



METROPOLITAN  
TRANSPORTATION  
COMMISSION  
SERVICE AUTHORITY  
FOR FREEWAYS  
AND EXPRESSWAYS

Joseph P. Bort MetroCenter  
101 Eighth Street  
Oakland, CA 94607-4700  
TEL 510.817.5700  
TDD/TTY 510.817.5769  
FAX 510.817.5848  
E-MAIL info@mtc.ca.gov  
WEB www.mtc.ca.gov

## Memorandum

Agenda Item 2c

TO: Operations Committee

DATE: May 2, 2014

FR: Executive Director

W.I.: 6031

RE: Contract Amendment – MTC SAFE Call Box Call Answering Center: CDS Net, LLC (\$140,000)

This memorandum requests Committee approval of a two-year contract amendment in an amount of \$140,000 to continue call box call answering services provided by CDS Net, LLC.

### Background

Since 1999, MTC SAFE has contracted with a private call answering center to handle call box calls. The private call answering center helps to alleviate the call load into 911 by screening call box calls and only transferring those that are appropriate for the California Highway Patrol. The private call answering center also handles calls from 511 Freeway Assist, a program that allows motorists to access call box services from their cell phones.

CDS Net, LLC, was selected to provide the call box call answering service through a competitive procurement in May 2010. This Committee approved a two-year contract with options to extend the contract for two additional two-year periods. Subsequently, one option was exercised to extend the contract term to June 30, 2014.

This amendment will exercise the remaining option to add two more years and authorize additional funding in the amount of \$70,000 in FY 2014-15 and \$70,000 in FY 2015-16 for a total of \$140,000, bringing the contract total to \$590,000 for the six-year period.

### Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a two-year contract amendment with CDS Net, LLC, in an amount not to exceed \$140,000 for continuing to provide call box call answering services as described herein.

---

Steve Heminger

SH: JM

## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Contract Amendment

Work Item No.: 6031

Contractor CDS Net, LLC  
Los Angeles, CA

Work Project Title MTC SAFE Call Box Call Answering Center

Purpose of Project: Provide call box call answering services.

Brief Scope of Work: Handle all call box calls including 511 Freeway Assist calls and transfer these calls, as necessary, to California Highway Patrol.

Project Cost Not to Exceed: \$140,000 this amendment  
Total Contract before this amendment = \$450,000  
Total Authorized Contract after this amendment = \$590,000

Funding Source: MTC SAFE

Fiscal Impact: \$70,000 is proposed in FY 2014-15 budget, subject to approval; \$70,000 is subject to approval of the FY 2015-16 budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with CDS Net, LLC for call box call answering services as described above and in the Executive Director's memorandum dated May 2, 2014, and the Chief Financial Officer is authorized to set aside funds in the amount of \$70,000 for FY 2014-15 and \$70,000 for FY 2015-16 for such amendment, subject to approval of future budgets.

Operations Committee:

---

Jake Mackenzie, Chair

Approved:

Date: May 9, 2014