Clevor Consulting Contract Amendment #3
Business Item: 2026-193

- Proposed Action
  - That the Metropolitan Council authorize the Regional Administrator to execute Amendment #3 to the contract 22P161 for $962,787.50 with Clevor Consulting Group for continued technical, strategic, and operational support of the Fare System Upgrade program with a total contract value not to exceed $2,962,987.50.

Clevor Contract Amendment #3
Summary Term & Value

Clevor Consulting Base Contract Awarded through Competitive Bid Process – June 2023	
Initial Contract Period	June 2023 – June 2029
Base Value	$1,824,792
Previous Amendments	$175,408
Current Request – Amendment #3	$962,787.50
New Total Contract Value	$2,962,987.50

Clevor Consulting Contract Amendment #3

- Summary Need
  - Regional Fare System program replaces the nearly 20-year-old system with current technology to improve security, reliability and customer experience.
  - An unexpected shift from on-premise to vendor managed cloud hosting, combined with extended vendor timelines, required extensive unbudgeted support from Clevor.
  - Since 2023, Clevor Consulting has served as a key technical and operational partner, supporting Information Services, Revenue Operations, Customer Service, Marketing, and other critical program functions.

Clevor Consulting Contract Amendment #3

- Benefits of Amendment for continuation of Clevor Consulting
  - Continued support of proven resources supports goal of delivering modern fare system that improves security, reliability and customer convenience.
  - Maintains project stability by providing continuity of dedicated expertise with deep knowledge of program, vendor contract and program personnel.
  - Provides key expert resources for critical upcoming testing and transition program phases.

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