

**BART Agreement Number: 6M8143**

**Approval Date: 08/24/2020**

**Work Plan No. C.02-01 – Passenger Information System Discovery and Concept of Operations**

**Scope:**

Upon selection for the program, the Consultant will perform the following work:

- Current customer information system and data discovery.
- Perform industry research to identify PIS available in the market.
- Prepare Concept of Operations.
- Prepare high-level engineering estimates.
- Identify possible solution options and perform SWOT analysis.
- Support BART in preparing Federal grant proposal.

**A. PHASE 1A: SYSTEM DISCOVERY AND CONCEPT OF OPERATIONS**

**TASK 1: CURRENT SYSTEM DISCOVERY AND INDUSTRY RESEARCH**

Under this task, the consultant shall perform current customer information system and data discovery. This task will be performed by organizing working sessions, one-to-one interviews and over the shoulder approach. This task will assist in identifying the external systems that support the customer information, interface inventory, features available in the current system, and current system challenges.

Also, this task will include performing market research to identify solutions that are being used by other transit operators and what is available in the market.

**TASK 2: IDENTIFY GOALS AND OBJECTIVES**

This task entails working with the PIS stakeholders to documenting the current challenges as it pertains to customer information system and formulating PIS goals and objectives.

**TASK 3: CONCEPT OF OPERATIONS**

This task entails finalizing the PIS goals and objectives, preparing high-level use cases, and high-level requirements.

**TASK 4: HIGH-LEVEL ENGINEERING ESTIMATES**

Based in the Concept of Operations, the consultant shall prepare high-level engineering estimates providing BART an understanding of what will it take to implement PIS and its maintenance. The estimates will also be accompanied with assumptions used to prepare the engineering estimates and as applicable the basis of estimates.

**Prime: HDR Engineering**

<b>Subconsultant</b>	<b>Amount</b>	<b>DBE (Y/N)</b>	<b>SBE (Y/N)</b>
TransSight	\$ 297,534	Y	Y

**Total Work Plan Value: \$321,856**