

**Board Report**

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**File #:** 2025-0958, **File Type:** Contract**Agenda Number:** 20.

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**FINANCE, BUDGET AND AUDIT COMMITTEE  
MAY 21, 2026****SUBJECT: TAP FARE MEDIA MANUFACTURING AND FULFILLMENT SERVICES****ACTION: AWARD CONTRACTS****RECOMMENDATION**

AUTHORIZE the Chief Executive Officer to award the following five-year indefinite delivery/indefinite quantity (IDIQ) firm fixed unit price contracts for TAP fare media for Metro and TAP Partner agencies for a total Not-To-Exceed (NTE) amount of \$30,149,315 for the initial three-year term, and \$11,975,535 for the first, one-year option, and \$12,028,294 for the second, one-year option, for a total NTE cumulative amount of \$54,153,144, inclusive of sales tax, effective July 1, 2026, subject to the resolution of any properly submitted protest(s) if any.

**Discipline 1 - TAP Contactless Smart Cards Manufacturing**

- 1) Idemia America Corp. (PS128860000)
- 2) Giesecke & Devrient ePayments America Inc. (PS128860001)
- 3) Paragon ID High Point US, Inc. (PS128860002)
- 4) Cole Ticket Solutions (PS128860003)

**Discipline 2 - Card Fulfillment and Distribution**

- 1) Giesecke & Devrient ePayments America Inc. (PS128860004)

**ISSUE**

TAP fare media, including the TAP card, wearable, and sticker, is a key component to the Regional TAP Program. Since the program's inception in 2006, approximately 45 million pieces of TAP fare media have been issued. With current contracts expiring on June 30, 2026, there is a need to procure additional stock to support the program's continued growth.

**BACKGROUND**

The Regional TAP System is one of the largest transit fare collection systems and currently supports 27 transit operators across Los Angeles County. Approximately 125 million fare transactions were processed through TAP across the region in 2025.

TAP fare media **manufacturing** encompasses the production of physical cards, wearables, and stickers, including material sourcing, printing, encoding (e.g., magnetic stripe, chip, or contactless),

quality control, and secure packaging in compliance with applicable industry standards.

TAP fare media **fulfillment** involves the end-to-end processing of orders, including order intake, personalization, inventory management, packaging, distribution, and delivery tracking, ensuring accurate and timely issuance to end users.

In April 2017, the Board awarded six three-year contracts (with two one-year options) for \$26.9 million. However, TAP fare media usage, demand, and inventory were impacted by the COVID pandemic, resulting in four no-cost contract modifications to extend the period of performance through June 2026.

## **DISCUSSION**

With the new contracts, the average manufacturing and fulfillment cost for a unit of TAP fare media is about \$3 each, including personalization and logistics. 60 to 80 percent of these expenses will be partially offset by fees collected at TAP vending machines, TAP vendors, and online sales.

TAP usage has been steadily rising. Approximately 1.8M Full Fare TAP cards and nearly 350,000 Reduced Fare TAP cards have been issued within the past year.

Metro expects TAP fare media demand to continue to grow due to strong participation in reduced and discounted fare programs such as LIFE and GoPass, as well as upcoming major events including Super Bowl, Olympics and Paralympics. TAP fare media also remains necessary to support diverse fare policies and customer needs across the region.

To secure optimal pricing for the next five years, the Request for Proposal sought to maximize open competition among all smartcard suppliers and card personalization services. The resulting indefinite delivery/indefinite quantity contracts will be utilized on an as-needed basis, with Metro retaining no obligation to purchase a defined or minimum quantity of TAP fare media or services. Projected quantities are estimated only, with actual deliveries ordered and released as required.

TAP intends to multi-source fare media manufacturing across Idemia America Corp., Giesecke & Devrient ePayments America Inc., Paragon ID High Point US, Inc., and Cole Ticket Solutions. Orders will be primarily allocated to the lowest-cost company, subject to available production capacity and specialized procurement. Maintaining multiple active contracts is a critical risk-mitigation measure to ensure continuity of supply and protects against the production bottlenecks and supply chain volatility. Giesecke & Devrient ePayments America Inc. will serve as the exclusive provider for fare media fulfillment and distribution, as they were the only proposer for these services.

## **DETERMINATION OF SAFETY IMPACT**

Gated stations require customers to use a TAP fare media to enter the Metro Rail system. Providing TAP fare media for gated stations has a positive impact on the safety of Metro Rail riders by limiting access to paying customers only, thus enhancing access control to Metro Rail stations.

## **FINANCIAL IMPACT**

Funding has been included in the proposed FY2027 budget in Regional TAP Operating Project 300016. Since this is a multi-year contract, the cost center manager and Senior Executive Officer of TAP Operation will be responsible for budgeting for future years.

The costs of the contracts will be partially offset by fees charged to customers for each new or replacement TAP fare media.

### Impact to Budget

The funding sources for Project 300016 in FY27 will continue to be a mix of Prop C 40%, TDA Article 4 and fare revenues. These sources are eligible for operating and capital improvements for both bus and rail.

### **EQUITY PLATFORM**

TAP fare media are critical in ensuring equitable access to transit services, particularly for customers in Reduced Fare, LIFE and GoPass programs. In 2024, TAP use on Metro Bus and Rail increased by approximately 8%, which could be linked to growth in LIFE and GoPass enrollments, facilitated by the streamlined TAP enrollment process.

With the upcoming rollout of TAP's new account-based features, TAP usage is projected to increase by an additional 8% to 10%, expanding the benefits to even more low-income and student riders. However, achieving these equity outcomes depends on maintaining a sufficient supply of physical TAP fare media to ensure every eligible rider can participate and ride not only on Metro but on 26 other TAP transit agencies.

Riders without smartphones or internet access will continue to use the Metro system as they currently do today. The existing fare payment methods or amenities will remain unchanged and TAP fare media can be purchased and reloaded at multiple customer touchpoints including TAP Vending Machines at Metro Rail stations, at 1,000+ vendor locations, onboard Metro buses, and at Metro Customer Centers.

Through these multiple touchpoints to purchase or obtain TAP fare media, Metro can continue to provide equitable and inclusive fare payment options across LA County.

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) goal on this bench contract due to the lack of certified small businesses that perform the required services. One of the four firms that were selected as prime consultants, Cole Ticket Solutions, is an SBE-certified prime and made a 40% SBE commitment.

### **VEHICLE MILES TRAVELED OUTCOME**

VMT and VMT per capita in Los Angeles County are lower than national averages, the lowest in the SCAG region, and on the lower end of VMT per capita statewide, with these declining VMT trends

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due in part to Metro's significant investment in rail and bus transit.\* Metro's Board-adopted VMT reduction targets align with California's statewide climate goals, including achieving carbon neutrality by 2045. To ensure continued progress, all Board items are assessed for their potential impact on VMT.

This item supports Metro's systemwide strategy to reduce VMT through operational activities enhancing Metro's existing TAP system that will maintain and further encourage transit ridership, ridesharing, and active transportation. Metro's Board-adopted VMT reduction targets were designed to build on the success of existing investments, and this item aligns with those objectives.

\*Based on population estimates from the United States Census and VMT estimates from Caltrans' Highway Performance Monitoring System (HPMS) data between 2001 to 2019.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

Approval of the recommendations are in accordance with the following goals:

- 1) **Strategic Plan Goal #1:** Provide high quality mobility options that enable people to spend less time traveling as part of an effort to manage transportation demand through fair and equitable pricing structures.
- 2) **Strategic Plan Goal #2:** Deliver outstanding trip experiences for all users of the transportation system by improving legibility, ease of use, and trip information on the transit system.
  - **2.2:** Metro is committed to improving legibility, ease of use, and trip information on the transit system.

### **ALTERNATIVES CONSIDERED**

The current procurement allows Metro to purchase TAP fare media and order personalization/fulfillment services necessary to continue the expansion of the TAP Program and to replace expired, lost or stolen TAP cards. The alternative would be to discontinue the purchase and use of TAP fare media and revert to the use of paper fare media. This action is not recommended because:

- 1) TAP provides customers with the ability to travel seamlessly across LA County.
- 2) TAP allows Metro and TAP participating agencies the ability to implement smart fare collection practices such as free and discounted interagency transfers, peak and off-peak pricing, timed passes, and fare capping.
- 3) TAP data provides accurate and meaningful information for in-depth ridership analysis and service planning.

### **NEXT STEPS**

Upon Board approval, staff will execute Contract Nos. PS128860000 through PS128860003 for TAP contactless smart cards manufacturing and Contract No. PS128860004 for card fulfillment and distribution services, effective July 1, 2026.

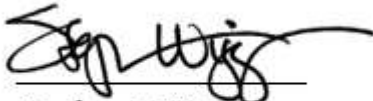
**ATTACHMENTS**

Attachment A - Procurement Summary

Attachment B - DEOD Summary

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Stephanie Wiggins  
Chief Executive Officer

PROCUREMENT SUMMARY

TAP CONTACTLESS SMART CARD MANUFACTURING AND CARD FULFILLMENT AND DISTRIBUTION / PS128860000 THROUGH PS128860004

1.	<b>Contract Numbers:</b> PS128860000 through PS128860003 (Discipline 1: TAP Contactless Smart Cards Manufacturing) PS128860004 (Discipline 2: Card Fulfillment and Distribution)	
2.	<b>Recommended Vendors:</b> Idemia America Corp., Giesecke + Devrient ePayments America Inc., Paragon ID High Point US, Inc., and Cole Ticket Solutions (Discipline 1) Giesecke + Devrient ePayments America Inc. (Discipline 2)	
3.	<b>Type of Procurement (check one):</b> <input type="checkbox"/> IFB <input checked="" type="checkbox"/> RFP <input type="checkbox"/> RFP-A&E <input type="checkbox"/> Non-Competitive <input type="checkbox"/> Modification <input type="checkbox"/> Task Order	
4.	<b>Procurement Dates:</b>	
	<b>A. Issued:</b> September 18, 2025	
	<b>B. Advertised/Publicized:</b> September 18, 2025	
	<b>C. Pre-Proposal Conference:</b> September 25, 2025	
	<b>D. Proposals Due:</b> November 13, 2025	
	<b>E. Pre-Qualification Completed:</b> March 4, 2026	
	<b>F. Ethics Declaration Forms submitted to Ethics:</b> November 17, 2025	
	<b>G. Protest Period End Date:</b> May 19, 2026	
5.	<b>Solicitations Downloaded:</b> 18	<b>Bids/Proposals Received:</b> 4 (Discipline 1) 1 (Discipline 2)
6.	<b>Contract Administrator:</b> Amy Chi	<b>Telephone Number:</b> 213-922-2278
7.	<b>Project Manager:</b> Monique Pe	<b>Telephone Number:</b> 213-922-4034

**A. Procurement Background**

This Board Action is to approve Contract Nos. PS128860000, PS128860001, PS128860002, PS128860003 (Discipline 1), and PS128860004 (Discipline 2) in support of regional TAP Contactless Smart Cards (CSC) manufacturing and fulfillment services. Board approval of contract awards is subject to the resolution of any properly submitted protest(s), if any.

On September 18, 2025, Request for Proposals (RFP) No. PS128860 was issued as a competitive procurement in accordance with Metro’s Acquisition Policy and the contract type is a firm fixed unit price. The Diversity and Economic Opportunity Department did not recommend a Small Business Enterprise (SBE) nor a Disabled Veteran Business Enterprise (DVBE) participation goal due to a lack of subcontracting opportunities.

One amendment was issued during the solicitation phase of this RFP:

- Amendment No. 1, issued on October 29, 2025, extended the proposal due date from November 6, 2025 to November 13, 2025.

A total of 18 downloads of the RFP were included in the planholders' list. A virtual pre-proposal conference was held on September 25, 2025, and was attended by ten participants representing 2 firms. There were 38 questions received and responses were provided prior to the proposal due date.

A total of 5 proposals were received on November 13, 2025, and are listed below in alphabetical order:

**Discipline 1: TAP Contactless Smart Cards Manufacturing**

1. Cole Ticket Solutions
2. Giesecke + Devrient ePayments America Inc.
3. Idemia America Corp.
4. Paragon ID High Point US, Inc.

**Discipline 2: Card Fulfillment and Distribution**

1. Giesecke + Devrient ePayments America Inc.

Since only one proposal was received for Discipline 2, staff conducted a market survey of the planholders to determine why no other proposals were submitted. Responses were received from three firms and they included: insufficient labor resources, other business priorities, different area of expertise, and lack of automated process to initialize each card to be competitive. The results of the market survey indicated that factors beyond Metro's control caused the potential sources not to submit proposals and that there were no restrictive elements in the solicitation documents that prevented competition.

**B. Evaluation of Proposals**

A Proposal Evaluation Team (PET) consisting of staff from TAP Finance, Local Programming, Community Relations and Customer Care Departments was convened and conducted a comprehensive technical evaluation of the proposals received.

The proposals were evaluated based on the following evaluation criteria and weights:

**Phase 1 Evaluation – Minimum Qualifications** (Pass/Fail): To be responsive to the RFP Minimum qualifications requirements, the proposer must meet all of the following:

**Discipline 1: TAP Contactless Smart Cards Manufacturing**

1. Prime Contractor currently has a smart card manufacturing business that has been in continuous existence (i.e., without interruption) for at least the past three years.

2. For each type of smart card that Proposer intends to provide Metro, Proposer must have, in the most recent one-year period ending no earlier than December 31, 2024, supplied its clients with an aggregate amount of over 1,000,000 cards.
3. Proposed Project Manager must have a minimum of five years of industry experience in the management of contracts similar to that described in the Scope of Services, Part A (Exhibit A) and be familiar with the design and manufacture of smartcards.
4. Proposer must unconditionally sign and submit the Non-Disclosure Agreement (NDA) – Exhibit 14.

Eligible Proposers were given up to one month to produce and submit sample smart cards to Metro. The sample cards were to be evaluated in accordance with the Phase II – Weighted Evaluation Criteria.

5. Proposer’s existing smart card system must be able to interface with TAPForce as required in the Scope of Services – Part A (Exhibit A).

**Discipline 2: Card Fulfillment and Distribution**

1. Prime Contractor currently has a smart card fulfillment and distribution business that has been in continuous existence (i.e., without interruption) for at least the past three years.
2. Proposer must provide a list of clients it has provided graphical personalization of at least an aggregate of 100,000 smart cards in the most recent one-year period, ending no earlier than December 2024.

Note: The term “graphical personalization” refers to the printing or embossing of text or images on the smart card.

3. Proposer must unconditionally sign and submit the Non-Disclosure Agreement (NDA) – Exhibit 14.

Eligible Proposers were given up to three weeks to personalize/print photographs and text on sample TAP cards and submit them to Metro. The sample TAP cards were to be evaluated in accordance with the Phase II – Weighted Evaluation Criteria.

4. Proposer must currently have a smart card order processing and reporting system to support its smart card fulfillment and distribution operations and to communicate daily order status with clients, similar to that required in the Scope of Services.

- 5. Proposer must currently have an automated inventory control system to facilitate monitoring and tracking of smart card inventory and provide reports similar to what is required in the Scope of Services.
- 6. Proposer must have the capacity to store 1.5 million cards in inventory and 1 million items of collateral material inventory similar to what is required in Section III.A. of the Scope of Services – Part B (Exhibit A).
- 7. Proposer must have a facility within the United States used for smart card initialization and fulfillment.

**Phase 2 Evaluation** - Weighted Technical Evaluation. All proposers met the Minimum Qualifications (Pass/Fail) criteria for the respective discipline and were further evaluated based on the following evaluation criteria and weights:

Discipline 1: TAP Contactless Smart Cards Manufacturing

- Proposer’s Experience, Skills, and Qualifications 10%
- Experience and Qualifications of Key Personnel 10%
- Management Plan/Approach 25%
- Sample Cards – Chip Type 30%
- Price 25%

Discipline 2: Card Fulfillment and Distribution

- Proposer’s Experience, Skills and Qualifications 15%
- Experience and Qualifications of Key Personnel 15%
- Management Plan/Approach 25%
- Personalization of Sample TAP Cards 20%
- Price 25%

Several factors were considered when developing these weights, giving the greatest importance to the sample cards – chip type and management plan/approach and price, respectively.

From November 24, 2025 through February 23, 2026, the PET independently evaluated the proposals and tested sample cards. Proposers provided various sample cards, adhesive stickers, and wearables that were tested to ensure they met the required specifications. At the conclusion of the evaluation, the PET recommended the following firms:

Discipline 1: TAP Contactless Smart Cards Manufacturing

1. Cole Ticket Solutions
2. Giesecke + Devrient ePayments America Inc.
3. Idemia America Corp.
4. Paragon ID High Point US, Inc.

Discipline 2: Card Fulfillment and Distribution

1. Giesecke + Devrient ePayments America Inc.

**Qualifications Summary of Firms:**

**Cole Ticket Solutions**

Cole Ticket Solutions (CTS) has delivered over 30 million tickets to Los Angeles International Airport (LAX), more than 40 million gate interchange tickets to Port Houston, and, as part of a five-year agreement, is currently delivering a total of 86 million tickets to Dallas Fort Worth International Airport. These programs demonstrate CTS's capacity to manage serialized numbering, secure storage and on-demand fulfillment across multi-agency and multi-vendor environments while maintaining 100% delivery compliance.

CTS operates a highly integrated production management model that ensures oversight, traceability, and responsive client communication. CTS's demonstrated track record extends across airports, municipalities, and OEM partnerships, with expertise in high-security ticketing, RFID credentialing and contactless media integration.

**Giesecke + Devrient ePayments America Inc.**

Giesecke + Devrient ePayments America Inc. (G+D) is a globally operating technology company that specializes in security and advanced card solutions. G+D facilities with contactless smart card production and personalization capability include Washington DC, Atlanta, Boston, New Jersey, Canada, South Korea, Turkey, Sweden, Spain, Chile, Argentina, Uruguay, Venezuela, Brazil, Mexico, China and Australia. To date, G+D has supplied over 400 million contactless cards for transit clients across the globe.

G+D's services to the transit sector include manufacturing, personalization, fulfillment, and distribution of cards direct to transit customers. G+D has used contactless technology for over 20 years, servicing transit and payment industries. G+D developed and delivered the first MIFARE 1K contactless smart card for Lufthansa in 1995.

**Idemia America Corp.**

Idemia America Corp. (Idemia) uses identity technologies, specializing in biometrics and cryptography to provide secure and seamless interactions in both physical and digital environments. Formed from the merger of Oberthur Technologies and Safran Identity & Security (Morpho), Idemia has a heritage of innovation spanning over six decades.

Idemia is a large supplier of payment and transit cards in the USA with over 40% market share, servicing 10 of 10 largest financial institutions. Idemia developed a set up to support customers with one manufacturing hub in Exton, PA, two service centers in Los Angeles, CA and Chantilly, VA and research and development centers across the globe.

**Paragon ID High Point US, Inc.**

Paragon ID High Point US, Inc. (Paragon ID) is a reactive, innovative, and dynamic company known for its innovative technology-based solutions. Paragon ID has built a strong reputation for the supply of magnetic and RFID identification products for transport authorities and agencies. The group has multiple US locations including North Carolina and Vermont.

Paragon ID, previously known as EDM Technology, Inc., supplied fare media to the transit industry, specializing in smart cards and magnetic stripe ticket products. Paragon ID is a US-based manufacturer with both Limited Use (LU) and Extended Use (EU) smart card in the domestic facility.

The following is a summary of the PET scores:

**Discipline 1: TAP Contactless Smart Cards Manufacturing**

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>Idemia America Corp.</b>				
<b>3</b>	Proposer's Experience, Skills and Qualifications	87.50	10.00%	8.75	
<b>4</b>	Experience and Qualifications of Key Personnel	93.00	10.00%	9.30	
<b>5</b>	Management Plan/Approach	91.60	25.00%	22.90	
<b>6</b>	Sample Cards - Chip Type	72.80	30.00%	21.83	
<b>7</b>	Price	76.70	25.00%	19.18	
<b>8</b>	<b>Total</b>		<b>100.00%</b>	<b>81.96</b>	<b>1</b>
<b>9</b>	<b>Giesecke + Devrient ePayments America Inc.</b>				
<b>10</b>	Proposer's Experience, Skills and Qualifications	96.15	10.00%	9.62	
<b>11</b>	Experience and Qualifications of Key Personnel	91.75	10.00%	9.18	
<b>12</b>	Management Plan/Approach	92.80	25.00%	23.20	
<b>13</b>	Sample Cards - Chip Type	46.00	30.00%	13.80	
<b>14</b>	Price	93.90	25.00%	23.48	
<b>15</b>	<b>Total</b>		<b>100.00%</b>	<b>79.27</b>	<b>2</b>
<b>16</b>	<b>Cole Ticket Solutions</b>				
<b>17</b>	Proposer's Experience, Skills and Qualifications	93.60	10.00%	9.36	

<b>18</b>	Experience and Qualifications of Key Personnel	94.00	10.00%	9.40	
<b>19</b>	Management Plan/Approach	93.20	25.00%	23.30	
<b>20</b>	Sample Cards - Chip Type	37.50	30.00%	11.25	
<b>21</b>	Price	98.73	25.00%	24.68	
<b>22</b>	<b>Total</b>		<b>100.00%</b>	<b>77.99</b>	<b>3</b>
<b>23</b>	<b>Paragon ID High Point US, Inc.</b>				
<b>24</b>	Proposer's Experience, Skills and Qualifications	92.10	10.00%	9.21	
<b>25</b>	Experience and Qualifications of Key Personnel	79.00	10.00%	7.90	
<b>26</b>	Management Plan/Approach	82.00	25.00%	20.50	
<b>27</b>	Sample Cards - Chip Type	11.11	30.00%	3.33	
<b>28</b>	Price	86.95	25.00%	21.74	
<b>29</b>	<b>Total</b>		<b>100.00%</b>	<b>62.68</b>	<b>4</b>

**Discipline 2: Card Fulfillment and Distribution**

<b>1</b>	<b>Firm</b>	<b>Average Score</b>	<b>Factor Weight</b>	<b>Weighted Average Score</b>	<b>Rank</b>
<b>2</b>	<b>Giesecke + Devrient ePayments America, Inc.</b>				
<b>3</b>	Proposer's Experience, Skills and Qualifications	97.33	15.00%	14.60	
<b>4</b>	Experience and Qualifications of Key Personnel	97.33	15.00%	14.60	
<b>5</b>	Management Plan/Approach	96.56	25.00%	24.14	
<b>6</b>	Personalization of Sample TAP cards	98.00	20.00%	19.60	
<b>7</b>	Price	100.00	25.00%	25.00	
<b>8</b>	<b>Total</b>		<b>100.00%</b>	<b>97.94</b>	<b>1</b>

**C. Price Analysis**

The proposed firm fixed unit rates have been determined to be fair and reasonable based upon price analysis, Independent Cost Estimate (ICE), technical evaluation, and adequate price competition.

Work for these contracts will be authorized through the issuance of work orders based on need for the various services.

**D. Background on Recommended Contractors**

**Cole Ticket Solutions**

Cole Ticket Solutions (CTS) was founded in 2021. CTS in partnership with Amlon Technologies (OEM Manufacturer) located in Covina, California serves as CTS's strategic manufacturing partner for smartcard and wearable products. Amlon

operates a certified production facility in Corona, California, maintaining FDA, aerospace, forestry, and UL certifications and implementing secure inspection and encoding procedures.

CTS supported the Florida Department of Transportation through its partnership with Conduent (now Trelliant) to supply Limited Use Media (LUMs) utilizing MIFARE DesFire chip technology. This project required chip-level encryption, UID registration, and field testing across multiple regional systems.

**Giesecke + Devrient ePayments America Inc.**

Giesecke + Devrient ePayments America Inc. (G+D), is located in Dulles, Virginia, established in the U.S. since 1990. G+D implemented large-scale transit projects worldwide, including the production, personalization, fulfillment, and distribution of contactless smart cards for major transit authorities such as WMATA, MBTA, INIT, Translink, and New Jersey Transit. These projects involved the delivery of millions of MIFARE Classic, MIFARE Plus, and MIFARE DESFire cards, ensuring secure and efficient fare collection systems.

G+D has provided services to Metro and performance has been satisfactory.

**Idemia America Corp.**

Idemia America Corp. (Idemia – formerly under the name of Oberthur Card Systems), located in Rancho Dominguez, California, has been in business for over 25 years. Idemia has deployed transit cards in North America, Latin America, Europe, Middle East, and Asia of all technologies on a variety of form factors. Idemia provides multi-market solutions that include multi-application cards, key fobs and NFC mobile technologies.

Idemia supplies public transport authorities, operators and ticketing system integrators acquiring, operating and providing automatic fare collection systems based on smart ticketing.

Idemia has provided services to Metro and performance has been satisfactory.

**Paragon ID High Point US, Inc.**

Paragon ID High Point US, Inc. (Paragon ID), formerly known as EDM Technology, Inc., is located in High Point, North Carolina, and has been in business for nearly 40 years. Paragon ID provides ticketing for public transport (including British Rail and Paris Metro) and secure RFID solutions. Paragon ID serves high-stakes industries, including transport, automotive, and pharmaceutical, adhering to a strict zero-defect commitment.

Paragon has provided services to Metro and performance has been satisfactory.

DEOD SUMMARY

**TAP CONTACTLESS SMART CARD (CSC) MANUFACTURING AND CARD FULFILLMENT AND DISTRIBUTION / PS128860000 THROUGH PS128860004**

**A. Small Business Participation**

The Diversity and Economic Opportunity Department (DEOD) did not establish a Small Business Enterprise (SBE) or Disabled Veteran Business Enterprise (DVBE) goal on this bench contract due to the lack of certified small businesses that perform the required services. One of the four firms selected as prime consultants, Cole Ticket Solutions, an SBE prime, made a 40% SBE commitment.

**B. Living Wage and Service Contract Worker Retention Policy Applicability**

The Living Wage and Service Contract Worker Retention Policy is not applicable to this contract.

**C. Prevailing Wage Applicability**

Prevailing wage is not applicable to this contract.

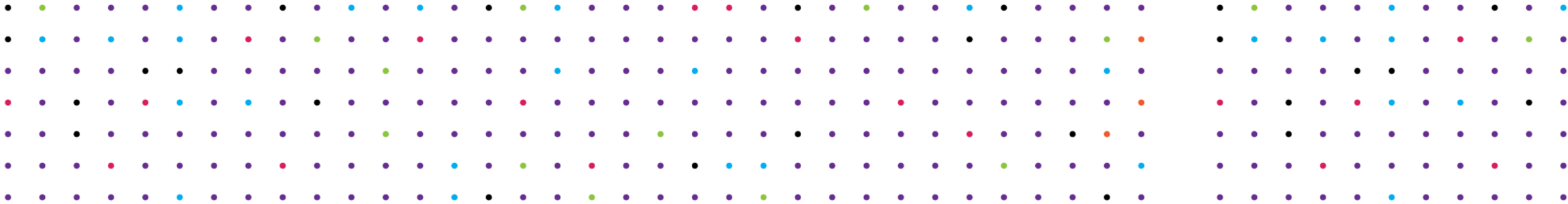
**D. Project Labor Agreement/Construction Careers Policy**

Project Labor Agreement/Construction Careers Policy is not applicable to this Contract. PLA/CCP is applicable only to construction contracts that have a construction related value in excess of \$2.5 million.

**E. Manufacturing Careers Policy**

The Manufacturing Careers Policy (MCP) does not apply to this contract. The MCP is required on Metro's Rolling Stock RFPs, with an Independent Cost Estimate of at least \$50 million.

# TAP Fare Media Manufacturing and Fulfillment Services



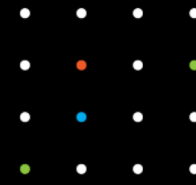
Finance, Budget and Audit Committee

File ID #2025-0958

May 21, 2026

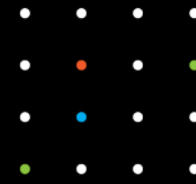


# Recommendation



AUTHORIZE the Chief Executive Officer to award the following five-year indefinite delivery/indefinite quantity (IDIQ) firm fixed unit price contracts for TAP fare media for Metro and TAP Partner agencies for a total Not-To-Exceed (NTE) amount of \$30,149,315 for the initial three-year term, and \$11,975,535 for the first, one-year option, and \$12,028,294 for the second, one-year option, for a total NTE cumulative amount of \$54,153,144, inclusive of sales tax, effective July 1, 2026, subject to the resolution of any properly submitted protest(s) if any.

# Awardee & Bid Info



## AWARDEES

- Manufacturing services:
  - Idemia America Corp.
  - Giesecke & Devrient ePayment America Inc.
  - Cole Ticket Solutions
  - Paragon ID High Point US, Inc.
- Fulfillment services:
  - Giesecke & Devrient ePayment America Inc.

## NUMBER OF BIDS/PROPOSALS

### Discipline 1 - Manufacturing

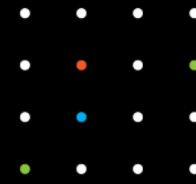
Rank	Proposer Name	Weighted Average Score
1	Idemia America Corp.	81.96%
2	Giesecke & Devrient ePayment America Inc.	79.27%
3	Cole Ticket Solutions	77.99%
4	Paragon ID High Point US, Inc.	62.68%

### Discipline 2 - Fulfillment

Rank	Proposer Name	Weighted Average Score
1	Giesecke & Devrient ePayment America Inc.	97.94%



# DEOD Information



DEOD completed its evaluation for Disciplines 1 and 2 proposals and determined that no goal was established due to the lack of certified small businesses that perform the required services.

- *Discipline 1 – TAP Contactless Smart Media Manufacturing*

<b>Prime</b>	<b>Paragon ID High Point US, Inc.</b>	<b>**Cole Ticket Solutions</b>	<b>Giesecke +Devrient ePayments America, Inc.</b>	<b>Idemia America Corp.</b>
<b>Subcontractor 1</b>	Asia Credit Card Production LTD	Amlon Industries		
<b>Subcontractor 2</b>	Cardz Group			
<b>Subcontractor 3</b>	Wave Source, LLC			

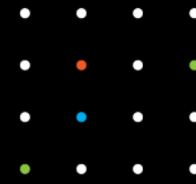
Notes: \*\*SBE Prime

- *Discipline 2 – Fare Media Fulfillment and Distribution*

<b>Prime</b>	<b>Giesecke +Devrient ePayments America,</b>
<b>Subcontractor 1</b>	



# Issue & Discussion



## Issue

- Current contracts expire June 2026 and new contracts require approval
- 27 transit agencies in LA County rely on TAP fare media for fare payment
- Since program inception in 2006, approximately 45 million TAP cards have been issued

## Discussion

- Fare media vendors produce TAP cards, wearables, and stickers for support of Metro and regional fares including Regular, Reduced Fare for seniors, persons with disabilities and students, GoPass and LIFE
- Fare media are distributed through TAP Vending Machines, retail networks, web and phone sales, and TAP Partner transit agencies