

**Metropolitan Transportation Commission**  
**Operations Committee**

**June 9, 2023**

**Agenda Item 4c**

**Clipper® In-Person Customer Service Centers Contract Actions:**

- i. Contract Amendment – TTEC Government Solutions, LLC (TTEC) (\$520,000);**
- ii. Contract Amendment – Nematode Holdings, LLC (Nematode) (\$300,000);**
- iii. Funding Agreement Amendment – Alameda-Contra Costa Transit District (AC Transit) (\$245,000)**

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**Subject:**

Clipper In-Person Customer Service Centers Contract Actions: i. Contract Amendment – TTEC Government Solutions, LLC (TTEC) (\$520,000). ii. Contract Amendment – Nematode Holdings, LLC (Nematode) (\$300,000). iii. Funding Agreement Amendment – Alameda-Contra Costa Transit District (AC Transit) (\$245,000).

**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. The Clipper Executive Board approved all of these proposed contract actions at its May 22, 2023 meeting.

**Contract Actions:**

Staff recommends that the Operations Committee authorize the Executive Director or his designated representative to enter into the following contract amendments and funding amendment:

- i. Clipper In-Person Customer Service Center at Embarcadero BART/Muni Metro Station: TTEC Government Solutions, LLC (\$520,000)**

Under the proposed contract amendment, TTEC would continue to operate a Clipper customer service center at the Embarcadero station. This contract is the result of this Committee’s approval of a competitive award to Faneuil, Inc. in April 2017. MTC agreed to a contract assignment by Faneuil, Inc. to TTEC, effective April 1, 2022. Per the terms of the

procurement, Fiscal Year 2023-24 marks the final year to extend the agreement. The amendment would extend operations through June 30, 2024. TTEC is neither a small business nor a disadvantaged business enterprise and currently 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 amendment with TTEC in an amount not to exceed \$520,000 to provide Clipper customer services as described herein.

**Attachment:**

Request for Committee Approval – Summary of Proposed Contract Amendment

**ii. Clipper In-Person Customer Services at the Bay Crossings Store (San Francisco Ferry Building): Nematode Holdings, LLC (\$300,000)**

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. The amendment would extend operations through June 30, 2024. Nematode is neither a small business nor a disadvantaged business enterprise and currently 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 amendment with Nematode in an amount not to exceed \$300,000 to provide services as described herein.

**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 (\$245,000)**

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, 2024.

**Issues:**

None identified.

**Recommendation:**

Staff recommends the Operations 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 \$245,000 to provide in-person Clipper customer services as described herein.

**Attachment:**

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



Andrew B. Fremier

## Request for Committee Approval

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### 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: \$520,000 (this amendment)

Total Contract value including amendments before this amendment is \$2,569,310

Total Contract amount with this amendment is \$3,089,310

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

Fiscal Impact: Funds dependent on approval of the FY 2023-24 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 9, 2023 and that the Chief Financial Officer is authorized to set aside \$520,000 for such amendment, subject to the approval of the FY 2023-24 MTC budget.

Operations Committee: blank

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Approved: June 9, 2023

## Request for Committee Approval

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### 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 including amendments before this amendment is \$926,212

Total Contract amount with this amendment is \$1,226,212

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

Fiscal Impact: Funds dependent on approval of the FY 2023-24 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 9, 2023 and that the Chief Financial Officer is authorized to set aside \$300,000 for such amendment, subject to the approval of the FY 2023-24 MTC budget.

Operations Committee:

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David Rabbit, Chair

Approved: June 9, 2023

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## Request for Committee Approval

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### 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: \$245,000 (this amendment)  
Total Funding Agreement value including amendments before this  
amendment is \$2,789,400  
Total Contract amount with this amendment is \$3,034,400

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

Fiscal Impact: Funds dependent on approval of the FY 2023-24 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 9, 2023 and that the Chief  
Financial Officer is authorized to set aside \$245,000 for such  
amendment, subject to the approval of the FY 2023-24 MTC budget.

Operations Committee:

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David Rabbit, Chair

Approved: June 9, 2023