

**Metropolitan Transportation Commission
Operations Committee**

June 10, 2022

Agenda Item 4e

Contract Actions – Clipper® In-Person Customer Service Centers (IPCSCs):

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

Request for approval of contracts for Clipper IPCSCs for Fiscal Year (FY) 2022-23.

Background:

The Clipper program funds IPCSCs at two San Francisco locations and AC Transit’s Oakland headquarters. In addition to issuing new adult, Youth and Senior Clipper cards and selling value, these service centers are able to replace lost, stolen and damaged cards, accept cash payment for card replacement fees and distribute Clipper START materials. Staff also are trained to provide information about obtaining and using Clipper mobile cards.

Contract Amendment – Clipper IPCSC at Embarcadero Station: TTEC (\$485,000)

In April 2017, this Committee approved the award to Faneuil, Inc. of a contract to operate the IPCSC at the Embarcadero BART/Muni station. This competitive award was for two years of operation, with options to extend annually for up to five years. MTC agreed to a contract assignment by Faneuil to TTEC, effective April 1, 2022. While Faneuil’s procurement proposal was for compensation of \$438,000 in Extension Year 4, staff has agreed to increase that compensation by \$47,000 after TTEC made a compelling business case for an increase to aid in the hiring and retention of qualified employees, reflecting rising San Francisco minimum wage rates and wages for similar work in the area. The amendment would add \$485,000 to the current contract amount of \$2,085,350, and extend operations through June 30, 2023.

Contract Amendment – Clipper IPCSC at San Francisco Ferry Building: Nematode (\$300,000)

MTC first executed a sole source contract with Nematode in December 2010 to offer Clipper services due to Nematode's Bay Crossings 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 IPCSC at 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 and 19th Street stations. The current funding agreement amount is \$2,544,600; the amendment would add \$250,000, funding operations through June 30, 2023. The Clipper Executive Board approved these proposed contract actions at its May 16, 2022 meeting. Neither TTEC nor Nematode is a Small Business Enterprise or a Disadvantaged Business Enterprise, and neither of them has subcontractors.

Issues:

None identified.

Recommendations:

Staff recommends the Operations Committee authorize the Executive Director or designee to negotiate and enter into 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

A handwritten signature in blue ink, appearing to read "Therese W. McMillan", written over a horizontal line.

Therese W. McMillan

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 320-1221

Consultant: TTEC Government Solutions, LLC
Englewood, 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 Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with TTEC Government Solutions, LLC for the purposes described above and in the Operations Committee Summary Sheet dated June 10, 2022 and that the Chief Financial Officer is authorized to set aside \$485,000 for such amendment, subject to the approval of the FY 2022-23 MTC budget.

Operations Committee: blank

blank Carol Dutra-Vernaci, Chair

Approved: June 10, 2022

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 320-1221

Consultant: 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 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 Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Nematode Holdings, LLC for the purposes described above and in the Operations Committee Summary Sheet dated June 10, 2022 and that the Chief Financial Officer is authorized to set aside \$300,000 for such amendment, subject to the approval of the FY 2022-23 MTC budget.

Operations Committee:

Carol Dutra-Vernaci, Chair blank

Approved: June 10, 2022

Request for Committee Approval

Summary of Proposed Funding Agreement Amendment

Work Item No.: 320-1221

Consultant: 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 Committee: That the Executive Director or designee is authorized to negotiate and
enter into a funding agreement amendment with Alameda-Contra Costa
Transit District for the purposes described above and in the Operations
Committee Summary Sheet dated June 10, 2022 and that the Chief
Financial Officer is authorized to set aside \$250,000 for such
amendment, subject to the approval of the FY 2022-23 MTC budget.

Operations Committee:

Carol Dutra-Vernaci, Chair

Approved: June 10, 2022