

**Metropolitan Transportation Commission**  
**Regional Network Management Committee**

May 10, 2024

Agenda Item 3e

**Clipper® In-Person Customer Service Centers Contract Actions: i. Contract – TTEC Government Solutions, LLC (TTEC) (\$1,725,000); ii. Contract Amendment – Nematode Holdings, LLC (Nematode) (\$315,000); iii. Funding Agreement Amendment – Alameda-Contra Costa Transit District (AC Transit) (\$250,000)**

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**Subject:**

Clipper In-Person Customer Service Centers Contract Actions: i. Contract – TTEC (\$1,725,000). ii. Contract Amendment – Nematode (\$315,000). iii. Funding Agreement Amendment – AC Transit (\$250,000).

**Background:**

The Clipper program funds in-person customer service centers at two San Francisco locations and AC Transit’s Oakland headquarters. In addition to issuing new Senior, Youth and adult Clipper cards and selling value, these service centers replace lost and damaged cards, accept cash payment for card replacement fees, distribute Clipper START materials, and provide information about how customers can obtain and use Clipper mobile cards.

**Contract Actions:**

Staff recommends that the Regional Network Management Committee authorize the Executive Director or his designated representative to enter into the following contract, contract amendment and funding agreement amendment:

- i. Clipper In-Person Customer Service Center at Embarcadero BART/Muni Metro Station: TTEC Government Solutions, LLC (TTEC) (\$1,725,000)**

One of the San Francisco Clipper in-person customer service centers is pivotally located in the Embarcadero BART/Muni Metro station, and serves between 2500 and 3000 customers a month. The current contract with TTEC expires on June 30<sup>th</sup>, 2024, and Clipper staff began a procurement for a new contract by issuing a Request for Proposals on January 22, 2024. Proposals were due February 26<sup>th</sup>, 2024, and we received one proposal from TTEC. The evaluation panel was made up of both Clipper/MTC staff and transit agency staff. Prospective contractors were evaluated on Qualifications and Team Experience (30%), Work Plan and

Approach (25%), Cost Effectiveness (10%), Price (30%), Presentation (5%), and status as a Small Business Enterprise. TTEC is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

**Issues:**

None identified.

**Recommendation:**

Staff recommends that the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into a contract with TTEC in an amount not to exceed \$1,725,000, for a period of three years, with the option to extend for five additional years, to provide Clipper customer services as described herein, subject to the approval of the Clipper Executive Board at its May 20, 2024 meeting.

**Attachment:**

- Request for Committee Approval – Summary of Proposed Contract
- ii. **Clipper In-Person Customer Services at the Bay Crossings Store (San Francisco Ferry Building): Nematode Holdings, LLC (Nematode) (\$315,000)**

Under the proposed contract amendment, Nematode would continue to provide Clipper customer services at its Bay Crossings store, as well as operate and maintain the Real-Time Ferry Departure Flap Sign System, in the Ferry Building. MTC first executed a sole source contract with Nematode in December 2010 to offer Clipper services. In July 2020, MTC executed a new sole source contract with Nematode due to the Bay Crossings store still being the only Ferry Building vendor selling transit value and providing information on behalf of multiple transportation partners. This sole source amendment would extend operations through June 30, 2025. Nematode is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

**Issues:**

None identified.

**Recommendation:**

Staff recommends that the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with Nematode in an amount not to exceed \$315,000, to provide services as described herein, subject to the approval of the Clipper Executive Board at its May 20, 2024 meeting.

**Attachment:**

- Request for Committee Approval – Summary of Proposed Contract Amendment
- iii. **Funding Agreement Amendment – Clipper In-Person Customer Service Center 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 Oakland, walkable to several bus lines and BART's 12th and 19th Street stations. The amendment would extend operations through June 30, 2025.

**Issues:**

None identified.

**Recommendation:**

Staff recommends the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into a funding agreement amendment with AC Transit in an amount not to exceed \$250,000 to provide in-person Clipper customer services as described herein, subject to the approval of the Clipper Executive Board at its May 20, 2024 meeting.

**Attachment:**

- Request for Committee Approval – Summary of Proposed Funding Agreement Amendment



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Andrew B. Fremier

## Request for Committee Approval

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### Summary of Proposed Contract

Work Item No.: 322-1220

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: \$1,725,000

Funding Source: Regional Measure 2 Marketing and Operations, STA, State of Good Repair

Fiscal Impact: Funds dependent on approval of the FY 2024-25 MTC agency budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract with TTEC Government Solutions, LLC for the purposes described above and in the Regional Network Management Committee Summary Sheet dated May 10, 2024 and that the Chief Financial Officer is authorized to set aside \$1,725,000 for such contract, subject to the approval of the FY 2024-25 MTC budget and subject to the approval of the Clipper Executive Board.

Regional Network  
Management Committee:

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David Rabbitt, Chair

Approved: May 10, 2024

## Request for Committee Approval

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### Summary of Proposed Contract Amendment

Work Item No.: 322-1220

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: \$315,000 (this amendment)  
Total Contract value including amendments before this amendment is \$1,223,284  
Total Contract amount with this amendment is \$1,538,284

Funding Source: Regional Measure 2 Marketing and Operations, STA, State of Good Repair

Fiscal Impact: Funds dependent on approval of the FY 2024-25 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 Regional Network Management Committee Summary Sheet dated May 10, 2024 and that the Chief Financial Officer is authorized to set aside \$315,000 for such amendment, subject to the approval of the FY 2024-25 MTC budget and subject to the approval of the Clipper Executive Board.

Regional Network  
Management Committee:

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David Rabbitt, Chair

Approved: May 10, 2024

## Request for Committee Approval

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### Summary of Proposed Funding Agreement Amendment

Work Item No.: 322-1220

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 Contract value including amendments before this amendment is \$3,034,200

Total Contract amount with this amendment is \$3,284,200

Funding Source: Regional Measure 2 Marketing and Operations, STA, State of Good Repair

Fiscal Impact: Funds dependent on approval of the FY 2024-25 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 Regional Network Management Committee Summary Sheet dated May 10, 2024 and that the Chief Financial Officer is authorized to set aside \$250,000 for such agreement, subject to the approval of the FY 2024-25 MTC budget and subject to the approval of the Clipper Executive Board.

Regional Network  
Management Committee:

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David Rabbitt, Chair

Approved: May 10, 2024