



Memorandum

Joseph P. Bort MetroCenter • 101 Eighth Street • Oakland, CA 94607-4700
Tel. 510.464.7734 • TDD/TTY 510.464.7769 • FAX 510.464.7848 • E-Mail info@mtc.dst.ca.us



To: Operations Committee

Date: November 7, 2008

From: Executive Director

Re: Contract Amendment – Call Box Call Answering Center – Connections
Communication Services

On November 12, 2004, following a competitive procurement, the SAFE Operations Committee authorized a contract with Connections Communication to implement and operate a call answering center to handle calls originating from the SAFE's system of 2,100 call boxes. The current contract is due to expire on December 31, 2008 but allows for one two-year extension, based on the terms of the competitive solicitation.

Due to their excellent performance staff is requesting that the Committee authorize continued call answering services from Connections Communication for an additional two-year period in the amount of \$140,000 per calendar year.

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Connections Communication Services to extend the contract period to December 31, 2010 and to add \$280,000 to contract for that period, subject to annual SAFE budget approvals.

Steve Heminger

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REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.: 1231

Contractor Connections Communication Services
San Francisco, CA

Work Project Title Call Box Call Answering Center

Purpose of Project: Provide call box call answering services for MTC SAFE

Brief Scope of Work: Handle MTC SAFE call box calls and facilitate the efficient, effective dispatch of motorist aid on Bay Area highways in a professional, cost effective manner.

Project Cost Not to Exceed: \$280,000 this amendment

Funding Source: SAFE

Fiscal Impact: Funds for the first year of the project are included in current annual budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Connections Communication Services to provide call box call answering services for MTC SAFE and that the Chief Financial Officer is authorized to set aside funds for such contract amendment in the amount of \$280,000, subject to approval of future annual SAFE budgets.

SAFE Operations
Committee:

Approved: _____ Date: Nov. 14, 2008
Sue Lempert, Chairperson