

Metropolitan Transportation Commission
Regional Network Management Committee

June 12, 2026

Agenda Item 2d – 26-0538

Change Order – Next Generation Clipper® Customer Service Center: WSP USA Services, Inc., that Revises the Payment Form and the Period of Performance for the Operations of the Next Generation Clipper Customer Service Center

Subject:

Request for approval of a Change Order with WSP USA Services, Inc. that revises the payment form and the period of performance for the operations of the Next Generation Clipper Customer Service Center.

Background:

After a competitive procurement, WSP USA Services, Inc. (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, but WSP has repeatedly flagged the risk of increased costs due to the extended Next Generation Clipper system delivery schedule. Consequently, MTC executed nine Change Orders to the Contract that have been needed to update Guaranteed Completion dates, revise payment amounts and milestones for deliverables dependent on the progress of the Next Generation Clipper System Integrator, and extend time and materials payments for operations and maintenance work needed for staffing, training, testing and providing customer service support for system testers and BART's open payments customers prior to the full start of Customer Transition on December 10, 2025.

The original Contract budget was intended to fund four years of operations and maintenance work. MTC and WSP negotiated a monthly fixed-fee price based on a scope of work that would include handling up to 12,000 contacts and the processing of up to 2,500 discount card applications per month. While the estimated number of contacts reflected a combination of pre-pandemic and pandemic-era activity volumes being handled by the Clipper Customer Service Center when the contract was negotiated in 2021, contact trends began changing during the years preceding the full launch of the Next Generation Clipper System. During the 2024 to 2025 period, staff observed that monthly call volumes regularly fell within a 24,000 to 28,000 range.

Consequently, MTC and WSP began renegotiating the monthly operations and maintenance fee with a new baseline of 26,000 monthly contacts in mind.

The staffing required to handle this increased call volume and maintain reasonable hold times for Clipper customers are significantly higher and require a more than doubling of the monthly fixed fee compensation to WSP as compared with scope originally budgeted. Consequently, staff is recommending retaining the existing Contract budget but reducing the full operations period from 4 years to a 19-month period spanning from the start of Clipper customer transition in December 2025 to June 30, 2027. Between now and the end of the calendar year, MTC staff will continue to track contact volume trends and work with WSP to identify opportunities to streamline process flows, leverage technology improvements and promote self-service tools to reduce costs and better serve Clipper customers. The outcomes of this effort will inform staff's planning and budgeting for Clipper customer service support beyond June 30, 2027, and staff will return to this committee before the end of the fiscal year with a request for a subsequent Change Order that reflects our recommendations for changes in budget and period of performance. Staff recommends this Committee approve this proposed contract Change Order. The Clipper Executive Board approved this proposed contract action at its June 1, 2026 meeting.

Issues:

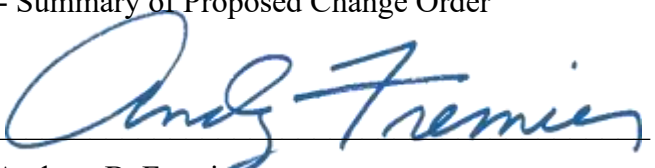
None identified.

Recommendation:

Staff recommends that the Regional Network Management Committee approve a Change Order with WSP USA Services, Inc. to modify the contract payment form and the period of performance of full operations and maintenance tasks associated with the provision to support the Next Generation Clipper Customer Service Center.

Attachments:

- Attachment A: Small Business Enterprise Status
- Request for Committee Approval - Summary of Proposed Change Order


Andrew B. Fremier

Small Business Enterprise Status

	Firm Name	Role on Project	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	WSP USA Services, Inc.	Call center operations and maintenance	No	N/A
Subcontractor	ViaSource Solutions	Customer service representatives, business process	No	N/A
Subcontractor	Voxai Solutions	Omni-channel telephony, subject matter expert	No	N/A
Subcontractor	TransSIGHT LLC	Technology, managed services, business analysis and data integration, fare collection	Yes	2004682
Subcontractor	Virginkar & Associates, Inc.	Customer service representatives, business process	Yes	2014070

Footnote

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Change Order

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 serves as the vendor of the Next Generation Clipper Customer Service Center

Brief Scope of Work: Operations and maintenance of the Next Generation Clipper Customer Service Center

Project Cost Not to Exceed: This Change Order: \$0
Current contract amount before this Change Order: \$22,554,214
Maximum contract amount after this Change Order: \$22,554,214

Funding Source: N/A

Fiscal Impact: N/A

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a Change Order with WSP USA Services, Inc. for consultant services described above and in the Regional Network Management Committee Summary Sheet dated June 12, 2026.

Regional Network
Management Committee:

Candace Andersen, Chair

Approved: June 12, 2026