

Metropolitan Transportation Commission
Regional Network Management Committee

November 3, 2023

Agenda Item 2b

**Change Order – Next Generation Clipper® Customer Service Center – WSP USA Services,
Inc. (\$849,140)**

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 \$849,140.

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 has identified some changes from the original Next Generation Clipper CSC Request for Proposal (RFP) that necessitate three changes to the contract as follows:

- **New Information Technology Service Management (ITSM) solution necessary for Next Generation Clipper CSC ongoing operations:** The first change is for the provision of an ITSM solution for the Next Generation Clipper CSC. An ITSM is the solution through which customer service representatives and other Next Generation Clipper CSC staff will report program and system issues (e.g., a program is not working correctly, they are having network connection issues, etc.). This change is to address a prior misunderstanding of how the Next Generation Clipper System Integrator (SI) ServiceNow solution for reporting issues would be used. The ServiceNow solution is designed to support transit operator tracking of field equipment health and reporting to the Next Generation Clipper SI of equipment issues. WSP has proposed using its standard corporate solution, which will limit the level of effort needed to stand up the solution. Work will include updates, as needed, to design documentation for operations approach and operations procedures and the work to stand up and test the system for the Next Generation Clipper CSC. The amount for this change is \$309,860.

- **Additional Effort to Support Split Next Generation Clipper System Testing Cycles:**
The RFP included a constrained 9-month delivery schedule for the Next Generation Clipper CSC with a single, coordinated set of testing activities between the Next Generation Clipper CSC and Next Generation Clipper SI. With the change in testing approach and multiple testing stages for the Next Generation Clipper SI, WSP will now have to support additional testing cycles for system integration and Next Generation Clipper CSC project readiness prior to Pre-Transition Pilot Testing. The amount for this change is \$373,143.
- **Extended Project Schedule:** The Next Generation Clipper program schedule has been extended an additional four months, with the start of Pre-Transition Pilot Testing now planned for spring rather than early in the new year. The amount for this change is \$166,137.

Attached is a summary of WSP and its project team's small business and disadvantaged business enterprise status. The Clipper Executive Board approved this proposed Change Order at its October 23, 2023, meeting.

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 \$849,140 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: \$849,140
Current contract amount before this Change Order: \$21,705,074
Maximum contract amount after this Change Order: \$22,554,214

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 2023-24 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 November 3, 2023, and that the Chief Financial Officer is authorized to set aside \$849,140 for such Change Order.

Regional Network
Management Committee:

David Rabbitt, Chair

Approved: November 3, 2023