

Metropolitan Transportation Commission
Regional Network Management Committee

January 10, 2025

Agenda Item 2b

**Change Order – Next Generation Clipper® Customer Service Center – WSP USA Services,
Inc. (\$2,000,000)**

Subject:

Request for approval of a Change Order with WSP USA Services, Inc. for the development of the Next Generation Clipper Customer Service Center for an amount not to exceed \$2,000,000.

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 and has been in the Installation, Testing and Training, and Transition phases.

WSP flagged the risk of increased costs due to the extended Next Generation Clipper system delivery schedule. The Project Readiness Milestones where the contractor demonstrates readiness for Pre-Transition Pilot Test has been delayed to early 2025. In mitigation discussions, MTC and WSP agreed to adjust Project Readiness terms and conditions to address ongoing risks. WSP cannot move into full operations until the Next Generation Clipper system is deployed, CSC has demonstrated Project Readiness, all training is completed, and CSC staffing has increased to full operations level.

As part of MTC's mitigation approach and changes in Project Readiness terms and conditions, MTC reclassified the First Nine-Months of Time and Materials phase from an operating to a capital expense. Staff recommends modifying the capital budget to reallocate \$2,000,000 in operating funds to capital pending approval by the Clipper Executive Board at its January 27, 2025 meeting.

Attached is a summary of WSP and its project team's small business and disadvantaged business enterprise status.

Issues:

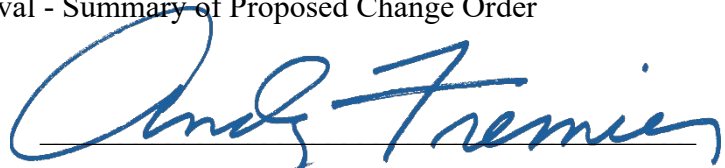
None identified.

Recommendation:

Staff recommends that the Regional Network Management Committee approve a Change Order with WSP USA Services, Inc. in an amount not to exceed \$2,000,000 to provide support for the Next Generation Clipper Customer Service Center.

Attachments:

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



Andrew B. Fremier

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes / No	If DBE Yes, List #	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	WSP USA Services, Inc.	Call center operations and maintenance	No	N/A	No	N/A
Subcontractor	ViaSource Solutions	Customer service representatives, business process	No	N/A	No	N/A
Subcontractor	Voxai Solutions	Omni-channel telephony, subject matter expert	No	N/A	No	N/A
Subcontractor	TransSIGHT LLC	Technology, managed services, business analysis and data integration, fare collection	Yes	42484	Yes	2004682
Subcontractor	Virginkar & Associates, Inc.	Customer service representatives, business process	Yes	46132	Yes	2014070

*Denotes certification by the California Unified Certification Program (CUCP).

**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: Implement Information Technology Service Management solution, support split of testing for the Next Generation Clipper Customer Service Center, and extend project schedule.

Project Cost Not to Exceed: This Change Order: \$2,000,000
Current contract amount before this Change Order: \$22,554,214
Maximum contract amount after this Change Order: \$24,554,214

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

Fiscal Impact: Funds included in the FY 2024-25 MTC budget

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 January 10, 2025, and that the Chief Financial Officer is authorized to set aside \$2,000,000 for such Change Order.

Regional Network
Management Committee:

David Rabbitt, Chair

Approved: January 10, 2025