

**Metropolitan Transportation Commission  
Operations Committee**

**June 11, 2021**

**Agenda Item 4b**

**Contract – Motorist Aid System Support: TeleTran Tek Services, Inc. (\$500,000)**

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**Subject:** Contract – Motorist Aid System Support: TeleTran Tek Services, Inc. (TeleTran Tek).

**Background:** Since 1992, MTC SAFE has employed a Motorist Aid System Support Consultant 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, this consultant 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.

MTC SAFE's contract with the current consultant, TeleTran Tek, is due to expire on June 30, 2021. Thus, a request for proposal (RFP) was released in March to retain a consultant to continue providing such data for both the Call Box Program and FSP. The resulting contract would be for a five-year term.

MTC SAFE received one responsive proposal from TeleTran Tek and this firm was rated based on the following three evaluation criteria: qualifications and experience of firm/personnel (40%), work plan (35%), and cost effectiveness (25%). Due to the technical nature of this data and the intensive data processing required, it is important that these services be contracted to a qualified technical consultant.

Based on the proposal evaluation of the proposer, the evaluation panel comprised of MTC SAFE staff found that TeleTran Tek's proposed cost of \$100,000 per FY is an acceptable contract price, and their familiarity with the program provides reliability and expertise in data extraction. They have extensive experience with intensive data processing and reporting for Call Box and FSP Programs in the state and have pre-existing relationships with our programs' data sources including Caltrans and California Highway Patrol (CHP). TeleTran Tek is neither a small business nor a disadvantaged business enterprise and has no subcontractors.

**Issues:** None identified.

**Recommendation:** Staff recommends that the Operations Committee authorize the Executive Director or designee to negotiate and enter into a contract with TeleTran Tek Services, Inc. for the period of July 1, 2021 through June 30, 2026 in the amount not to exceed \$500,000, subject to the annual agency budget approval.

**Attachments:** None

  
Therese W. McMillan

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract

Work Item No.:	6031
Agency:	TeleTran Tek Services, Inc. Loveland, CO
Work Project Title:	Motorist Aid System Support
Purpose of Project:	To provide motorist aid system support for MTC SAFE for FY 2022 through FY 2026.
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:	\$500,000
Funding Source:	SAFE
Fiscal Impact:	\$100,000 is subject to approval of FY 2021-22 agency budget \$100,000 is subject to approval of FY 2022-23 agency budget \$100,000 is subject to approval of FY 2023-24 agency budget \$100,000 is subject to approval of FY 2024-25 agency budget \$100,000 is subject to approval of FY 2025-26 agency budget
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into an agreement with TeleTran Tek Services, Inc. to provide the services described above and in the Operations Committee Summary Sheet dated June 11, 2021 and that the Chief Financial Officer is authorized to set aside funds for such agreement in the amount of \$100,000 for FY 2021-22; \$100,000 for FY 2022-23; \$100,000 for FY 2023-24; \$100,000 for FY 2024-25; and \$100,000 for FY 2025-26, subject to annual MTC SAFE budget approval.
Operations Committee:	<hr/> Carol Dutra-Vernaci, Chair
Approved:	Date: June 11, 2021