

**Metropolitan Transportation Commission  
Operations Committee**

**July 8, 2022**

**Agenda Item 4e**

**Next Generation Clipper Contract Amendment – Design, Development, Installation,  
Testing and Training for the Next Generation Clipper Customer Service Center – WSP  
USA Services, Inc. (\$996,060)**

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**Subject:**

A contract amendment to revise the design and development scope of work and the training and transition scope of work and budget for the Next Generation (C2) Clipper Customer Service Center based on changes in C2 roll-out: WSP USA Services, Inc. (WSP) (\$996,060).

**Background:**

After a competitive procurement, WSP was selected in May 2021 to serve as the Customer Service Center (CSC) vendor for the Next Generation Clipper regional fare payment system. Work commenced in the summer of 2021 and has been in the Design and Development phase. The subsequent phases are Installation and Testing and Training and Transition.

Additional tasks have been identified since the commencement of the contract. We expected there would be additional work that would require extra effort when the proposals for the CSC were submitted. WSP's new work in the Design and Development phase will be:

- Additional design and development work necessary to support custom application program interfaces (APIs).
- Additional design and development work to address payment card industry compliance ensuring the safest transmission of payment card information.

WSP's new work in the Installation and Testing and Training and Transition phase will be:

- Reallocation of operations planning Contract Submittals from the Design and Development phase;
- Additional testing of the custom developed APIs and other non-standard integrations; and
- Additional training and transition related to the need for coordinated efforts with Cubic to support the current cutover approach for customer transition.

Attachment A includes a summary of WSP and its project team's small business and disadvantaged business enterprise status.

The Clipper Executive Board approved this proposed contract amendment at its June 27, 2022 meeting.

**Issues:**

None identified.

**Recommendation:**

Staff recommends that the Operations Committee approve a contract amendment with WSP USA Services, Inc. in an amount not to exceed \$996,060 to provide support for the Next Generation Clipper Customer Service Center.

**Attachments:**

- Attachment A: Disadvantaged Business Enterprise and Small Business Enterprise Status



Therese W. McMillan

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Firm			SBE** Firm		
			Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	WSP USA Services, Inc.	Call center operations and maintenance			X			X
Subcontractor	ViaSource Solutions	Customer service representatives, business process			X			X
Subcontractor	Voxai Solutions	Omni-Channel Telephony, Subject Matter Expert			X			X
Subcontractor	Transight LLC	Technology, managed services, business analysis and data integration, fare collection	X	42484		X	2004682	
Subcontractor	Virginkar & Associates, Inc.	Customer service representatives, business process	X	46132		X	2014070	

\*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 Amendment**

Work Item No.: 2780

Consultant: WSP USA Services, Inc.  
San Francisco, CA

Work Project Title: Next Generation Clipper® Customer Service Center

Purpose of Project: Consultant will serve as the vendor of the Next Generation Clipper Customer Service Center

Brief Scope of Work: Design, installation, training and transition to an omnichannel Next Generation Clipper customer service center that provides a seamless transition for current Clipper customers and provides customer service using more channels, to match changing customer preferences.

Project Cost Not to Exceed: This contract amendment: \$996,060  
Current contract amount before this contract amendment: \$20,709,014  
Maximum contract amount after this contract amendment: \$21,705,074

Funding Source: Regional Measure 2 Capital, Regional Measure 3, OBAG, SB1 State of Good Repair, Inactive Card Funds, Float Account Interest, Transit Agencies

Fiscal Impact: Funds included in the FY 2022-23 MTC budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with WSP USA Services, Inc. for consultant services described above and in the Operations Committee Summary Sheet dated July 8, 2022 and that the Chief Financial Officer is authorized to set aside \$996,060 for such amendment.

Operations Committee:

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Carol Dutra-Vernaci, Chair

Approved: July 8, 2022