

Clipper[®] Executive Board

May 16, 2022

Agenda Item 3a

Clipper In-Person Customer Service Centers Contract Actions:

- i. **Contract Amendment – TTEC Government Solutions, LLC (\$485,000);**
 - ii. **Contract Amendment – Nematode Holdings, LLC (\$300,000); and**
 - iii. **Funding Agreement Amendment – Alameda-Contra Costa Transit District (\$250,000)**
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Subject:

Approval of contract actions for Clipper in-person customer service centers: TTEC Government Solutions, LLC (\$485,000), Nematode Holdings, LLC (\$300,000) and Alameda-Contra Costa Transit District (\$250,000).

Background:

The Clipper program funds in-person customer service centers at two San Francisco locations and the Alameda-Contra Costa Transit District (AC Transit) Oakland headquarters. In addition to issuing new cards and selling value, these service centers replace lost, stolen and damaged cards, accept cash payment for card replacement fees and distribute Clipper START materials. They also are trained to provide information about obtaining and using Clipper mobile cards. These locations are a convenient option for transit riders to obtain Youth and Senior Clipper cards so they have immediate access to the fare discounts and benefits, such as balance protection, that are available to Clipper customers.

These contract and funding agreement actions are included in the Two-Year Clipper Budget and Work Plan. Staff recommends that the Board approve the following contract actions.

Contract Amendment – Clipper Customer Service Center Operations at Embarcadero Station: TTEC Government Solutions, LLC (TTEC) (\$485,000)

In March 2017, this Board approved the recommendation to award Faneuil, Inc. a contract to operate the Clipper Customer Service Center at the Embarcadero BART/Muni Metro station following a competitive procurement. The terms of the procurement were for a two-year operating period with an option to extend annually for up to five years (through FY 2023-24).

The contract was reassigned to TTEC Government Solutions, LLC effective April 1, 2022, according to the terms of an asset purchase agreement with Faneuil, Inc. While Faneuil's original procurement proposal was for annual compensation of \$438,000 in Extension Year 4 (FY 2022-23), staff has negotiated with TTEC to increase the compensation by \$47,000 after TTEC made a compelling business case for wage increases for staff to facilitate the hiring and retention of qualified customer service representatives. Staff believes the proposed wage increases are reasonable due to increases in San Francisco minimum wage rates tied to the Cost Price Index and the hiring wages for comparable retail work in the area. The current contract amount is \$2,085,350; the amendment would add \$485,000 and extend operations through June 30, 2023.

Contract Amendment – Clipper Customer Service Center Operations at San Francisco Ferry Building (Bay Crossings): Nematode Holdings, LLC (Nematode) (\$300,000)

MTC first executed a sole source contract with Nematode Holdings in December 2010 to offer Clipper services due to Nematode's Bay Crossing store being the only vendor in the San Francisco Bay Ferry Building with experience providing transportation information and selling fare media. In July 2020, MTC executed a new sole source contract with Nematode to continue offering Clipper services with an expanded scope of work to prepare for the transition to the next-generation Clipper system. The current contract amount is \$629,140; the amendment would add \$300,000 and extend operations through June 30, 2023.

Funding Agreement Amendment – Clipper Customer Service Center Operations at Alameda-Contra Costa Transit District (AC Transit) Headquarters: AC Transit (\$250,000)

In April 2012, MTC executed a funding agreement with AC Transit to provide expanded Clipper customer services at AC Transit's headquarters in downtown Oakland, walkable to several bus lines and BART's 12th Street and 19th Street stations. The current funding agreement amount is \$2,544,600; the amendment would add \$250,000, funding these ongoing activities through June 30, 2023.

Issues:

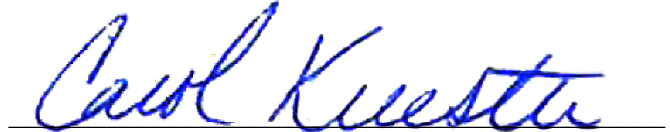
None identified.

Recommendation:

Staff recommends that the Board approve a contract amendment with TTEC in an amount not to exceed \$485,000, a contract amendment with Nematode in an amount not to exceed \$300,000, and a funding agreement amendment with AC Transit in an amount not to exceed \$250,000, to provide in-person Clipper customer services as described above.

Attachments:

None.



Carol Kuester

Request for Board Approval

Summary of Proposed Contract Amendment

Contractor: TTEC Government Solutions, LLC
Eaglewood, CO

Work Project Title: Clipper Customer Service Center Operations at Embarcadero Station

Purpose of Project: Provide Clipper in-person customer services, including issuance of new and replacement cards

Brief Scope of Work: Contractor shall provide trained staff to support a range of Clipper customer services

Project Cost Not to Exceed: \$485,000 (this amendment)
Total Contract value including amendments before this amendment is \$2,085,350
Total Contract amount with this amendment is \$2,570,350

Funding Source: Regional Measure 2 Marketing and Operations, STA, STP

Fiscal Impact: Funds dependent on approval of the FY 2022-23 MTC agency budget

Motion by Board: That a contract amendment with TTEC Government Solutions, LLC for the purposes described above and in the Clipper Executive Director's summary sheet dated May 16, 2022 is hereby approved by the Clipper Executive Board.

Clipper Executive Board: _____
Robert Powers, Chair

Approved: May 16, 2022

Request for Board Approval

Summary of Proposed Contract Amendment

Contractor: Nematode Holdings, LLC
San Francisco, CA

Work Project Title: Clipper Customer Service Center Operations at San Francisco Ferry Building (Bay Crossings)

Purpose of Project: Provide Clipper in-person customer services, including issuance of new and replacement cards; and maintain ferry schedule flap sign display

Brief Scope of Work: Contractor shall provide trained staff to support a range of Clipper customer services and the maintenance of the ferry schedule display

Project Cost Not to Exceed: \$300,000 (this amendment)
Total Contract value including amendments before this amendment is \$629,140
Total Contract amount with this amendment is \$929,140

Funding Source: Regional Measure 2 Marketing and Operations, STA, STP

Fiscal Impact: Funds dependent on approval of the FY 2022-23 MTC agency budget

Motion by Board: That a contract amendment with Nematode Holdings, LLC for the purposes described above and in the Clipper Executive Director's summary sheet dated May 16, 2022 is hereby approved by the Clipper Executive Board.

Clipper Executive Board: _____
Robert Powers, Chair

Approved: May 16, 2022

Request for Board Approval

Summary of Proposed Funding Agreement Amendment

Contractor: Alameda-Contra Costa Transit District (AC Transit)
Oakland, CA

Work Project Title: Clipper Customer Service Center Operations at AC Transit
Headquarters

Purpose of Project: Provide Clipper in-person customer services, including issuance of
replacement cards in the East Bay

Brief Scope of Work: Operate Clipper in-person customer service center

Project Cost Not to Exceed: \$250,000 (this amendment)
Total Funding Agreement value including amendments before this
amendment is \$2,544,600
Total Contract amount with this amendment is \$2,794,600

Funding Source: Regional Measure 2 Marketing and Operations, STA, STP

Fiscal Impact: Funds dependent on approval of the FY 2022-23 MTC agency budget

Motion by Board: That a funding agreement amendment with Alameda-Contra Costa
Transit District for the purposes described above and in the Clipper
Executive Director's summary sheet dated May 16, 2022 is hereby
approved by the Clipper Executive Board.

Clipper Executive Board: _____
Robert Powers, Chair

Approved: May 16, 2022