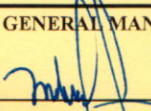

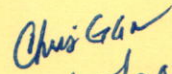

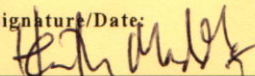




EXECUTIVE DECISION DOCUMENT

GENERAL MANAGER APPROVAL:  6/16/2021		GENERAL MANAGER ACTION REQ'D:		
DATE: 3/19/2021		BOARD INITIATED ITEM: No		
Originator/Prepared by: Heath Maddox Dept: Customer Dev & Station Access	General Counsel  6/15/2021 []	Controller/Treasurer  6/15/2021 []	District Secretary []	BARC  6/15/2021 []
Signature/Date:  6/15/21				

To Request Board Authorization to Negotiate and Execute Agreement No. 6M6151, On-demand Bike Locker and Bike Station Kiosk Maintenance

PURPOSE:

To request Board authorization for the General Manager or his designee to negotiate and execute Agreement No. 6M6151, a five-year electronic bike locker and bike station kiosk maintenance agreement, with eLock Technologies of Berkeley, CA for an amount not to exceed \$1.3 million.

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, a total of over 3,300 BikeLink-secured bike parking spaces throughout the District. In 2019, the District's BikeLink facilities were used approximately 322,000 times, just over 1,200 uses per average weekday. The lockers and kiosks are manufactured and have been maintained to date by eLock Technologies (eLock). Maintenance and operations of the District's BikeLink lockers and kiosks is provided by eLock through a comprehensive package of interrelated services supported by (1) a user-funded customer service program, and (2) a District-funded maintenance agreement. Revenue from the \$0.03 to \$0.05 per hour locker rental fees is collected by eLock and used to pay for the customer service program at no cost to the District.

The current maintenance agreement with eLock (which expires September 30, 2021) 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; and
- Software licenses.

eLock has a track record of providing specialized services in an exemplary fashion. Their maintenance services and capabilities are focused specifically on the types of BikeLink products operated by the District, all of which are specialized items requiring detailed hardware and software integration and experience to properly maintain. eLock has the requisite knowledge and the ability to track problems, document service visits, collect and aggregate usage data and enforce cardholder agreements, and the ability to keep all software and hardware updated as necessary.

BikeLink facilities are part of a regional network managed by eLock for numerous partner agencies throughout the Bay Area in addition to BART, providing a consistent customer experience across the region. Regional and local eLock customers include Caltrain, SMART, Capital Corridor, VTA, Contra Costa Center and the Cities of Oakland, El Cerrito, Richmond, San Leandro, Hercules and San Francisco. Transit agencies around the country (e.g. Sound Transit, TriMet, WMATA) also employ eLock for maintenance and customer support of their BikeLink assets.

eLock's coordinated approach, which addresses multiple tasks in a single visit, including customer support, maintenance and operation, has proven itself to be a cost-effective method of delivering a consistently high level of service in support of the District's secure bike parking program. To continue to provide seamless service to BART's cycling patrons and because eLock is the only company with the ability to perform hardware and software updates on the District's specialized BikeLink equipment, staff did not competitively bid this non-federal service agreement.

Pursuant to the District's Non-Federal Small Business Program, the Office of Civil Rights (OCR) set a 5% Small Business Prime Preference for this Agreement for Small Businesses (SB) certified by the California Department of General Services (DGS). eLock is a certified SB, making it eligible for the 5% Small Business Prime Preference for this Agreement for evaluation purposes.

Pursuant to the District's Non-Discrimination Program for Subcontracting, the Availability Percentages for this Agreement are 5.5% for MBEs and 2.8% for WBEs. eLock will not be subcontracting any portion of the Work and therefore, the provisions of the District's Non-Discrimination Program for Subcontracting do not apply.

Prior to the contract execution, the Procurement Department will review the contract to confirm compliance with the District's procurement procedures and the Office of the

General Counsel will approve the contract as to form.

FISCAL IMPACT:

The fiscal impacts detailed below are based upon BART operating at pre COVID-19 ridership levels. eLock's standard maintenance rate is \$120 per locker space per year. Because BART is a high-volume client, the rate will be discounted to around \$100 per space per year. Beginning July 1, 2020, eLock initiated an additional 60% reduction in the maintenance cost per eLocker space until BART ridership returns to over 50% of pre COVID-19 levels. Locker relocation fees are based on actual time and materials up to \$750 and are included in this contract. Kiosk software license fees are eLock's standard rate and kiosk maintenance is based upon historical costs. eLock has not increased their rates from levels in our current contract, dating back to 2017.

Funding for FY 22 is included in the Customer Access operating budget (cost center 1102491, accounts 680230 and 681300). Funding for out years FY 23-26 will be included as part of each year's proposed operating budget. Total funding for this contract in amount not to exceed \$1.3 million from the Customer Access operating budget is based upon the following:

Maint. Component	FY 22*	FY 23	FY 24	FY 25	FY 26
Locker spaces	1,804	1,904	1,980	2,052	2,080
\$102/space/year (avg)	\$180,400	\$190,400	\$198,000	\$215,460	\$218,400
Optional relocations	4	6	8	8	8
\$750/quad (4 spaces)	\$3,000	\$4,500	\$6,000	\$6,000	\$6,000
Kiosk software license	6	8	9	10	10
\$3,500/year	\$21,000	\$28,000	\$31,500	\$35,000	\$35,000
Kiosk maintenance	6	8	9	10	10
\$1,500/year	\$6,750	\$9,000	\$10,125	\$11,250	\$11,250
Contingency @ 5%	\$10,558	\$11,595	\$12,281	\$13,386	\$13,533
Total by year:	\$221,708	\$243,495	\$257,906	\$281,096	\$284,183

Five-year Total = \$1,288,387

**FY22 costs will be reduced if BART ridership fails to exceed 50% of pre-COVID-19 levels*

There is no impact upon available un-programmed District reserves.

ALTERNATIVES:

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

RECOMMENDATION:

It is recommended that the Board adopt the following motion.

MOTION:

The Board authorizes the General Manager or his designee to negotiate and execute Agreement No. 6M6151, a five-year BikeLink locker and bike station kiosk maintenance agreement, with eLock Technologies in an amount not to exceed \$1.3 million.