

Clipper® Executive Board

March 27, 2023

Agenda Item 3b

Clipper® Contract – Regional Transit Connection (RTC) Operations: TransSIGHT LLC (TransSIGHT) (\$1,565,250)

Subject:

Request for approval of a contract with TransSIGHT for eligibility verification and customer service for the Regional Transit Connection (RTC) program in an amount not to exceed \$1,565,250.

Background:

The Regional Transit Connection (RTC) discount card is available to persons with qualifying disabilities. Individuals may use the card as proof of eligibility to receive discounted fares on fixed route, rail and ferry systems throughout the San Francisco Bay Area. The RTC discount card is also a Clipper card, and individuals can add cash value or passes to their card. Each transit agency's specific fare information and discounts can be found on their respective websites.

Applications for the RTC program are accepted in-person at participating San Francisco Bay Area transit agencies and by mail. Applicants are verified for eligibility against the program guidelines by an eligibility verifier.

MTC conducted a procurement for a new eligibility verifier for the RTC program. One proposal was received, from TransSIGHT.

The prospective contractor was evaluated on qualifications and team experience, approach, experience handling PII/private information, cost effectiveness and presentation. The prospective contractor was also evaluated on its status as a Small Business Enterprise or the status of its subcontractors as Small Business Enterprises. There was a total of 110 available points in the scoring. Following are the scores for TransSIGHT:

- Qualifications and Team Experience: 23.4
- Approach: 16.8
- Experience handling PII/private information: 15
- Cost Effectiveness: 30

- Presentation: 3.2
- Small Business Enterprise: 10

Total points awarded were 96.

TransSIGHT's subcontractor for this contract is Magellan Solutions, USA.

Issues:

None identified.

Recommendation:

Staff recommends that the Board approve the contract with TransSIGHT in an amount not to exceed \$1,565,250 for the RTC Eligibility Verifier services described above for a period of four years ending on June 30th, 2027.

Attachments:

- Attachment A: Clipper Contract – Regional Transit Connection (RTC) Operations:
TransSIGHT



Carol Kuester

Request for Board Approval

Summary of Proposed Contract

Contractor (or “Consultant”): TransSIGHT LLC
Pleasanton, CA

Work Project Title: Regional Transit Connection (RTC) Eligibility Verifier

Purpose of Project: Under this contract, TransSIGHT will be the eligibility verifier for the RTC program.

Brief Scope of Work: TransSIGHT will manage the operations and customer service for the RTC program, including data entry for applicants, verifying the eligibility of applicants, notifying applicants who do not qualify for the program, ordering cards for approved applicants, participating in the appeals process for denied applications, collecting fees for replacement cards, maintaining the security of all personally-identifiable and other confidential information, and generating reports.

Project Cost Not to Exceed: \$1,565,250

Funding Source: Quick Strike Funds, STP, FHWA, SGR, Transit Operator Funds

Fiscal Impact: Pending 2023-24 MTC agency budget approval

Motion by Board: That a contract with TransSIGHT for the purposes described above and in the Clipper Executive Director’s summary sheet dated March 27, 2023 is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

Robert Powers, Chair

Approved: March 27, 2023



Clipper ® Contract – Regional Transit Connection (RTC) Operations: TransSIGHT

Clipper Executive Board

March 27, 2023

Proposed Contract with TransSIGHT (\$1,565,250)

The Regional Transit Connection (RTC) program is Clipper's discount program for customers with qualifying disabilities. Operation of the RTC program requires the services of an eligibility verifier.

Responsibilities of the verifier:

- Data entry for applicants
- Verifying the eligibility of applicants
- Notifying applicants who do not qualify that their applications have been denied
- Ordering cards for approved applicants
- Participating in an appeals process for denied applications
- Collecting fees for replacement cards
- Maintaining the security of all personally-identifiable and other confidential information
- Generating reports



Proposed Contract with TransSIGHT (\$1,565,250)

- MTC's contract with the current verifier expires on 8/31/23
- MTC conducted a procurement for a new verifier in December 2022 and received one proposal from TransSIGHT
- Staff completed their evaluation in February 2023

Your RTC Clipper Card



Proposed Contract with TransSIGHT (\$1,565,250)

Prospective contractor evaluations:

- Qualifications and team experience: 23.4/30
- Approach: 16.8/20
- Experience handling PII/private information: 12.6/15
- Price: 30/30
- Presentation: 3.2/5
- SBE: 10/10
- Total: 96/110

