



Finance and Capital Committee

Action Item III-A

March 12, 2026

Procurement Activity Concurrence



Board Document

OVERVIEW			
PRESENTATION NAME	Procurement Activity Concurrence	DOCUMENT NO.	300101
ACTION OR INFORMATION	☐ Information ☒ Action		
STRATEGIC TRANSFORMATION PLAN GOAL	☒ Service Excellence ☒ Talented Teams ☒ Financial & Organizational Efficiency		
RESOLUTION	YES		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Rickard, David B.		
DEPARTMENT	Finance		
DOCUMENT INITIATOR	Kim, Jenny P.		
OTHER INFORMATION			
COMMITTEE	☐ Exec/OIG ☐ Board ☐ Exec/Non-OIG ☒ Finance & Capital ☐ Safety & Ops ☐ Board (consent)	COMMITTEE DATE	[3/12/2026]
PURPOSE/KEY HIGHLIGHTS	Finance and Capital Committee concurrence is requested pursuant to Board Resolution M2025-01 for new awards of \$15 million or more, sole source contracts valued at \$500,000 or greater and change orders or modifications to existing contracts where the cumulative total of the current and all prior modifications exceeds \$1 million or 10% of the original contract amount, whichever is greater.		
DISCUSSION	This package includes 7 items, 1 sole source award and 6 modifications, one of which is a consolidated group of 3 modifications to the same contract. There are no new procurements in this package.		

Board Document

	The following items will come before the Finance and Capital Committee for concurrence pursuant to Resolution M2025-01. 1. A sole source award is proposed to procure Original Equipment Manufacturer (OEM) certified bus body parts to support the maintenance and safe operation of WMATA's bus fleet. 2. A modification to an existing contract is proposed to provide funding for maintenance and operator training to support WMATA's 40-foot Hybrid Bus Fleet. 3. A modification to an existing contract is proposed to compensate the contractor for WMATA caused track access delays. 4. A modification to an existing contract required to meet easement requirements for Pier D2605. 5. A consolidated group of 3 modifications to an existing contract is proposed to ensure National Electrical Code (NEC) compliance, resolve constructability constraints, and to maintain safe and reliable Alternating Current (AC) – and Uninterruptible Power Supply (UPS) distribution across the Metrorail system. 6. A modification to an existing contract is proposed to add software development hours to the contract supporting the Tap. Ride. Go. program for expanded features and functionality. 7. A modification to an existing contract is proposed to add funds to support the increased call volume for MetroAccess call center operations.
INTERESTED PARTIES	1. Transit Holdings (NFI Parts) 2. New Flyer of America, Inc. 3. Sovereign Hydroseal East, Inc. 4. W.M. Schlosser Co., Inc. 5. Helix Electric, Inc. 6. Littlepay, Inc. 7. Transdev Services, Inc.
RECOMMENDATION/NEXT STEPS	Staff recommends Finance and Capital Committee concurrence pursuant to Board Resolution M2025-01 for all procurements included in this package.



Board Document

FUNDING IMPACT	All related actions were included in the FY2026 approved budget.

Attachments:

1. Procurement Activity Concurrence- March 12, 2026 PPT
2. Procurement Activity Concurrence Package - March 12, 2026

Procurement Activity Concurrence



Finance and Capital Committee

Washington Metropolitan Area Transit Authority

March 12, 2026

Delivering Your Metro, the Way Forward

Procurement Activities Supports all of Metro's Strategic Goals



Service Excellence

Deliver safe, reliable, convenient, accessible, and world-class service that customers can trust across all modes.

Objectives of Service Excellence Goal

- **Safety and Security**
- **Reliability**
- **Convenience**



Talented Teams

Attract, develop, and retain world-class talent where individuals feel valued, supported, and proud of their contribution.

Objectives of Talented Teams Goal

- **Recruitment and Retention**
- **Learning and Development**
- **Customer Service Mindset**



Financial & Organizational Efficiency

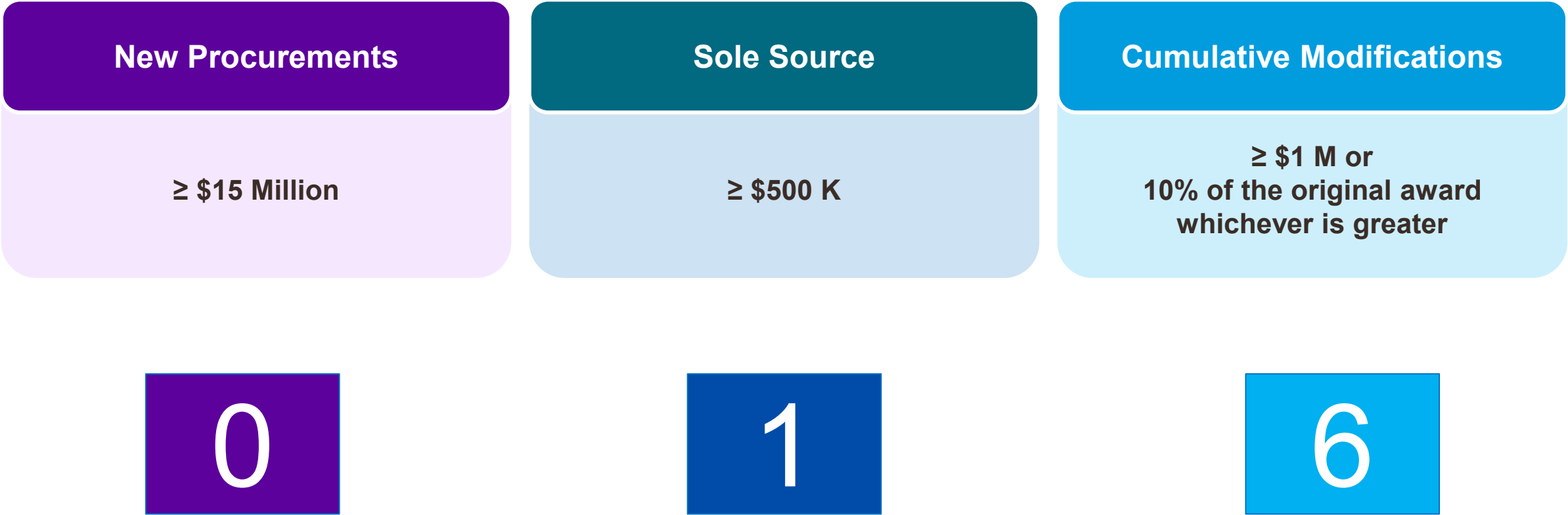
Steward public resources and efficiently allocate resources where they drive the most value, to ensure service delivery.

Objectives of Financial & Organizational Efficiency Goal

- **Financial Responsibility**
- **Organizational Efficiency**
- **Energy Management**

Categories of Procurements for Finance and Capital Committee Concurrence

Procurement Actions for March 12, 2026



Concurrence Category	Description	Strategic Alignment	Capital Program Plan	Anticipated Amount
Sole Source	Bus Body Parts OEM-certified bus body parts to support the maintenance and safe operation of WMATA's bus fleet.	Service Excellence Financial and Organizational Efficiency	N/A	\$2,051,822
Modification	Heavy-Duty Transit Buses: Maintenance and Transportation Training Maintenance and Operator Training to support WMATA's 40-foot hybrid bus fleet.	Service Excellence Talented Teams	Part of Bus Fleet Acquisition Program	\$193,739
Modification	Tunnel Leak Mitigation (Settlement) Contract modification to compensate for WMATA-caused track access delays.	Service Excellence	Part of Tunnel Water Leak Mitigation Program	\$171,000
Modification	Structural Priorities Package A - D2605 Redesign Modification to Contract FIRPG 211113 was required to alter Pier D2605 to meet easement requirements.	Service Excellence	Part of Aerial Structure Rehabilitation	\$905,000

Concurrence Category	Description	Strategic Alignment	Capital Program Plan	Anticipated Amount
Modification	Helix Electric, Inc., actions Consolidated modifications required to ensure compliant installation, protect critical systems, and maintain project schedule integrity. 1. Panelboard Resizing and External Circuit Breakers 2. Time Impact Delay at C09 Crystal City 3. UPS Normal Feeder Breaker Upsizing	Service Excellence Financial and Organizational Efficiency	Part of Low-Voltage Power State of Good Repair program	\$394,000
Modification	Open Payment Overlay Modification adds software development hours to the contract supporting Metro's Tap. Ride. Go. program for expanded features and functionality.	Service Excellence Financial and Organizational Efficiency	Part of Fare Collection Modernization project	\$486,900
Modification	MetroAccess Operations Control Center Services Modification adds funds to support the increased call volume for MetroAccess call center operations.	Service Excellence Financial and Organizational Efficiency	N/A	\$9,800,000

Discussion





Procurement Summary for Finance and Capital Committee Concurrence

Board Control Number:
Project Highlight: Provides OEM-certified bus body parts to support the maintenance and safe operation of WMATA's bus fleet.

SUMMARY INFORMATION											
Vendor Name Transit Holdings (NFI Parts)	Contract No CSCES266137										
Description Contract for OEM certified bus body components required to maintain the New Flyer bus fleet without issuing spot buys on an as needed basis.											
Category ☐ New Award ☒ Sole Source ☐ Modification ☐ Other											
Total Amount Details New Award ☐ \$15M+ ☐ \$30M+ ☐ \$50M+ ☐ \$100M+ ☐ \$200M+ Sole Source or Modification ☐ \$500k+ ☒ \$1M+ ☐ \$5M+ ☐ \$10M+ ☐ \$50M+	Total Amount \$2,051,822										
Contract Term (including Options, if any) Three Years: 1 Year Base with 2 one-year Options											
Option(s) included in Total Amount? ☒ Yes ☐ No Option Details: <table><tr><th>Period</th><th>Amount</th></tr><tr><td>Base Year</td><td>\$649,902</td></tr><tr><td>Option Year 1</td><td>\$676,743</td></tr><tr><td>Option Year 2</td><td>\$725,177</td></tr><tr><td>Total</td><td>\$2,051,822</td></tr></table>		Period	Amount	Base Year	\$649,902	Option Year 1	\$676,743	Option Year 2	\$725,177	Total	\$2,051,822
Period	Amount										
Base Year	\$649,902										
Option Year 1	\$676,743										
Option Year 2	\$725,177										
Total	\$2,051,822										
Renewal? ☐ Yes ☒ No											
Procurement Type ☐ Competitive ☒ Non-Competitive											
Solicitation Type ☒ RFP ☐ IFB ☐ COOP ☐ Other:											
Small Business Program ☐ DBE ☐ MBE ☐ SBE ☒ N/A ☐ ____%											
Funding Source ☒ Operating ☐ Capital (Fed) ☐ Capital (Non-Fed) Note: Funding source may change based on business needs.											

Alignment to Strategic Transformation Plan (STP)

This action supports the STP Service Excellence objective by ensuring safe, reliable operations through timely access to OEM certified components. It also supports STP Financial & Organizational Efficiency by reducing failures, avoiding rework, and supporting standardized lifecycle maintenance across the bus fleet.

Program Office Summary

Transit Holdings (NFI Parts) is the Original Equipment Manufacturer (OEM) and the sole authorized source of these components. The vendor does not use dealers or resellers, and WMATA does not possess sufficient design data to procure the parts competitively or to reverse-engineer them. These parts require specialized manufacturing, testing, and inspection processes to ensure precision, reliability, and integrity for WMATA's bus systems. As a result, the required components must be acquired directly from the OEM to maintain fleet compatibility and operational safety.



Procurement Summary for Finance and Capital Committee Concurrence

Procurement Process Discussion

A Sole Source Determination and Findings (D&F) was reviewed by Procurement and approved for legal sufficiency on November 5, 2025, authorizing the procurement of proprietary OEM bus body parts under PRN 0000074199. NFI Parts is the only vendor capable of supplying these components. Use of non-OEM alternatives would present risks related to safety, reliability, compatibility, and fleet standardization. This procurement ensures the timely availability of critical components required to support WMATA's midlife overhaul program and ongoing maintenance needs for the New Flyer bus fleet.

Recommendation for Finance and Capital Concurrence

Finance and Capital Committee concurrence is requested pursuant to Board Resolution M2025 01 for a sole source award valued at \$2,051,822. Recommend concurrence to award a sole source Contract CSCES266137 to Transit Holdings (NFI Parts) for OEM bus body parts supporting maintenance, fleet standardization, and safe operation of WMATA's bus fleet.



Procurement Summary for Finance and Capital Committee Concurrence

Board Control Number:
Project Highlight: Modification provides funding for maintenance and operator training to support WMATA's 40-foot Hybrid Bus fleet.

SUMMARY INFORMATION															
Vendor Name New Flyer of America, Inc.	Contract No FBMNT233247-BTK														
Description Provide Original Equipment Manufacturer maintenance and operator training for the 40-ft XDE40 Hybrid buses included in the Base Year procurement of 100 vehicles.															
Category ☐ New Award ☐ Sole Source ☒ Modification ☐ Other															
Total Amount Details New Award ☐ \$15M+ ☐ \$30M+ ☐ \$50M+ ☐ \$100M+ ☐ \$200M+	Total Amount \$193,739														
Sole Source or Modification ☐ \$500k+ ☐ \$1M+ ☐ \$5M+ ☐ \$10M+ ☐ \$50M+															
Contract Term (including Options, if any) Five Years: 1 Year Base with 4 one-year Options															
Option(s) included in Total Amount? ☐ Yes ☒ No Option Details: <table><tr><th>Period</th><th>Amount</th></tr><tr><td>Base Year</td><td>\$120,569,813 + PPI</td></tr><tr><td>Option Year 1</td><td>\$118,938,917 + PPI</td></tr><tr><td>Option Year 2</td><td>\$116,247,607 + PPI</td></tr><tr><td>Option Year 3</td><td>\$141,432,280 + PPI</td></tr><tr><td>Option Year 4</td><td>\$141,467,870 + PPI</td></tr><tr><td>Total</td><td>\$638,656,487 + PPI</td></tr></table>		Period	Amount	Base Year	\$120,569,813 + PPI	Option Year 1	\$118,938,917 + PPI	Option Year 2	\$116,247,607 + PPI	Option Year 3	\$141,432,280 + PPI	Option Year 4	\$141,467,870 + PPI	Total	\$638,656,487 + PPI
Period	Amount														
Base Year	\$120,569,813 + PPI														
Option Year 1	\$118,938,917 + PPI														
Option Year 2	\$116,247,607 + PPI														
Option Year 3	\$141,432,280 + PPI														
Option Year 4	\$141,467,870 + PPI														
Total	\$638,656,487 + PPI														
Renewal? ☐ Yes ☒ No															
Procurement Type ☒ Competitive ☐ Non-Competitive															
Solicitation Type ☒ RFP ☐ IFB ☐ COOP ☐ Other:															
Small Business Program ☐ DBE ☐ MBE ☐ SBE ☒ N/A ☐ ____%															
Funding Source ☐ Operating ☒ Capital (Fed) ☐ Capital (Non-Fed) Note: Funding source may change based on business needs.															

Alignment to Strategic Transformation Plan (STP)

Talented Team: Training will strengthen workforce readiness through Original Equipment Manufacturer (OEM) specific technical maintenance and operator training.

Service Excellence: Skilled personnel improves hybrid fleet reliability by reducing avoidable service disruptions.

Program Office Summary

Hybrid Bus Maintenance and Operator Training under the Base Year fleet procurement strengthens WMATA's technical capabilities by improving mechanic proficiency, supporting preventive maintenance, and enhancing operator readiness. These improvements contribute to increased fleet reliability and help mitigate avoidable service interruptions.



Procurement Summary for Finance and Capital Committee Concurrence

Procurement Process Discussion

The contract was awarded competitively through a RFP process to New Flyer of America, Inc. on November 25, 2024, for the procurement of Heavy-Duty Transit Hybrid and Battery Electric Buses in the amount of \$120,569,814.00 for a Base Year performance period of December 1, 2024 to November 30, 2025. This modification is processed for the procurement of maintenance and operator training which is included as a priced option within the contract scope.

Recommendation for Finance and Capital Concurrence

Finance and Capital Committee concurrence is requested pursuant to Board Resolution M2025 01 for a modification valued at \$193,739. Recommend approval of Modification No. 011 to Contract FBMNT233247 BTK with New Flyer of America, Inc. to provide OEM maintenance and operator training for WMATA's hybrid bus fleet. All prior modifications were completed under the procedures in place before Board Resolution M2025-01 was enacted. The cumulative modification value for this contract is \$30,065,779, exceeding the \$1 million threshold.



Procurement Summary for Finance and Capital Committee Concurrence

Board Control Number:
Project Highlight: This modification to Contract FIRPG211179 with Sovereign Hydroseal East, Inc. compensates the contractor for WMATA caused track access delays occurring between June and November 2025 on the A and B Lines. These delays were driven by multiple factors including crew support personnel deployment, operator availability, late work zone cancellations, rail equipment limitations and emergency repair priorities that reduced the daily productive work window.

SUMMARY INFORMATION	
Vendor Name Sovereign Hydroseal East, Inc.	Contract No FIRPG211179
Description Tunnel Leak Mitigation between Stations B08–B09 and A07–A08. Modification 27 provides compensation for WMATA-caused track access delays experienced June–November 2025	
Category ☐ New Award ☐ Sole Source ☒ Modification ☐ Other	
Total Amount Details New Award ☐ \$15M+ ☐ \$30M+ ☐ \$50M+ ☐ \$100M+ ☐ \$200M+	Total Amount \$171,000.00
Sole Source or Modification ☐ \$500k+ ☐ \$1M+ ☐ \$5M+ ☐ \$10M+ ☐ \$50M+	
Contract Term (including Options, if any) 4 years and 5 months: 01/27/2022 – 07/01/2026 - No Options	
Option(s) included in Total Amount? ☐ Yes ☒ No Option Details:	
Renewal? ☐ Yes ☒ No	
Procurement Type ☒ Competitive ☐ Non-Competitive	
Solicitation Type ☒ RFP ☐ IFB ☐ COOP ☐ Other:	
Small Business Program ☒ DBE ☐ MBE ☐ SBE ☐ N/A ☒ 16.2%	
Funding Source ☐ Operating ☒ Capital (Fed) ☐ Capital (Non-Fed) Note: Funding source may change based on business needs.	

Alignment to Strategic Transformation Plan (STP)

Financial and Organizational Efficiency: Resolving track access delay impacts that occurred during the course of the contract with a documented, negotiated settlement process that improves planning for future access windows and reduces inefficiencies affecting contractor productivity.

Program Office Summary

This contract commenced April 2022, and progress has been impacted by multiple factors including crew support personnel deployment, operator availability, late work zone cancellations, rail equipment limitations and emergency repair priorities that reduced the daily productive work window. WMATA inspectors document delay impacts during each shift and compile monthly summaries of contractor compensable hours. Approximately every four months, WMATA and the contractor reach agreement on the compensation amount using a negotiated daily crew rate. This is the eighth modification related to track access delays since construction began in April 2022. Currently, we are not planning to extend the project beyond July 1, 2026. This end date aligns with the terms that were mutually agreed upon in the contract.



Procurement Summary for Finance and Capital Committee Concurrence

Procurement Process Discussion

The contract was awarded competitively through an RFP process to Sovereign Hydroseal East, Inc. under Contract FIRPG211179, with an original award value of \$16,688,969. This modification provides compensation for WMATA-caused track access delays incurred between June and November 2025 along the A and B Lines. All required documentation including the Independent Cost Estimate, C35, record of negotiations, and the validated record of delays was provided in Contract Change Order Management System and it was determined to support a fair and reasonable settlement between the contractor and WMATA.

Recommendation for Finance and Capital Concurrence

Finance and Capital Committee concurrence is requested pursuant to Board Resolution M2025 01 to execute Modification No. 27 to Contract FIRPG211179 with Sovereign Hydroseal East, Inc. in the amount of \$171,000 to settle WMATA caused track access delays between Stations B08–B09 and A07–A08 occurring from June 2025 through November 2, 2025. All prior modifications were completed under the procedures in place before Board Resolution M2025-01 was enacted. The cumulative modification value for this contract is \$16,584,682, exceeding the \$1 million threshold for FCC concurrence.



Procurement Summary for Finance and Capital Committee Concurrence

Board Control Number:
Project Highlight: Modification to Contract FIRPG 211113 was required to alter Pier D2605 to meet easement requirements.

SUMMARY INFORMATION	
Vendor Name W.M. Schlosser Co., Inc.	Contract No FIRPG 211113
Description Modification to Contract FIRPG 211113 was required to alter Pier D2605 to meet easement requirements. Work was authorized in May 2025 and completed in November 2025.	
Category ☐ New Award ☐ Sole Source ☒ Modification ☐ Other	
Total Amount Details New Award ☐ \$15M+ ☐ \$30M+ ☐ \$50M+ ☐ \$100M+ ☐ \$200M+	Total Amount \$905,000
Sole Source or Modification ☒ \$500k+ ☐ \$1M+ ☐ \$5M+ ☐ \$10M+ ☐ \$50M+	
Contract Term (including Options, if any) 1 year and 8 months: 04/08/2021 – 12/22/2022 – No Options Delay/Change Mods extended through 12/31/2025	
Option(s) included in Total Amount? ☐ Yes ☐ No ☒ N/A Option Details:	
Renewal? ☐ Yes ☒ No	
Procurement Type ☒ Competitive ☐ Non-Competitive	
Solicitation Type ☒ RFP ☐ IFB ☐ COOP ☐ Other:	
Small Business Program ☒ DBE ☐ MBE ☐ SBE ☐ N/A ☒ 22%	
Funding Source ☐ Operating ☐ Capital (Fed) ☒ Capital (Non-Fed) Note: Funding source may change based on business needs.	

Alignment to Strategic Transformation Plan (STP)

Service Excellence: Ensure structural assets meet safety and reliability requirements.

Program Office Summary

This modification was required to revise Pier D2605 to meet easement requirements. The work was authorized in May 2025 and completed November 2025 prior to the implementation of Board Resolution M2025 01. All work was completed, and project was demobilized in November 30, 2025, the final modification is now being executed for costs incurred.

Procurement Process Discussion

Contract FIRPG211113 was awarded competitively through an RFP process to W.M. Schlosser Co., Inc. for the Rehabilitation of A-Structures (Support Piers) across 14 WMATA facilities, with an original award value of \$49,427,000. This modification is required to revise Pier D2605 to meet easement requirements. Procurement evaluated the scope and pricing in accordance with WMATA’s Best Practices Manual (BPM), confirming that the \$905,000 cost is fair, reasonable, and fully supported. The modification finalizes compensation for work already completed prior to implementation of Board Resolution M2025-01.



Procurement Summary for Finance and Capital Committee Concurrence

Recommendation for Finance and Capital Concurrence

Finance and Capital Committee concurrence is requested pursuant to Board Resolution M2025 01 to execute Modification No. 74 in the amount of \$905,000 to Contract FIRPG211113 with W.M. Schlosser Co., Inc., for the Pier D2605 easement revision. All earlier modifications were processed under the procedural framework that was in effect before Board Resolution M2025-01 took effect. The cumulative modification value for this contract is \$25M, exceeding the \$1 million threshold for FCC concurrence.



Procurement Summary for Finance and Capital Committee Concurrence

Board Control Number:
Project Highlight: Consolidated, Helix Electric, Inc., actions ensuring NEC compliance, resolving constructability constraints, and maintaining safe, reliable AC and UPS power distribution across the Metrorail system.

SUMMARY INFORMATION	
Vendor Name Helix Electric, Inc.	Contract No FQ19218
Description This consolidated modification consists of the following electrical corrections: 1. PCO 033 – Panelboard Resizing and External Circuit Breakers 2. PCO 036 - Time Impact Delay at C09 Crystal City 3. PCO 037 – UPS Normal Feeder Breaker Upsizing (Fort Totten B06) All actions are essential to maintain safety and operational reliability of AC and UPS power distribution equipment across the system.	
Category ☐ New Award ☐ Sole Source ☒ Modification ☐ Other	
Total Amount Details New Award ☐ \$15M+ ☐ \$30M+ ☐ \$50M+ ☐ \$100M+ ☐ \$200M+	Total Amount \$394,000
Sole Source or Modification ☐ \$500k+ ☐ \$1M+ ☐ \$5M+ ☐ \$10M+ ☐ \$50M+	
Contract Term (including Options, if any) Five years and five months: (1,972 days): No Options	
Option(s) included in Total Amount? ☐ Yes ☒ No Option Details:	
Renewal? ☐ Yes ☒ No	
Procurement Type ☒ Competitive ☐ Non-Competitive	
Solicitation Type ☐ RFP ☒ IFB ☐ COOP ☐ Other:	
Small Business Program ☒ DBE ☐ MBE ☐ SBE ☐ N/A ☒ 20%	
Funding Source ☐ Operating ☒ Capital (Fed) ☐ Capital (Non-Fed) Note: Funding source may change based on business needs.	

Alignment to Strategic Transformation Plan (STP)

These combined modifications support WMATA’s Service Excellence goal by ensuring station AC and UPS power equipment operate safely, meet NEC standards, and support reliable Metrorail service. These actions also support Financial & Organizational Efficiency by resolving design deficiencies early, reducing rework, preventing further schedule impacts, and ensuring effective oversight of contractor productivity.

Program Office Summary

The AC Switchgear Room Rehabilitation Program involves major updates to grounding systems, cable management, and station AC power distribution at ten passenger stations. Field conditions and subsequent engineering review identified deficiencies in Authority provided drawings requiring correction.

The combined modifications address field identified NEC clearance issues (PCO 033), time and cost impacts caused by delayed delivery of WMATA furnished materials (PCO 036), and necessary UPS breaker upsizing (PCO



Procurement Summary for Finance and Capital Committee Concurrence

037) to correct incorrect load sizing in the Authority's original drawings. These corrections are required to ensure compliant installation, protect critical systems, and maintain project schedule integrity.

Procurement Process Discussion

The contract was awarded competitively through an IFB process to Helix Electric, Inc. under Contract FQ19218 at an original value of \$27,785,004. Since award, modifications have been issued to address field-identified design layout changes, compensable delays attributable to both Pepco and WMATA, the installation of GPT devices for stormwater management and supplemental work performed by lighting contractors. This consolidated modification addresses necessary electrical corrections identified during the AC Switchgear Room Rehabilitation Program. Procurement reviewed PCO 033, PCO 036 and PCO 037 and confirmed that the scopes are necessary, properly documented, and fair and reasonable in price.

Recommendation for Finance and Capital Concurrence

Finance and Capital Committee concurrence is requested pursuant to Board Resolution M2025 01 for consolidated modifications totaling \$394,000 to Contract FQ19218 with Helix Electric, Inc. These actions are required to resolve electrical design and installation deficiencies essential to maintaining safe and reliable AC and UPS power distribution across the Metrorail system. The cumulative modification value for this contract is \$8,605,900, exceeding the \$1 million threshold for FCC concurrence.



Procurement Summary for Finance and Capital Committee Concurrence

Board Control Number:
Project Highlight: Modification to replenish Development Bank Hours for Littlepay to support system enhancements, urgent operational needs, and ongoing improvements to Metro’s Tap.Ride.Go. open payments platform.

SUMMARY INFORMATION																	
Vendor Name Littlepay Inc.	Contract No COBTR244398-W10																
Description Modification adds software development hours to the contract supporting Metro's Tap. Ride. Go. program for expanded features and functionality.																	
Category ☐ New Award ☐ Sole Source ☒ Modification ☐ Other																	
Total Amount Details New Award ☐ \$15M+ ☐ \$30M+ ☐ \$50M+ ☐ \$100M+ ☐ \$200M+	Total Amount \$486,900																
Sole Source or Modification ☐ \$500k+ ☐ \$1M+ ☐ \$5M+ ☐ \$10M+ ☐ \$50M+																	
Contract Term (including Options, if any) Eight Years: 3 Year Base with 5 one-year Options																	
Option(s) included in Total Amount? ☐ Yes ☒ No Option Details: <table><tr><th>Period</th><th>Amount</th></tr><tr><td>3 Year Base</td><td>\$3,405,823</td></tr><tr><td>Option Year 1</td><td>\$581,182</td></tr><tr><td>Option Year 2</td><td>\$617,433</td></tr><tr><td>Option Year 3</td><td>\$654,209</td></tr><tr><td>Option Year 4</td><td>\$693,131</td></tr><tr><td>Option Year 5</td><td>\$605,771</td></tr><tr><td>Total</td><td>\$6,557,549</td></tr></table>		Period	Amount	3 Year Base	\$3,405,823	Option Year 1	\$581,182	Option Year 2	\$617,433	Option Year 3	\$654,209	Option Year 4	\$693,131	Option Year 5	\$605,771	Total	\$6,557,549
Period	Amount																
3 Year Base	\$3,405,823																
Option Year 1	\$581,182																
Option Year 2	\$617,433																
Option Year 3	\$654,209																
Option Year 4	\$693,131																
Option Year 5	\$605,771																
Total	\$6,557,549																
Renewal? ☐ Yes ☒ No																	
Procurement Type ☒ Competitive ☐ Non-Competitive																	
Solicitation Type ☒ RFP ☐ IFB ☐ COOP ☐ Other:																	
Small Business Program ☐ DBE ☐ MBE ☐ SBE ☒ N/A ☐ ____%																	
Funding Source ☐ Operating ☐ Capital (Fed) ☒ Capital (Non-Fed) Note: Funding source may change based on business needs.																	

Alignment to Strategic Transformation Plan (STP)

This action supports the STP Service Excellence goal by improving fare payment convenience, reducing system downtime, and enhancing customer experience. It also supports STP Financial & Organizational Efficiency by reducing lifecycle costs connected to legacy fare vending machines and enabling scalable, modern fare collection infrastructure.

Program Office Summary

This request seeks to replenish the Development Bank Hours for Littlepay, Metro’s Tap. Ride. Go. Payment Service Provider (PSP). These hours are required to provide continued flexibility for addressing urgent and emergent operational needs for Metro fare collection, implementing system enhancements, and supporting ongoing improvements to the WMATA Tap. Ride. Go. fare collection program during the base years of the contract.



Procurement Summary for Finance and Capital Committee Concurrence

Procurement Process Discussion

The contract was awarded competitively through an RFP process to Littlepay Inc. on October 28, 2024, to provide Open Payment Overlay services. The contract's base period of performance is from October 28, 2024, through to October 27, 27, 2027. The purpose of this modification is to replenish the Development Bank Hours for Littlepay's Contract COBTR244398-W10 Contract Base Years 2 and 3, exercising pre negotiated optional line items for these hours. These hours are required to provide continued flexibility for addressing urgent and emergent operational needs, implementing system enhancements, and supporting ongoing improvements to the WMATA Tap.Ride.Go. fare revenue collection program.

Recommendation for Finance and Capital Concurrence

Finance and Capital Committee concurrence is requested pursuant to Board Resolution M2025 01 to execute Modification COBTR26013 in the amount of \$486,900 to Contract COBTR244398 W10 with Littlepay Inc. to replenish Development Bank Hours for the Tap.Ride.Go. open payments program. The cumulative modification value for this contract is \$1,524,306, exceeding the \$1 million threshold for FCC concurrence.



Procurement Summary for Finance and Capital Committee Concurrence

Board Control Number:

Project Highlight:
Modification adds funds to support the increased call volume for MetroAccess call center operations.

SUMMARY INFORMATION

Vendor Name
Transdev Services, Inc.

Contract No
CACCS244148

Description
Modification required to Contract CACCS244148 in the amount of \$9,800,000, to provide funding for the increased call volume to the MetroAccess Operations Control Center for FY26

Category ☐New Award ☐Sole Source ☒ Modification ☐ Other

Total Amount Details
New Award

Total Amount \$9,800,000

☐ \$15M+ ☐ \$30M+ ☐ \$50M+ ☐ \$100M+ ☐ \$200M+

Sole Source or Modification

☐ \$500k+ ☐ \$1M+ ☒ \$5M+ ☐ \$10M+ ☐ \$50M+

Contract Term (including Options, if any)
Ten Years: 5 Year Base with 5 one-year Options

Option(s) included in Total Amount? ☐ Yes ☒ No
Option Details:

Period	Amount	Period	Amount
BY1	\$17,816,472	OY1	\$21,128,013
BY2	\$18,305,622	OY2	\$21,842,385
BY3	\$19,078,586	OY3	\$22,572,257
BY4	\$19,519,822	OY4	\$23,326,228
BY5	\$20,157,092	OY5	\$24,105,106
BY Total	\$94,877,594	OY Total	\$112,973,989
Total Value	\$207,851,583		

Renewal? ☐ Yes ☒ No

Procurement Type ☒Competitive ☐Non-Competitive

Solicitation Type ☒ RFP ☐ IFB ☐ COOP ☐ Other:

Small Business Program ☐ DBE ☐ MBE ☐ SBE ☒ N/A ☐ _____%

Funding Source ☒ Operating ☐ Capital (Fed) ☐ Capital (Non-Fed)
Note: Funding source may change based on business needs.

Alignment to Strategic Transformation Plan (STP)

Service Excellence: The call center is the nerve center of MetroAccess operation engaging with customers to provide excellent service for over 6,000 daily trips coordinated across 15 alternative providers.

Program Office Summary

The unexpected volume of customer calls for Reservations, Scheduling, Dispatch, Where’s My Ride, and real-time service coordination has resulted in the need to modify Contract CACCS244148 in the amount of \$9,800,000, to provide uninterrupted call center operations through June 30, 2026. Factors contributing to increased calls are elevated "Where's My Ride" call volume; ridership growth; and slower than projected customer adoption of self-service tools. Metro is working with the vendor to implement Digital Assistant tools to reduce the usage of live-agent interactions and thus minimize cost impact to the Call Center contract.



Procurement Summary for Finance and Capital Committee Concurrence

Procurement Process Discussion

Contract CACCS244148 was awarded to Transdev Services, Inc. on May 20, 2024, following a full and open competitive Request for Proposals (RFP) process in which two proposals were received. After evaluation by the Technical Evaluation Team and price negotiations with the highest technically ranked offeror, Transdev Services, Inc. was determined to provide the best value to the Authority. The base term of the contract extends from July 1, 2024, through June 30, 2029. This modification is necessary to support increased call volume at the MetroAccess Operations Control Center for FY26 and will ensure continuation of services through June 30, 2026.

Recommendation for Finance and Capital Concurrence

Finance and Capital Committee concurrence is requested pursuant to Board Resolution M2025-01 for modification valued at \$9,800,000 to Contract CACCS244148 with Transdev Services, Inc. for continuation of call center service. During Base Year 1, the contract was modified by \$4 million. The additional \$9.8 million requested here will bring the total value of contract modifications to \$13.7 million exceeding the \$1 million threshold.