

Clipper® Executive Board

October 23, 2023

Agenda Item 2b

Clipper® Next Generation Customer Service Center – WSP USA Services Inc. Change Order (\$849,150)

Subject:

Request for approval of a change order to implement changes related to the alignment of the Clipper Next Generation Customer Service Center (CSC) program for reporting system issues with the Clipper System Integrator (SI), testing of the CSC system in multiple cycles, and extending the CSC project schedule.

Background:

WSP USA Services Inc. (WSP), the Next Generation Clipper Customer Center (CSC) Contractor, has identified the following changes to the CSC scope of work, which MTC agrees are necessary:

- **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.). The reason for this change is that there is now a clearer understanding 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 their 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 extended 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.

Issues:

None identified.

Recommendation:

Staff recommends that the Board approve a Change Order with WSP USA Services Inc. in an amount not to exceed \$849,140 to provide services to be rendered as described above.

Attachments:

None.



Carol Kuester

Request for Board Approval

Summary of Proposed Change Order

Contractor (or “Consultant”): WSP USA Services Inc.
San Francisco, CA

Work Project Title: Next Generation Clipper Customer Service Center

Purpose of Project: To provide excellent customer service to customers of the Next Generation Clipper system

Brief Scope of Work: To implement a new Information Technology Service Management solution, split testing into two cycles, and extend the project schedule

Project Cost Not to Exceed: \$849,140

Funding Source: State Transit Assistance, subject to an amendment of the MTC 2023 Agency budget

Fiscal Impact: None

Motion by Board: That a change order with WSP USA Inc. for the purposes described above and in the Clipper Executive Director’s summary sheet dated October 23, 2023, is hereby approved by the Clipper Executive Board.

Clipper Executive Board:

April Chan, Vice Chair

Approved: October 23, 2023