

Clipper® Executive Board

June 27, 2022

Agenda Item 3c

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)

Subject:

A contract amendment to revise the design and development scope of work and budget for the Next Generation Clipper (C2) 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. We expected there would be additional work that would require extra effort when proposals were submitted for the CSC. Additional tasks have been identified since the commencement of the contract:

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 tasks to help coordinate efforts with Cubic to support the current cutover approach for customer transition.

Issues:

None identified.

Recommendation:

Staff recommends that the Clipper Executive Board approve a contract amendment with WSP USA Services, Inc. in an amount not to exceed \$996,060 to revise the design and development scope of work and budget for the Next Generation Clipper Customer Service Center.

Attachments:

None.



Carol Kuester

Request for Board Approval

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: To design, develop, install, test, train and transition to an omnichannel Next Generation Clipper customer service center

Brief Scope of Work: To revise the scope of work and budget for the Next Generation Clipper customer service center project to accommodate changes in the Next Generation Clipper system implementation.

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: SB1 State of Good Repair

Fiscal Impact: Funds to be included in the FY 2022-23 MTC budget, subject to approval

Motion by Committee: That the Clipper Executive Board approve a contract amendment with WSP USA Services, Inc., for the purposes described above and in the Clipper Executive Director's memorandum dated June 27, 2022.

Operations Committee:

Robert Powers, Chair

Approved: June 20, 2022