

**Metropolitan Transportation Commission
Operations Committee**

July 8, 2022

Agenda Item 4f

**Next Generation Clipper System Integrator Contract Change Order – Implementation
Support for the Next Generation Clipper Customer Service Center: Cubic Transportation
Systems, Inc. (\$1,500,000)**

Subject:

A change order to provide support for the Next Generation Clipper® Customer Service Center: Cubic Transportation Services, Inc. (Cubic) (\$1,500,000).

Background:

Cubic is the Next Generation Clipper system integrator, responsible for overall development and operations of the new Clipper system. WSP USA Services, Inc. (WSP) is responsible for design, implementation and operation of an omnichannel customer service center. Cubic and WSP are responsible for coordinating the design and delivery of the new Clipper customer service center for the Next Generation Clipper system. This requires integration between a Cubic-provided solution for the overall Clipper system and the WSP-provided customer service system. The two contractors have been collaborating since fall 2021 on design of new and improved customer services. We expected there would be additional work that would require extra effort when the proposals for the CSC were submitted.

Cubic currently has scope changes necessary to support the WSP's technical approach. The reasons for those scope changes are:

- Development work to support the integration with the omnichannel contact center solution provided by WSP;
- Development work to support single sign-on capability for WSP customer service representatives (CSRs) so that they will automatically be logged in to the customer relationship management (CRM) system when they log in to WSP's environment;
- Incorporation of the WSP-provided chat function with the Next Generation Clipper customer website and mobile app;
- Development work to support customer self-service options for the WSP-provided Interactive Voice Response (IVR) solution; and

- Revisions to the payment flow in the CRM to incorporate WSP's card masking solution to allow CSRs to accept payment card updates during an active call with a customer.

Cubic is neither a small business nor a disadvantaged business enterprise and has no subcontractors.

The Clipper Executive Board approved this proposed change order at its June 27, 2022 meeting.

Issues:

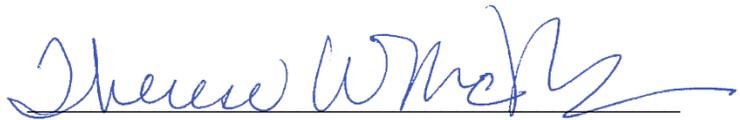
None identified.

Recommendation:

Staff recommends that the Operations Committee approve a change order with Cubic Transportation Systems, Inc. in an amount not to exceed \$1,500,000 to provide support for the Next Generation Clipper Customer Service Center.

Attachments:

- None



Therese W. McMillan

Request for Committee Approval

Summary of Proposed Contract Change Order

Work Item No.: 2780

Consultant: Cubic Transportation Systems, Inc.
San Diego, CA

Work Project Title: Next Generation Clipper® Customer Service Center

Purpose of Project: Provide support for the Next Generation Clipper Customer Service Center

Brief Scope of Work: Coordinate with Next Generation Clipper customer service center contractor to provide a seamless transition for current Clipper customers and provide customer service using more channels, to match changing customer preferences.

Project Cost Not to Exceed: This change order: \$1,500,000
Current contract amount before this change order: \$434,186,058
Maximum contract amount after this change order: \$435,686,058

Funding Source: Regional Measure 2 Capital, Regional Measure 3, OBAG, SB1 State of Good Repair, Inactive Card Funds, Float Account Interest, FTA funds, 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 change order with Cubic Transportation Systems, Inc. described above and in the Operations Committee Summary Sheet dated July 8, 2022 and that the Chief Financial Officer is authorized to set aside \$1,500,000 for such change order.

Operations Committee: _____ blank
Carol Dutra-Vernaci, Chair blank

Approved: July 8, 2022