



Clipper ® Contract – Regional Transit Connection (RTC) Operations: TransSIGHT

Clipper Executive Board

March 27, 2023

Proposed Contract with TransSIGHT (\$1,565,250)

The Regional Transit Connection (RTC) program is Clipper's discount program for customers with qualifying disabilities. Operation of the RTC program requires the services of an eligibility verifier.

Responsibilities of the verifier:

- 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 cards
- Maintaining the security of all personally-identifiable and other confidential information
- Generating reports



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- MTC's contract with the current verifier expires on 8/31/23
- MTC conducted a procurement for a new verifier in December 2022 and received one proposal from TransSIGHT
- Staff completed their evaluation in February 2023

Your RTC Clipper Card



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Prospective contractor evaluations:

- Qualifications and team experience: 23.4/30
- Approach: 16.8/20
- Experience handling PII/private information: 12.6/15
- Price: 30/30
- Presentation: 3.2/5
- SBE: 10/10
- Total: 96/110

