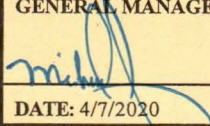
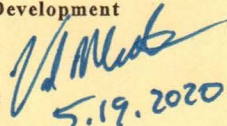
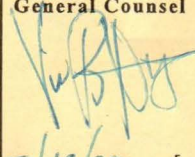
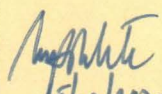
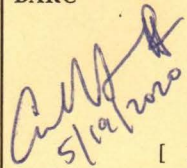




EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:  5/20/2020		GENERAL MANAGER ACTION REQ'D:		
DATE: 4/7/2020		BOARD INITIATED ITEM: No		
Originator/Prepared by: Steve Beroldo Dept: Systems Development Signature/Date:  5.19.2020	General Counsel  5/19/20 []	Controller/Treasurer  5/19/2020 []	District Secretary []	BARC  5/19/2020 []

Extend eLock BikeLink Locker and Bike Station Kiosk Maintenance Agreement

PURPOSE:

To request Board authorization for the General Manager or a designee to negotiate a one-year extension of Agreement 6M6122 with eLock Technologies of Berkeley, CA for a total amount not-to-exceed \$207,250 for a BikeLink locker and Bike Station kiosk maintenance agreement.

DISCUSSION:

On-demand (BikeLink) bicycle lockers and Bike Station entry kiosks are currently used to provide secure bike parking at all BART stations except Montgomery, Powell St. and SFO. In 2019, there was an average of just over 1,200 users per day (approximately 322,000 annually) of these facilities. The lockers and kiosks are manufactured by and have been maintained to date by eLock Technologies. eLock provides a comprehensive package of interrelated services that support their maintenance and operations through (1) a user-funded customer service program, and (2) a District-funded maintenance agreement.

The current maintenance agreement (which expires June 30, 2020) includes:

- Two proactive maintenance visits per locker space/kiosk per year
- Unlimited service visits based on problem reports and automated alerts
- Replacement parts
- Travel time
- Software licenses

eLock's maintenance services and capabilities are focused specifically on the bike lockers

and kiosks which the District owns and operates. These are specialized products the maintenance of which requires knowledge of the software and hardware for each locker type. eLock has this knowledge and the ability to track problems, document service visits, collect/aggregate usage data, enforce cardholder agreements and the ability to update, as required, all software and hardware.

Partner agencies serving BART stations and adjacent areas—including Caltrain, City of Oakland, City of El Cerrito, City of Richmond, Contra Costa Center, Capital Corridor, City of San Leandro, City of Hercules, City of San Francisco and VTA, also own and operate BikeLink facilities as part of a regional program. These agencies all provide customer support and maintenance through eLock. eLock's role ensures consistent customer service and rules enforcement regionally. Other transit agencies around the country (e.g. TriMet, Sound Transit) also utilize eLock for maintenance and customer support.

eLock is a certified Small Business which provides these specialized services with a track record of excellent service. A coordinated approach, which addresses multiple tasks in a single visit including: customer support, maintenance and operation, provides a high level of service and a cost-effective option.

Prior to the contract execution, the Procurement Department will review the contract to confirm compliance with the District's procurement standards and the Office of the General Counsel will approve the Contract as to form. The extension will provide bike locker services while the District develops a contracting plan that will include the parameters for a longer-term (likely five year) solicitation of services for locker and kiosk maintenance starting in FY 22.

FISCAL IMPACT:

The fiscal impacts detailed below are based on BART operating at pre COVID-19 ridership levels. eLock's standard locker maintenance rate is \$120 per locker space per year. Because BART is a high-volume client, the rate is being discounted to \$100 per space per year. Relocation fees are based on actual time and materials up to \$750 and included as an option in this agreement. Kiosk software license fees are the standard rate and kiosk maintenance is based on historical costs. In the likely scenario that ridership remains lower in FY 21, locker maintenance may be strategically pared down to reduce maintenance costs.

Funding is included in the proposed FY 21 Customer Access Department 1102491 operating budget (account 681300) which is subject to Board approval. Total funding for this Contract in the amount not to exceed \$207,250 is based on the following:

Maintenance Component	FY 21
On-demand locker spaces	1720
<i>\$100 per space per year</i>	\$172,000
Kiosk software license	6
<i>\$3,500 per year</i>	\$21,000
Kiosk maintenance	6
<i>\$1,125 per year</i>	\$6,750
Optional relocation of locker quads	10
<i>\$750 per quad (four spaces)</i>	\$7,500
Total	\$207,250

This action is not anticipated to have any Fiscal Impact on unprogrammed District reserves in the current fiscal year.

ALTERNATIVES:

The alternative is to not authorize the agreement and explore other options for secure bike parking maintenance and operation.

RECOMMENDATION:

It is recommended that the Board adopt the following motion.

MOTION:

The Board authorizes the General Manager or a designee to negotiate a one-year extension of Agreement 6M6122 with eLock Technologies for a BikeLink locker and Bike Station kiosk maintenance agreement in an amount not-to-exceed \$207,250.