subcontractors

(Please check each box, sign this form and submit it with your response.)

Name of individual completing this form: _____

The form is submitted on behalf of firm: _____

Name of RFP: **SFMTA-2022-13**

1. I attest that I and all members of the firm listed above will and have complied to date with Section VI.J of the above RFP. Yes

2. I understand that if my firm or any members of the firm listed above are found to be in violation of Section VI.J of the above RFP, this will disqualify my firm and any Proposal in which my firm is named from further consideration. Yes

I have entered required responses to the above questions to the best of my knowledge and belief.

Signature: _____

Date: _____

Appendix E

To be completed by all Proposing Firms and All Individual Subcontractors

Certification Regarding Debarment, Suspension, and Other Responsibility Matters

By signing and submitting its Proposal, the Proposer or proposed subcontractor certifies as follows:

- (1) _____
(Proposer or Proposed Subcontractor Business Name)
- certifies to the best of its knowledge and belief that it and its principals:
- a. Are not presently debarred, suspended, proposed for disbarment, declared ineligible, or voluntarily excluded from contracting with any federal, state or local governmental department or agency;
 - b. Have not within a three-year period preceding the date of this Proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) contract; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (1)b of this certification; and
 - d. Have not within a three-year period preceding the date of this Proposal had one or more public contracts (federal, state, or local) terminated for cause or default.
- (2) Where the firm executing this RFP Appendix E is unable to certify to any of the statements in this certification, such firm must attach a detailed explanation of facts that prevent such certification.
- (3) The certification in this clause is a material representation on fact relied upon by the San Francisco Municipal Transportation Agency (SFMTA).

As the authorized certifying official, I certify that the above-specified certifications are true.

Business Name

Authorized Representative Name (print)

Authorized Representative Title (print)

Authorized Representative Signature

Date

Appendix F

To be completed by all Proposing Firms and All Individual Subcontractors

Certification Regarding Lobbying

(Proposer or Proposed Subcontractor Business Name)

Certifies that it will not and has not paid any person or organization for influencing or attempting to influence a member of the San Francisco Municipal Transportation Agency (SFMTA) Board of Directors, or an officer or employee of the SFMTA in connection with the contract to be awarded pursuant to this Request for Proposals (RFP), except as expressly authorized in this RFP. The Proposer or proposed subcontractor submitting this certification must also disclose the name of any lobbyist registered under Article II of the San Francisco Campaign and Governmental Conduct Code who has made lobbying contacts on its behalf with respect to the contract to be awarded pursuant to this RFP.

This certification is a material representation of fact upon which reliance was placed for the purposes of the SFMTA's evaluation of Proposals and award of a contract pursuant to the RFP. Submission of this certification is a prerequisite for submitting a Proposal responsive to the RFP.

Following submission of Proposals with this signed certification, any firm who 1) pays any person or organization for influencing or attempting to influence a member of the SFMTA Board of Directors, or an officer or employee of the SFMTA in connection with the contract to be awarded pursuant to this RFP, except as expressly authorized in the RFP, 2) fails to disclose the name of any lobbyist registered under Article II of the San Francisco Campaign and Governmental Conduct Code who has made lobbying contacts on its behalf with respect to the contract to be awarded pursuant to this RFP, or 3) pays or agrees to pay to any SFMTA employee or official or to any member of the selection panel or other person involved in the making of the contract on behalf of the SFMTA any fee or commission, or any other thing of value contingent on the award of a contract, will disqualify any Proposal in which that firm is named as a prime contractor, joint venture partner or subcontractor from the selection process.

By signing and submitting its Proposal, the Proposer or proposed subcontractor also certifies to the SFMTA that the Proposer or proposed subcontractor has not paid, nor agreed to pay, and will not pay or agree to pay, any fee or commission, or any other thing of value contingent on the award of a contract to any SFMTA employee or official or to any member of the selection panel or other person involved in the making of the contract on behalf of the SFMTA. As the authorized certifying official, I certify that the above-specified certifications are true.

Business Name

Authorized Representative Name (print)

Authorized Representative Title (print)

Authorized Representative Signature

Date

Appendix G

*To be completed by all Proposing Firms and Submitted as a Separate Electronic File;
Do Not Include the Cost Proposal in Your Main Proposal Document File*

Cost Proposal

Appendix G is a separate file to be downloaded from the online posting for this RFP on the San Francisco City Partner website.

You may access the website at the following link:

<https://sfcitypartner.sfgov.org/pages/index.aspx>

Appendix H

Statement of Work

Coin and Data Collection Services and Associated Support

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Table of Terms and Abbreviations

Term or Abbreviation	Description
Business Intelligence (BI)	Business Intelligence (BI) comprises the strategies and technologies used by enterprises for the data analysis of business information. BI technologies provide historical, current, and predictive views of business operations. Common functions of business Intelligence technologies include reporting, online analytical processing, analytics, dashboard development, data mining, process mining, complex event processing, business performance management, benchmarking, text mining, predictive analytics, and prescriptive analytics.
Business Day	Monday through Friday, excluding holidays.
Business Hours	Monday through Friday, 8 a.m. to 5 p.m.
Cashbox	Coin depository within multi-space meter
CBA	Collective Bargaining Agreement
Coin Canister	The canister in the single-space meter vault to which coins are deposited by the meter user
Collection Crew Shift	A four (4) hour work shift for meter coin collectors
Collection Route	A series of parking meters that are generally grouped by geographic locations, hours of operation and meter rates
Collection Sub-route	Smaller portion of collection route
Collection Vault	Canister used by collection staff to deposit coins from the coin canister
Collection Vault Head	Upper part of the collection vault with coin canister receptacle
Contractor	[The Proposer who is awarded the contract]
CSV	Comma separated values file
Cummins-Allison/Jet Sorter	Coin sorting and counting hardware/software
Data Collection Crew	One driver and one or two parking meter collector
Day	A calendar day
Fiscal Year	July 1 – June 30
FTP	File transfer protocol
IPS	Single-space meter manufacturer
IPS MMS	IPS Meter management system

Term or Abbreviation	Description
ISO	International Standards Organization
J.J. MacKay	Meter Manufacturer
KPI	Key Performance Indicators (e.g., collection route revenue, meter and pay station revenue, frequency of collections, collection area coverage, skipped meters)
LAN	A local area network (LAN) is a computer network that interconnects computers in a limited area
Level Two Support Technician	Technicians and support analysts certified by technology providers to be a liaison between vendor and SFMTA
Maintenance App	An application developed for SFMTA meter shop. Maintenance application contains multiple modules including maintenance, data and coin collection, meter condition reporting
Medeco	Manufacturer of electromechanical locks
Medeco Nexgen End of Cable	Legacy Medeco system that allows establishing a relation between collection subroute and collection vault number. For example, collection subroute 101.3 is collected by using collection vault number 122
MMS	Meter Management Software
MS SQL	Microsoft SQL Relational Database
MST	Money Systems Technology Inc., manufacturer of the coin sorter
Multi-Space Meters Collection Crew	One driver and one parking meter collector
Nexgen Key	Medeco Electronic Key
Nexgen Lock	Not Integrated Medeco Electromechanical Lock
NFC Sensor	Near Field Communication Sensor
Non-Productive Time	The driving time between routes and walking time on blocks that have few or no meters
OBIEE	Oracle Business Intelligence Enterprise Edition Plus, also termed as the OBI EE Plus, is Oracle Corporation's set of business intelligence tools consisting of former Siebel Systems business intelligence and Hyperion Solutions business intelligence offerings
Pay Station	Multi-space parking meter

Term or Abbreviation	Description
PMD	Parking Meter District (e.g., Civic Center, Hayes Valley, SOMA, Fisherman Wharf, Fillmore, Outer Sunset)
Port Parking System	Parking Meters and Pay Stations that the SFMTA manages on behalf of the Port of San Francisco
Power BI	Power BI is a business analytics service by Microsoft. It is part of the Microsoft Power Platform
SFMTA	San Francisco Municipal Transportation Agency
SFTP	Secured File Transfer Protocol (encrypted data transfer)
SFMTA Data Warehouse	SFMTA Data Warehouse (DW) is a database used for reporting and analysis of parking related data. The data stored in the warehouse is uploaded from the IPS, Mackay, Pay-by-Phone, Conduent and other parking operational systems used by SFMTA.
SFMTA Meter Repair Shop	SFMTA meter maintenance headquarters, located at 1508 Bancroft St, San Francisco
SFMTA Server Room	SFMTA's primary information systems site
Single-Space Meters Collection Crew	One driver and two parking meter collectors
SOP	Standard Operating Procedure
SOW	The Statement of Work contained in this Appendix H describing the Services Contractor shall perform.
SQL	Structured Query Language
WAN	A wide area network (WAN) is a telecommunication network that covers a broad area
XML	Extensible Markup Language (XML) is a set of rules for encoding documents in machine-readable form

1. Administration

A. Administrative Staffing

- 1) Contractor shall provide the following (full time) administrative staffing:
 - a. Contract Manager who works full time for SFMTA and does not work for other clients. Contract Manager is responsible for to managing coin and data collection as well as other Services covered by this SOW.
 - b. Coin and Data Collections Manager who works full time for SFMTA and does not work for other clients. Coin and Data Collections Manager is responsible for managing coin and data collection as well as other Services covered by this SOW.
 - c. Office Manager who works full time for SFMTA and does not work for other clients. Office Manager is responsible for managing coin and data collection office, performs various administrative duties, as well as supports Contractors' employees performing Services covered under the Agreement resulted from this SOW.
 - d. Analyst who works full time for SFMTA and does not work for other clients. Analyst is responsible for various analytical tasks in connection with Services and tasks performed under the Agreement resulted from this SOW.
 - e. Senior Executive (e.g., Regional Manager) who dedicates at least 10% of their time working for SFMTA providing corporate support for Coin and Data Collection line workers, supervisors, office staff and management.
- 2) The Contract Manager shall have the overall responsibility for delivering all the Services to the City.
- 3) The Coin and Data Collections Manager shall have general oversight of all Contractor's employees working on parking meter and data collections shifts. The Collections and Data Manager shall ensure that all crews complete their daily assignments following established SOP (existing SOP is attached in Attachment 3). The Coin and Data Collections Manager shall monitor all the daily activities and track such problems as broken meters, faulty keys, locks, and/or any other collection equipment problems that might arise
- 4) The Office Manager shall support the delivery of all Services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing, and approving supply requisitions, assigning

and monitoring clerical functions and prepare SFMTA and PORT invoices and supporting documents.

- 5) The Analyst shall provide an analysis of meter transaction variances, conduct daily coin reconciliation, analyze collection schedule effectiveness, and perform monitoring of various collection KPIs. Analyst position shall be responsible for providing monthly revenue and reconciliation reporting utilizing BI tool (e.g., Power BI, OBIEE) and other analytical duties as assigned.
- 6) The Senior Executive shall provide and executive oversight and support of Contractor's Services performance; ensure that the Contract Manager and staff have all the resources needed to deliver the Services to SFMTA, and provides overall guidance, training, and support for management staff. The Senior Executive shall participate in monthly meetings with SFMTA to address Services delivery quality, timeliness, and Contract requirements.

B. Coin and Data Collection, Coin Delivery and Support Services

- 1) Contractor shall provide coin, data collection and support services the SFMTA's parking meter program as described in this Appendix H (SOW) Sections 2,3, 4 and 5. Coin collection shall include both single and multi-space meters. Data collection shall include but not be limited to meter condition, occupancy, inventory, parklets, construction sites, signage, and curb regulations. Coin delivery services shall include delivering collected meter coins to SFMTA counting facility located in the basement of 1 South Van Ness building. Support services shall include providing IT support for relevant to coin and data collection parking systems, revenue reconciliation, meter transaction variance analysis, electronic lock software, Nexgen collection key management, and parking ambassadorship.
- 2) Contractor shall ensure that all collection routes are covered according to the collection schedule approved by the SFMTA. Crew leaders shall transport their collection crew, collection equipment, collected coins and data safely to and from their designated routes and sub-routes each collection day. Crew leaders shall be responsible for securing all collections equipment and vehicles. Crew leaders shall also document the equipment used during the collection day. Field supervisors shall ensure that all collection crews are aware and knowledgeable of the routes assigned for collection and that each collector collects the route in sequence and completely.
- 3) Contractor shall provide support (via mobile phone and in person) to collection

crews in the field to address any problems that arise in performing the Services in the field. The On-Street Supervisor shall monitor all Crew Leaders and collectors to ensure that they are following approved policies and procedures.

C. Facility

- 1) Contractor shall provide a coin and data collections facility (Collections Facility) that has 24-hour security and is available to accept and process collection vaults during any scheduled collection day. Security should at a minimum include the following: video surveillance (inside and outside of the facility), burglary alarm, and secure programmable building access. SFMTA shall have the access to the live feed and 3 months' worth of recording history.
- 2) The Collections Facility shall be located in San Francisco, Daly City, or South San Francisco and be available for access to SFMTA's employees.
- 3) The Collections Facility shall have, at a minimum, a land line telephone, document scanner and printer, fax machine, computer network with high-speed internet access (both LAN and Wi-Fi).
- 4) The Collections Facility shall meet all applicable OSHA rules/standards and have restrooms, locker rooms and a designated break area that is segregated from secured areas of the facility. The SFMTA reserves the right to inspect Contractor's facilities used in the performance of the Services, to confirm that such facilities are sufficient for the purposes described in the Agreement.
- 5) The SFMTA reserves the right to direct Contractor to perform the Services in SFMTA-owned or leased property at any time during the Agreement. Should this occur, SFMTA and Contractor will negotiate a schedule and costs for the move and reduction of Contract Amount for the rent of the unused facilities.
- 6) All visitors entering the Collections Facility. Lists of visitors should be kept and stored in an electronic format for the term of the Agreement.
- 7) SFMTA shall have the option to request Contractor to provide, as part of its facility setup, a heavily secured money room or a safe capable of storing up to twenty collection canisters and up to a hundred cashboxes.

D. Hours of Operations

- 1) Contractor shall provide adequate administrative and support staff in its coin and data collection facility to support various coin and data collection Services.
 - a. Coin collections hours: 5:30AM to 2PM, M-F.
 - b. Coin delivery to SFMTA hours: 10:30AM to 11:00 AM and 2PM to 2:30PM, M-F.
 - c. Data collections hours (when scheduled): 7AM to 10PM, M-F with occasional work on Saturdays and Sundays.
 - d. Administrative coverage: 8AM to 5M, M-F.

Contractor shall perform meter collections daily, Monday through Friday with exceptions of SFMTA's observed holidays. However, the SFMTA reserves the right on 72-hours' notice to require the Contractor to collect coin, data or perform other related tasks on SFMTA-observed meter holidays and weekends.

E. Telecommunication Equipment

- 1) Contractor shall provide smart phone devices for each coin and data collection employee while on duty. The employee must securely attach the communication device to their work belt. All communication devices shall be equipped with a GPS tracking system and be accessible from the Contractor's and SFMTA offices. Contractor and designated SFMTA personnel shall track all coin and data collection employees in real time while they are performing collection activities.
- 2) All collection crews shall be equipped and accessible at all times by direct communication. Contractor collection employees are strictly prohibited from using any personal communication devices (e.g., cell phones) while performing collection duties unless prior authorization has been given by the Contractor and SFMTA.
- 3) Each two years of the Agreement (starting 60 days from NTP), Contractor shall supply Meter Shop employees (managers, supervisors, parking meter repairers) with 35 web-enabled smart phones, at no charge to SFMTA. Phone plans shall include unlimited domestic data, talk and text functions. Each phone shall be equipped with a hands-free device, NFC sensor, durable holster.

F. Uniforms

- 1) Contractor shall provide uniforms for all of its employees providing the Services. Uniforms may be purchased or rented through professional Services. Each employee shall be provided with at least five sets of uniform per year.

- 2) Uniforms shall include pants, shirts, jackets, hats, beanie, black boots, rain gear, and safety class 2 vest.
- 3) The Uniforms shall be of a standard guard style. All collections personnel shall wear their uniforms at all times while on duty. Uniforms are to have the Contractor's corporate name on the front of the shirts, on hats, and on the back of safety vests provided. Safety vests must be worn on the outside of the uniform, jacket etc. by collections staff at all times.
- 4) Contractor shall provide each collector with a photo identification badge with the employee's name and the Contractor's name that shall be worn while on duty. The I.D. badge shall not be stored in a pant or jacket pocket; but shall be visibly displayed.
- 5) Contractor shall provide all collectors with equipment necessary to physically secure collection keys, collection cards and other relevant equipment to their person
- 6) Uniforms and equipment provided by the Contractor are subject to approval by the SFMTA. SFMTA reserves the right to make random unannounced inspections of uniforms worn by collections personnel.

G. Prevailing Wage Ordinance

San Francisco Administrative Code (uncodified) Section 21C.7 (attached here as Attachment 1) requires Contractor to Contractor pay prevailing wages to certain classes of employees who perform coin collection services. That Ordinance also requires Contractor to retain persons employed in those classes by the prior coin collections contractor, and also provide transitional employment for terminated employees. Contractor. The requirement to pay prevailing wages includes wage rates for overtime and holiday work and fringe benefits as paid for similar work performed in the City. Refer to "Prevailing Wage Ordinance, File Number 160593", Attachment 2 to this RFP.

H. Reporting

- 1) Contractor shall provide the reports described in this SOW, Section 1.H.3 using Microsoft Office, Power BI, OBIEE, or a BI tool of Contractor's choice. Current samples of these reports are provided in Attachment 3 to this SOW.

2) Contractor shall submit all meter collection revenue reports in Excel format unless SFMTA approves a request from a Contractor to submit in alternate format.

3) Contractor shall provide to the SFMTA following reports.

a) Daily Meter Condition Report

Contractor shall provide real-time tracking via Maintenance App for all disabled, broken, or missing meters or pay stations encountered while performing collection duties. *If Contractor discovers a vandalized or broken parking meter hardware, it shall immediately report the issue to the Meter Shop.*

Meter Condition Report produced based on Maintenance App data shall, at a minimum, contain the following common meter faults:

- a. Out of order
- b. Key slot jammed
- c. Low battery
- d. Vandalized meter
- e. Broken coin canister
- f. Loose pole
- g. Bent pole
- h. Pole / No meter
- i. No pole / No meter
- j. Vault Lock Won't Open (Green light)
- k. Electronic lock is not properly assigned
- l. No communication
- m. Spinner 180
- n. Spinner 360
- o. Construction zone
- p. No reset
- q. Blank Screen
- r. Bad Collection Card
- s. Collection Lock Won't Open – Red Light
- t. Signage

b) Missing or Damaged Equipment Report

Contractor shall report to SFMTA all missing or damaged equipment before 5 PM on the day Contractor discovers it. Each report shall include the location, equipment ID number, type of equipment, the date and time

the equipment was discovered to be damaged, a description of the damaged or lost equipment, and a short description of how the equipment became damaged or went missing.

c) *Daily Transactions Variance Report Analysis*

Contractor shall provide a "Transactions Variance Report" analysis following the format set out in Attachment 3 to Appendix H (SOW), that compares real-time revenue transactions with database rates and calculates the variance between applied rates and scheduled rates. Contractor's staff shall review the report and produce a daily analysis in summary format for SFMTA staff to review. See Attachment 4 to this Appendix H (SOW). Provided analysis shall determine what caused daily transaction variance between published meter rates and actual rates charged by meter hardware or pay-by-phone application at the time of the transaction.

d) *Weekly Revenue Variance Report*

Contractor shall produce a "Weekly Revenue Variance Report" that compares a total sum of real-time revenue transactions received in SFMTA database with meter vendors' database totals. See Attachment 5 to this Appendix H (SOW). Provided analysis shall determine what caused a variance between total weekly revenue reported by meter or pay-by-phone vendors and SFMTA database total.

e) *Weekly Skipped Meters Report*

Contractor shall analyze daily electronic lock collection reports and determine which meters were not collected as part of the daily collection assignments. Meters that are not collected shall be referenced against meter condition report (Section 1.H.3.a to this SOW). All instances where meter was not collected without recorded reason shall be investigated and explained in the report. A weekly "skipped meters report" shall be submitted to SFMTA along with appropriate explanations and a plan of corrective actions on Monday of every work week.

f) *Monthly Revenue Reports*

Contractor shall submit the following monthly revenue reports in both hard copy and electronic formats:

- a. Coin revenue by meter analysis – this report lists average meter coin revenue based on collection route. The report also must contain the collection route inventory number,

collection days, collection frequency and route geographical location.

- b. Average revenue by type (with high and low points)
 - c. Fiscal Year Revenue by Month by Type
 - d. Multi-space revenue by type
 - e. Single-space revenue by type
 - f. Fiscal year revenue total
 - g. Active meter inventory counts for the collection area(s) covered by the report (e.g., Collection Subroute 101.1 – 75 active meter spaces)
- 4) The SFMTA reserves the right to add or modify report requirements.
 - 5) SFMTA requires Contractor to conduct regular monthly meetings to evaluate report deliverables. Contractor's Contract Manager, Coin and Data Collection Manager and Analyst shall attend these meetings. Additional meetings may be scheduled as SFMTA may require

I. Training

- 1) Contractor shall provide training specific to the tasks performed by assigned personnel for both line staff and supervisors throughout the term of the Agreement. Training shall cover the task and personnel requirements described in this SOW as well as the Contractor's own procedures.
- 2) Each staff person shall sign a certificate that attests to their participation in training in their designated function area. This document shall be kept by the Contractor and made available by request to the SFMTA.
- 3) Contractor shall provide all safety training required under federal, state and local law, which shall be conducted, as required, at Contractor's expense.
- 4) Contractor shall offer "Smith System" driving training <https://www.drivedifferent.com/> or its equivalent for all drivers on annual basis at no additional cost to SFMTA. Driver certifications shall be kept by the Contractor and made available by request to the SFMTA. Attaining "Smith System" driving certification is a prerequisite of becoming a driver.
- 5) SFMTA may direct Contractor to provide additional training as necessary to ensure Contractor's staff are fully trained and informed of Services requirements.

2. Coin Collection Services

A. Staffing Requirements

- 1) For each work shift, Contractor shall provide the following coin collection staffing for each single space or multi space collection crew:
 - a. Single-space coin collector and/or Multi-space coin collector (depending on assignment)
 - b. Crew leader
 - c. Collection Supervisor (may be assigned to multiple crews)
- 2) The Single-Space collections crews shall consist of crew leader and two collectors. All crew members perform meter collections. The number of collections by each crew member will be based on collections frequencies, route and sub-route structure, and the geography of City streets.
- 3) The Multi-space collections crews shall consist of a crew leader and one collector. Both crew members shall be present at each pay station while performing multi-space meter collections. The number of collections by each crew member will be based on collections frequencies, route and sub-route structure, and the geography of City streets.
- 4) Contractor shall ensure that all routes are collected according to the collection schedule provided by the SFMTA. Crew leaders shall transport their collection crew, collection equipment, collected coins and data safely to and from their designated routes and sub-routes each collection day. Crew leaders shall be responsible for securing all collections equipment and vehicles. Crew leaders shall also document the equipment used during the collection day.
- 5) Contractor shall provide at least three collection field supervisors. Field supervisors shall ensure that all collection crews are aware and knowledgeable of the routes assigned for collection and that each collector collects the route in sequence and completely.
- 6) Contractor shall provide mobile support to all of the collection crews in the field in case they encounter mechanical, technical or any other problem that interferes with collection activities. Field supervisor shall monitor all crew leaders and collectors to ensure that they are following approved policies and procedures.
- 7) The Coin and Data Manager shall be responsible for oversight of all of the Contractor's employees that are engaged in the Services.

- 8) The Coin and Data Collections Manager shall ensure that all crews complete their daily assignments following the Contractor's Standard Operating Procedures.
- 9) Contractor shall monitor all daily activities and track such problems as broken meters, faulty keys, locks, and/or any other equipment problems.

B. Routes and Schedules

- 1) The SFMTA will provide the list of collection routes/sub-routes and the current frequency of collections to the Contractor in this SOW, Attachment 6. Attachment 6 will also include current parking inventory including geographical and geo attributes.
- 2) Contractor shall learn and understand h SFMTA collection routes/subroute and collection schedule no later than 30 Days from NTP.
- 3) The SFMTA reserves the right to change the routes, route schedule and collection frequency as may be required to respond to meter installations and removals, rate changes, meter pilot programs, security concerns, or when additional or fewer collections are required.
- 4) Based on Attachment 6 to this SOW, Contractor shall develop and submit its proposed parking meter collection plan that includes plans for future upgrades of SFMTA parking meters, pay stations and other on-street equipment where at least half of current parking spaces will be managed by multi-space pay stations. Not that current collection schedule is based on 85% of metered spaces being managed by single space meters. The proposed collection schedule must prevent the meters or pay stations vaults to become overfilled. Contractor shall incorporate the following parameters into its proposed collection plan:
 - i. Collection work shall be set at a frequency such that the coin canister inside single space meter will not be heavier than an average of 1.5 pounds (approximately \$20 in coin).
 - ii. Contractor shall collect the cash from a PlayStation when cashbox amounts reach between \$75 and \$100 dollars.
 - iii. Collection work shall be designed so that the number of collection crew shifts required to collect the assigned meters is distributed as evenly as possible across all five working days of the week.
 - iv. The collection plan shall address how the different parking meter rates and payment methods affect the frequency of collection.

- v. The collection plan shall minimize the amount of Non-Productive Time.
- vi. Contractor may elect to combine single- and multi-space collection routes for enhanced revenue tracking.
- vii. Contractor shall perform meter collections every business day, Monday through Friday.
- viii. The proposed collection plan shall assume that parking spaces are split 50/50 between single and multi-space meter hardware (i.e., ~ 2,500 pay stations and 12,000 single space meters).
- ix. The proposed collection plan shall include multiple schedule options in accordance with these variables:
 - a. All Single space meters are collected at least once per week;
 - b. All single space meters are collected at least once every two weeks;
 - c. All pay stations are collected every three weeks;
 - d. All pay stations are collected every four weeks;
 - e. Pay stations are collected on demand when cashbox totals reach between \$75 and \$100 in coins.

C. Equipment

- 1) Contractor shall take possession of the following collection equipment from LAZ, the SFMTA's incumbent service provider. Complete inventory of the collection equipment is set out in Attachment 7.
 - a) Electronic collection keys (Nexgen)
 - b) Nexgen scheduling hardware and software
 - c) Collection vaults and collection vault heads with locks
 - d) Collection carts
 - e) "Out of service" bags, locks, and keys
 - f) Security seals
 - g) High security Medeco locks (used for collection vaults, carts, and vehicles)
 - h) Spare cashboxes
- 2) Contractor shall have the responsibility for the maintenance and care of equipment provided by the SFMTA.
- 3) Contractor shall provide key chains, belt loops and other collection-related equipment as necessary. During the term of the Agreement, Contractor shall provide proper security seals at its own expense. Security seals need to be barcoded and logged.

- 4) Contractor shall maintain a complete and orderly inventory list of all the equipment utilized for coin collection Services (both its own and provided by the SFMTA).
- 5) Contractor shall conduct monthly inspections of all the collection carts, canisters, and related parts, inside and outside, for broken welds, cracks, dents, and other problems that may endanger the integrity of the canister, canister vault head, and collection cart.
- 6) Contractor shall conduct monthly inspections of coin canister receptacle (receiver) on the lid of the collection canister. In addition, Contractor shall inspect the rubber boot on the bottom of the inside of the coin canister receptacle. Contractor shall immediately report any broken Equipment to SFMTA via email.
- 7) Contractor shall conduct daily inspections of coin canisters and cashboxes to ensure that the vault doors are working properly, close and lock correctly, and are not otherwise compromised. At the end of every Business Day, the Contractor shall record the number of the seals used on every collection vault and input the seal numbers in the asset management system. If Contractor discovers that a seal is missing, it must notify the SFMTA's representative immediately and conduct a proper investigation of the incident. Contract Manager shall submit the report to SFMTA within five Business Days of the incident.
- 8) Contractor shall provide the following collection keys controls:
 - a. Maintain electronic collection keys and related collection equipment in possession of its staff for the duration of the contract term. The Contractor may not duplicate any keys.
 - b. Report any key or lock failures to SFMTA staff.
 - c. Store key hardware in secured, locked room.
 - d. In case of missing collection key equipment, Contractor shall conduct a full investigation and provide the SFMTA with a written report within five Business Days of the incident.
 - e. Report lost or broken collection equipment to the SFMTA on the same day of the incident.
- 9) Electronic meter locks
SFMTA's current parking meter technology utilizes electronic locks. SFMTA will provide Contractor with the appropriate system accesses and equipment to conduct meter collections. At the beginning of every collection day collectors

will be issued a Nexgen collection key. Contractor shall schedule collection work utilizing Medeco Nexgen software for all collection shifts separately. For example, should three collections shifts be scheduled for any given day, three separate scheduling tasks shall be performed. SFMTA reserves the right to take over scheduling duties

- a. Contractor's collection employees shall sign for collection keys before each day's collection and return them after completing their regular collection activities. Once the handheld devices are issued, the Contractor shall store them in a secure lockbox fastened to the inside of the collection's vehicle.
- b. Contractor shall be responsible for security of the electronic collection keys while collecting parking meters. When not in use, the keys shall be stored in locked storage area in Contractor's vehicle or offices.
- c. Contractor shall provide 24-hour video surveillance of key storage at the Coin and Data Collection facility.

10) Vehicles

Contractor shall provide at least nine vehicles (five box trucks, four transit connects and one sedan) to perform the Services, (which includes a replacement box van or similar vehicle in case an assigned vehicle breaks down) Contractor will be responsible for ensuring that its vehicles remain in good working condition and that they have procedures in place to procure or lease additional vehicles, if necessary, to complete daily collection Services. All collection vehicles shall have standard safety equipment, including but not limited to spare tires, flares, and cones.

SFMTA reserves the right to inspect a collection vehicle with or without prior notice during normal operations hours. Vehicles used in the performance of the Agreement must be approved by the SFMTA prior to use.

11) Contractor shall include, at a minimum, the following features for both single-space and multi-space collection vehicles:

- a. Vehicle security system to ensure that collection trucks can be recovered if stolen.
- b. An interior panel or cage on walls and bulkhead separating the driver compartment from the vault storage area.
- c. Identification on the exterior of the vehicle, with message content and dimensions approved by the SFMTA.
- d. All doors shall lock automatically when closed and are to be equipped

with an alarm system and an anti-theft device that disengages the ignition system.

- e. The rear and side doors shall be equipped with Medeco Padlock 54-7100 series and the Master Lock 15KA or functional equivalent. Any other locks utilized by Contractor must be approved by the SFMTA prior to use.
 - f. Only equipment authorized by the SFMTA for the collection of parking meters and required safety equipment may be carried in the cab or the back of the vehicle(s) at any time.
 - g. The vehicle(s) used to transport the Collectors shall contain no tools, except for a jack and wrench to change the vehicles' tires.
 - h. All items and materials the SFMTA issues to Contractor that are necessary to complete the collection of that day's schedule, such as route/key lists, shall be kept in a secure box. This box shall be securely fastened (e.g., bolted) to the vehicle. Access to this box shall be supervised by crew leader and/or collection supervisor.
 - i. Vehicles shall be outfitted with a GPS tracking system. Both the Contractor and SFMTA shall monitor vehicle movements, route history, current and average speeds.
 - j. The anti-theft alarm shall be activated any time the vehicle is unoccupied.
 - k. Contractor shall outfit the vehicles with motion-activated wireless surveillance cameras in the collection vehicle boxes inside the rear of the vehicle.
 - l. Contractor shall equip the vehicles with a digital video recorder device that operates on a continuous loop for at least three days, and that can be used for audit, training or review of a specific incident that requires further study by Contractor or the SFMTA. Video recorder equipment shall be installed on the dashboard and in the storage areas of the vehicles.
- 12) In the addition to the vehicle equipment described in Section 2.C.11 of this SOW, Contractor shall provide a single-space meters collection vehicle with the following specific features:
- a. An ability to transport at least four people.
 - b. A lift gate to load and off load collection canisters.
 - c. An ability to transfer at least 20 collection vaults, three collection carts and other relevant collection equipment.
 - d. Height not exceeding 9 feet and 4 inches.

- e. Cargo hold shall have a method to anchor canisters to the inside of vehicles to prevent damage.
 - f. Gross Vehicle Weight (GVW) capacity to handle a minimum payload of 3,000 lbs.
 - g. Area to store collection vaults, carts and filled canisters, shall only be accessible through the rear door.
- 13) In the addition to the vehicle equipment described in Section 2.C.11 of this SOW, Contractor shall provide a multi-space meters collection vehicle with the following specific features:
- a. Vehicles used to collect multi-space pay stations shall be designed to facilitate this collection activity and shall have a secured storage area for pay station cashboxes.
 - b. Storage capacity shall accommodate at least 50 pay station vaults.
 - c. An ability to store pay station cashboxes in compartments accessible through rear and sides of the vehicle.
 - d. Height not exceeding 9 feet and 4 inches.

D. Reporting

Contractor shall issue two following reports to SFMTA each Business Day via email. The Reports shall be issued no later than next Business Days after an actual collection has occurred. Current report samples are attached as Attachment 6.

- 1) Daily Revenue Collection Report
This report is generated to show daily revenue amounts (by meter type), collection crews' statistics and collection routes covered.
- 2) Daily Collection Assignments Completed by Crew Leaders
All the Crew Leaders' daily assignments shall be combined together and scanned as one document. This document shall be saved in PDF format

Contractor shall provide the SFMTA additional reports as directed by the SFMTA. Contractor shall submit said reports daily using the format specified in Attachment 3.

3. Coin Delivery Services

Contractor shall provide coin delivery Services to SFMTA's designated facility.
Contractor shall coordinate delivery of collection canisters and cashboxes to SFMTA

coin room where the coin will be counted and prepped into coin bags for armored carrier pickup and delivery to the SFMTA's banking institution for deposit. Once the coin is counted, Contractor's personnel shall retrieve and return the empty canisters and cashboxes to the coin and data collection facility. Currently, coins are delivered to SFMTA twice per day. SFMTA may amend current coin delivery procedures during the Agreement term, which Contractor shall immediately implement. The SFMTA may require a Contractor to store second shift coin canisters and cashboxes in the Collection Facility's safe room or coin safe for a next day delivery.

A. Staffing Requirements

- 1) Contractor shall maintain a staff of three full time coin room operators responsible for the receipt, delivery and care of coin canisters and cashboxes.
- 2) Coin room operators shall perform the following duties
 - Safely handle all of the coin room equipment at all times
 - Provide weekly inspections and maintenance (if needed) of all collection carts and coin canisters
 - Conduct monthly coin room asset verifications (e.g., cashboxes, coin canisters, carts, seals)
- 3) Contractor shall provide a delivery crew who will drive the vehicle back and forth from coin and data collection facility to the SFMTA coin room. Coin delivery service shall ensure a dual custody procedure whereby a secondary staff member accompanies the driver and assists in transferring the canisters to SFMTA staff. Current process consists of a delivery of single-space coin canisters twice a day (at the end of the first and second shifts; multi-space cashboxes shall be delivered at the end of the shift they are collected). SFMTA reserves the right to adjust and change coin delivery schedule.

B. Schedules

- 1) Contractor shall provide coin delivery Services Monday through Friday during the following hours: 10:30AM to 11:00 AM and 2PM to 2:30PM.
- 2) SFMTA reserves the right to adjust coin delivery schedules with 24 hours notification.
- 3) Contractor shall supervise coin deliveries to SFMTA and ensures staff safety at all times by implementing appropriate security procedures and protocols, including but

not limited real time vehicle tracking.

- 4) Contractor shall immediately notify SFMTA coin room staff in case of delivery delays, interruptions or other issues impacting agreed upon schedules.

C. Equipment

- 1) Contractor shall provide inventory software and five scanners to maintain asset inventory of coin canisters, cashboxes, collection carts, security seals, coin canister's pad locks and inventory handhelds.
- 2) Contractor shall provide digital floor scales capable of weighting up to 1,000 lbs. The scales shall produce a weight receipt that can be printed as a sticker.
- 3) Contractor shall provide portable digital scales (e.g., to weight coin canisters and cashboxes) capable of weighting up to 300 lbs. The scales shall produce a weight receipt that can be printed as a sticker.
- 4) Weight receipts shall show the crew and vault number entries, and
- 5) Contractor shall provide a computer terminal and laser printer to print the weight receipts.

D. Reporting

Contractor shall follow the direction of SFMTA coin room and Meter Shop supervisors and staff to ensure safety and security in coin delivery process, accurate asset handoffs and verifications, and clear and respectful communication. Additionally, management team shall communicate daily with SFMTA IT Helpdesk at ITSupport@sfmta.com to ensure a consistent data flow to the SFMTA parking data warehouse for a coin reconciliation purposes.

- 1) Contractor shall scan each coin canister/cashbox barcodes in/out, inspect canister and seals, place crew tag on each vault.
- 2) For any used coin canister/cashbox Contractor shall record a gross weight.
- 3) Contractor shall verify all coin canister/cashbox changing hands, both parties sign off on canisters received or returned by SFMTA.

- 4) Contractor shall record and remove crew tags (and replace worn crew tags), inspect canisters, place new bottom seal on each canister, record empty canister weights and scan canisters into The inventory system.
- 5) Contractor shall receive and deliver junk coin from SFMTA coin room to SFMTA Meter Shop as well as coin collection vaults used for meter maintenance work from Meter Shop to the SFMTA coin room each Friday.
- 6) Contractor shall prepare daily yellow (canister vault door) and white seals (coin receptacle cap) issuance form.
- 7) Contractor shall assign applicable multi-space cashboxes to pay stations in The inventory system.
- 8) Contractor shall check in/out multi-space cashboxes used in each day collection process.
- 9) Contractor shall maintain and replace, if necessary, coin canisters bar codes and numbers.

4. Data Collection Services

Data collection shall include but not be limited to meter condition, occupancy, inventory, parklets, construction sites, meter overhead and meter pole signage, curb paint conditions and regulations. Contractor shall perform data collection tasks on schedule provided in writing by SFMTA. Some data collection tasks will be project based and require adding part time staff. Some task will be conducted on regular basis and some on request. SFMTA may request Contractor to have the same crew performing multiple data collection tasks (i.e., meter condition report and inventory or inventory and occupancy).

A. Meter Condition Report

- 1) Contractor shall collect meter condition data (report details are listed in Section 1.A.3.a of this SOW) while collecting single and multi-space meter hardware.
- 2) Per SFMTA direction, Contractor shall provide meter condition data collections for spaces excluded from coin collection during any given week. Staffing requirements for meter conditions data collections outside of regular collection schedule shall be approved by SFMTA prior to each week collection.

- 3) Contractor shall record collected meter condition data by using Maintenance Application.
- 4) Contractor shall submit Meter Condition Report to SFMTA no later than 12noon the following Business Day.
- 5) Contractor shall immediately notify SFMTA staff should any kind of public hazard be discovered during collection Services. An example of public hazard can be a meter pole or meter housing blocking a sidewalk or lying on the ground.
- 6) Contractor shall utilize two or three-person crews for meter condition data collections.

B. Occupancy

- 1) Per SFMTA's direction, Contractor shall conduct manual and automatic occupancy surveys. Manual surveys shall be conducted by foot with recording the data by using specially provided occupancy application. Automatic occupancy surveys shall be provided by utilizing one LPR equipped vehicle.
- 2) SFMTA will provide LPR hardware, installation, and maintenance service. Contractor shall establish automatic occupancy survey crew (staff and vehicle) 120 days from SFMTA written request.
- 3) For automatic occupancy survey work, Contractor shall provide a vehicle with seating for at least four staff. The vehicle shall utilize hybrid or fully electric engine.
- 4) Contractor shall manage daily workload and deploy occupancy survey crews in accordance with instructions from SFMTA staff.
- 5) Contractor shall manage occupancy crews daily and weekly schedules in accordance with general direction of survey areas provided by SFMTA staff. Contractor shall supervise and adequately staff scheduled occupancy crews.
- 6) SFMTA may direct Contractor to collect occupancy data during any day of the week.
- 7) Contractor shall provide a data feed to SFMTA data warehouse based on parking occupancy recorded by LPR. Data feed requirements and format are presented in Attachment 8 to this SOW.

- 8) Contractor shall provide (at a minimum) the following occupancy dashboards, based on parking occupancy data recorded by LPR:
 - a. Occupancy as percentage of ratio for occupied spaces vs. available spaces (per blockface, block, street, PMD, collection route, PMR route, enforcement beat)
 - b. Daily occupancy (weekdays vs. weekends)
 - c. Weekly occupancy
 - d. Monthly occupancy
- 9) Contractor shall use GIS shape file polygons of metered blocks provided by SFMTA. Contractor shall modify provided polygons to account for GPS accuracy spread (i.e., to accommodate for readings outside of regular block face. For example, sidewalks, buildings, intersections). Contractor shall make such modified shape file geographies available for SFMTA import.
- 10) Contractor shall provide quarterly verifications/audits of LPR reads and GPS accuracy.
- 11) Per SFMTA request, Contractor shall research and create custom GIS collection area shape file (polygon) map of various geographical attributes (i.e., collection route/Subroute, PMR route, street and block, blockface).
- 12) Contractor shall calibrate LPR occupancy counts in accordance with either visual observations or camera recording.

C. Inventory (Parking Spaces, Parklets)

- 1) Per SFMTA's direction, Contractor shall conduct parking spaces and parklets surveys. Surveys shall be conducted by foot with recording the data by using specially provided Maintenance Application. Inventory and parklets data collections are project based and shall be conducted by utilizing regular collection and/or supervisory vehicles.
- 2) Contractor shall manage daily workload and deploy inventory survey crews in accordance with provided instructions/schedule from SFMTA staff.
- 3) Contractor shall staff and supervise scheduled crews.

- 4) Data collection shall be scheduled during weekdays. Collection times shall correspond to Contractor's business hours.

D. Overhead & meter signage, curb regulations

- 1) Per SFMTA's direction, Contractor shall conduct meter signage and curb regulations surveys. Surveys shall be conducted by foot with recording the data by using specially provided Maintenance Application.
- 2) Contractor shall manage assigned workload and deploy survey crews in accordance with instructions from SFMTA staff.
- 3) Contractor shall staff and supervise scheduled crews.
- 4) Data collection shall be scheduled during weekdays. Collection times shall correspond to Contractor's business hours.

E. Other tasks data collection tasks

- 1) Per SFMTA's direction, Contractor shall conduct data collection tasks not defined in this SOW. Surveys can be conducted in person by walking assigned routes or using a collection or an LPR equipped vehicle.
- 2) Data collections are project based and shall be adequately managed and supervised by Contractor's staff.
- 3) Data collection can be scheduled during weekdays or weekends.
- 4) SFMTA will advise Contractor one calendar week prior to requested data collection duties.

5. Support Services

A. General Description

Contractor shall provide IT and parking consultant support services for coin and data collections, off-street and on-street parking operations and management, occupancy, signage, business intelligence tools and best practices research and studies. As part of the "Support Service Management Fee" (see Appendix G, Cost Proposal), Contractor shall provide up to 840 hours a year of database administration (DBA) and IT related support: 240 hours are to be provided at the beginning of each Fiscal Year and 50

hours every month thereafter. SFMTA will advise Contractor on which project to apply dedicated DBA hours. The SFMTA may transfer up to 300 unused hours from a previous contract year to the subsequent contract year. However, all hours shall expire at the end of the Agreement. Provided resources shall be approved by SFMTA staff.

B. Qualified DBA /IT Support

The DBA/IT support Services shall include, but not be limited to, the following:

- 1) Supporting SFMTA Maintenance Application.
- 2) Supporting SFMTA data warehouse (BI, database, middleware, front end).
- 3) Supporting SFMTA coin counting operations.
- 4) Performing re-organizations, as required, assisting in performance tuning, and ensuring maximum uptime of various SFMTA parking applications.
- 5) Enforcing and maintaining database constraints to ensure the integrity of the database.
- 6) Assisting SFMTA in administering database objects, including tables, clusters, indexes, views, sequences, packages, and procedures.
- 7) Assisting with impact analysis of all changes made to the database objects.
- 8) Managing sharing of resources amongst SFMTA applications.
- 9) Aiding in setting up appropriate BI reporting structure, dashboards, and analysis.

The DBA staff shall work closely with SFMTA IT Helpdesk.

C. Revenue Reconciliation (coin, smart card, credit card and pay-by-phone)

Contractor shall perform reconciliation services described in this section on a daily basis. If any variances greater than one percent (other standard the SFMTA directs), the variances shall be investigated, documented, and submitted to SFMTA within 72 hours after actual collection has occurred. SFMTA reserves the right to adjust threshold parameter that triggers variance investigation.

- 1) Contractor shall review variances between electronic and actual coin counts (by collection subroute for single -space and by pay station for multi-space) utilizing an appropriate report from OBIEE or equivalent system. All the variances between electronic records (for single-space and multi-space meters) and coin sorter machine counts more 1% shall be researched and documented via email to SFMTA staff.
- 2) The SFMTA reserves the right to modify current reconciliation processes and methods depending on changes in meter technology and/or coin sorting

technology, the addition of other types of parking meters, or other modifications affecting parking meter hardware/software systems.

- 3) When collecting multi-space pay stations, Contractor shall remove audit receipt from the pay station printer receptacle. The printed receipt will contain coin audit data since the last collection. This receipt shall be attached to the cashbox and submitted to the coin delivery staff at the end of the shift.
- 4) Contractor shall reconcile pay-by-phone, credit, and smart card total revenue between SFMTA data warehouse and all applicable vendor applications on a weekly and monthly basis by Jurisdiction. Contractor shall submit the results of the reconciliation to the SFMTA (weekly report on the same date of the report, monthly reconciliation – during a second week of the following month).

D. Realtime Meter Transaction Variances

Contractor staff shall review an automated variance report based on real-time revenue feed in the form shown in Attachment 9 to this SOW. This report compares rates charged at the meter vs. rates published in SFMTA database. Contractor shall research and explain the reason for all variances that exceed 10 percent from accepted SFMTA variance in a daily report emailed to Daryl Robinson at daryl.robinson@sfmta.com. SFMTA reserves the right to adjust variance threshold and request all variances to be researched, explained, and documented.

E. Electronic Lock Software

- 1) Medeco currently provides software to support SFMTA electronic meter vault locks (both for single and multi-space meter hardware). Contractor shall support and manage Medeco lock software and setup. This includes but not limited to lock numbers, meter and pay station inventory, collection route and sub-route naming, designation and grouping of collection routes, user list and permissions, report setup and execution, skipped meters analysis.
- 2) Per SFMTA's direction, in accordance with approved collection plan, Contractor shall schedule collection work utilizing Medeco Nexgen software for all collection shifts separately. For example, should three collections shifts be scheduled for any given day, three separate scheduling tasks shall be performed. SFMTA reserves the right to take over scheduling duties.
- 3) Contractor shall upload collected data after each shift, unless authorized otherwise

by SFMTA staff.

- 4) Contractor shall work on obtaining a "power user" or other advanced certifications from Medeco for staff utilizing electronic lock software. All obtained staff certifications shall be submitted to SFMTA no later than 180 days from NTP.
- 5) Contractor shall serve as liaison between authorized SFMTA staff and Medeco support staff should there be any difficulties in using electronic lock software or system performance challenges and/or failures.

F. Nexgen Collection Keys

- 1) Medeco currently provides Nexgen collection keys to support SFMTA electronic meter vault locks (both for single and multi-space meter hardware).
- 2) Contractor shall procure (if requested by SFMTA) and maintain Nexgen collection keys assigned to Contractor's coin collection and SFMTA meter maintenance operations. SFMTA will transition its current collection keys (60 units) from LAZ (the SFMTA's current service provider) to Contractor. Should Contractor be required to procure new Nexgen collection keys, it will pass the cost to SFMTA via monthly invoice with markup not to exceed 4.99 percent.
- 3) Contractor shall conduct daily inspections of all Nexgen collection keys.
- 4) Contractor shall conduct weekly maintenance and contact pin replacements (if needed). An inspection and maintenance log shall be maintained and made available to SFMTA staff on monthly basis.
- 5) Contractor shall manage warranty and RMA arrangements for Nexgen collection keys.
- 6) Contractor shall ensure that proper IT infrastructure is established in its coin and data collection facility and SFMTA Meter Shop to charge and schedule Nexgen collection keys.
- 7) Contractor shall ensure that Nexgen collection keys are properly maintained by coin collection crews. Should the key be lost or damaged, Contractor shall immediately report to SFMTA Meter Shop staff and fully compensate SFMTA during following month's billing cycle.

G. Parking Ambassadors

- 1) Per SFMTA's direction, Contractor shall provide parking ambassadorship Services. This may include but not be limited to way finding, new meter technology overview, meter payment assistance.
- 2) Parking ambassadorship Services shall be conducted in person by walking assigned routes or using a collection or an LPR equipped vehicle.
- 3) Parking ambassadorship Services are project based and shall be adequately managed and supervised by Contractor's staff.
- 4) Parking ambassadorship Services can be scheduled during weekdays or weekends.
- 5) SFMTA will advise Contractor 72 hours prior to requested ambassadors' duties.
- 6) Parking ambassadorships Services may be scheduled anytime between 9am and 8pm.

6. Qualified Parking Consultants

Contractor shall, upon SFMTA's request, provide parking related as-needed consultant Services. Scope and duration of the consultant services related to the Services. The additional Services shall be described in a contract modification.

7. Procurement Services

A. Parking Meter Support Equipment

Upon request from SFMTA, Contractor shall purchase meter technology equipment and products related to the Services. The SFMTA will reimburse the Contractor for the

direct costs of the purchase plus an administrative fee of 4.99% of the total cost of the purchase. Where applicable, the SFMTA shall reimburse the Contractor for sales taxes paid. Purchase of equipment will be accomplished by a contract modification.

B. Meter Smart Card

On annual basis Contractor shall procure meter smart cards by engaging a smart card manufacturer specified by SFMTA. Smart cards must be delivered via secured delivery service (e.g., Brinks) to designated SFMTA's facility and insured for the value of the shipment. Contractor shall apply administrative fee of 4.99% to smart card procurement.