

**Metropolitan Transportation Commission  
Operations Committee**

**April 14, 2023**

**Agenda Item 4d**

**Contract – Regional Transit Connection (RTC) Operations: TransSIGHT LLC  
(TransSIGHT) (\$1,565,250)**

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**Subject:**

Request for approval of a contract with TransSIGHT for eligibility verification and customer service for the RTC program in an amount not to exceed \$1,565,250.

**Background:**

The RTC discount card is available to persons with qualifying disabilities. Individuals may use the card as proof of eligibility to receive discounted fares on a fixed route, rail, and ferry systems throughout the San Francisco Bay Area. It is also a Clipper card, and individuals can add cash value or passes to their card. Each transit agency's specific fare information and discounts can be found on its website.

Applications for the RTC program are accepted in-person at participating San Francisco Bay Area transit agencies and by mail. Applicants are verified for eligibility against the program guidelines by an eligibility verifier.

MTC conducted a competitive procurement for a new eligibility verifier for the RTC program. The RFP was issued on December 16<sup>th</sup>, 2022 and one proposal was received -- from TransSIGHT.

The prospective contractor was evaluated on qualifications and team experience, approach, experience handling PII/private information, cost effectiveness and presentation. The prospective contractor was also evaluated on its status as a Small Business Enterprise or the status of its subcontractors as Small Business Enterprises. There was a total of 110 available points in the scoring. Following are the scores for TransSIGHT:

- Qualifications and Team Experience: 23.4
- Approach: 16.8
- Experience handling PII/private information: 15
- Cost Effectiveness: 30

- Presentation: 3.2
- Small Business Enterprise: 10

Total points awarded were 96.

TransSIGHT's subcontractor for this contract would be Magellan Solutions, USA.

The Clipper Executive Board approved the proposed contract at its March 27, 2023 meeting.

**Issues:**

None identified.

**Recommendations:**

Staff recommends that the Operations Committee authorize the Executive Director or designee to negotiate and enter into a contract with TransSIGHT in an amount not to exceed \$1,565,250 for the RTC Eligibility Verifier services described above, for a period of four years ending on June 30, 2027.

**Attachments:**

- Attachment A: Disadvantaged Business Enterprise and Small Business Enterprise Status
- Request for Committee Approval – Summary of Proposed Contract

  
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Andrew B. Fremier

Attachment A

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**Disadvantaged Business Enterprise and Small Business Enterprise Status**

	<b>Firm Name</b>	<b>Role on Project</b>	<b>DBE* Yes / No</b>	<b>If DBE Yes, List #</b>	<b>SBE** Yes / No</b>	<b>If SBE Yes, List #</b>
Prime Contractor	TransSIGHT	Prime contractor	No		Yes	2004682
Subcontractor	Magellan Solutions, USA	General support	No		No	

\*Denotes certification by the California Unified Certification Program (CUCP).

\*\*Denotes certification by the State of California.

## Request for Committee Approval

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### Summary of Proposed Contract

Work Item No.:	1221
Consultant:	TransSIGHT LLC Pleasanton, CA
Work Project Title:	Regional Transit Connection (RTC) Program Eligibility Verifier
Purpose of Project:	To provide eligibility verification and customer service to RTC customers.
Brief Scope of Work:	Consultant will be responsible for data entry for applicants, verifying the eligibility of applicants, notifying applicants who do not qualify that their applications have been denied, ordering cards for approved applicants, participating in an appeals process for denied applications, collecting fees for replacement and attendant-limited cards, maintaining the security of all personally-identifiable information and other confidential information, and generating reports.
Project Cost Not to Exceed:	\$1,565,250
Funding Source:	Transit Operator Funds
Fiscal Impact:	Funding subject to inclusion in 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 with TransSIGHT for eligibility verification and customer service for the Regional Transit Connection (RTC) program, as described above and in the Operations Committee Summary Sheet dated April 14, 2023, and that the Chief Financial Officer is authorized to set aside \$1,565,250 for such contract, subject to inclusion in the FY 2023-24 MTC agency budget.
Operations Committee:	<hr/> David Rabbitt, Chair
Approved:	April 14, 2023