



METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 2c
Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

TO: Operations Committee

DATE: March 3, 2017

FR: Executive Director

W. I. 6032

RE: Contract Amendment – Motorist Aid System Support: TeleTran Tek Services, Inc. (\$200,000)

Staff recommends that the Committee approve a contract amendment with TeleTran Tek Services, Inc. (TeleTran Tek) for motorist aid system support in an amount not to exceed \$200,000 for FY 2017-18 through FY 2018-19.

Background

Since 1992, MTC SAFE has employed TeleTran Tek to provide motorist aid system support in the form of data collection and analysis for the Call Box program and the Freeway Service Patrol (FSP). For the call box program, the operational data collected includes monthly call box answering statistics, maintenance repairs and service occurrences, and cellular service activities. For FSP, TeleTran Tek collects data on number and type of assists and tow truck drivers' performance.

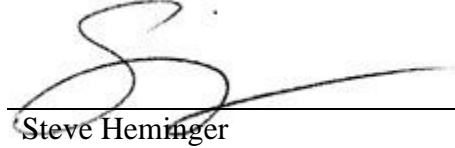
The data is used to determine the quality of service being provided by the various partners and contractors in both programs and address deficiencies. The benefits to SAFE of TeleTran Tek's role in data creation have included not just its institutional knowledge but also a consistency that is useful when evaluating multi-year trends for service planning. This has led to MTC SAFE's FSP statistics to be among the most reliable in the state (indicating useful and clear trends) for the last several years.

This Committee originally approved the contract with TeleTran Tek in May 2011. The base contract term was five years (through June 2016) with options to extend the term for up to five additional years through FY 2020-21. In May 2016, the Executive Director approved staff's recommendation for a one-year contract extension with TeleTran Tek through June 2017.

Staff now requests authority for a contract amendment with TeleTran Tek for motorist aid support services for an additional two years. While the proposed extension is less than what was initially envisioned for this contract, Staff believes that a two-year extension is a reasonable and prudent action that provides stability while preserving different options for filling the programs' future needs. TeleTran Tek is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

Recommendation

Staff recommends that this Committee authorize the Executive Director to negotiate and enter into a contract amendment with TeleTran Tek. for motorist aid support services for MTC SAFE programs in an amount not to exceed \$200,000 for FY 2017-18 through FY 2018-19.



Steve Heminger

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	6032
Contractor:	TeleTran Tek Services, Inc. San Diego, CA
Project Title:	Motorist Aid System Support
Purpose of Project:	To provide motorist aid system support for MTC SAFE for FY 2017-18 and FY 2018-19.
Brief Scope of Work:	Provide data collection and analysis services for the various motorist aid programs operated by MTC SAFE, including the FSP and Call Box Programs
Project Cost Not to Exceed:	\$200,000 (this amendment) \$541,526.00: Total Contract before this amendment \$741,526.00: Total Authorized Contract after this amendment
Funding Source:	SAFE
Fiscal Impact:	Funding for contracting year to be proposed for inclusion in agency budgets for FY 2017-18 and all subsequent contract years.
Motion by Committee:	That the Executive Director or his designee is authorized to and enter into a contract amendment with TeleTran Tek to provide motorist aid system support as described above and in the Executive Director's March 3, 2017 memorandum, and that the Chief Financial Officer is authorized to set aside funds in the amount of \$200,000 for such amendment, subject to approval of such funds in future agency budgets as specified above.
Operations Committee:	<hr/> Scott Haggerty, Chair
Approved:	March 10, 2017