

**BART Agreement Number: 6M8145**

**Approval Date: 02/16/2021**

**Work Plan: No. A.15-01 – Provide Organization Capacity**

**Scope:**

### **1. SCOPE OF SERVICES**

The Consultant is to provide an Organizational Change Lead and services to support the TCCCP Group Manager and the Design and Construction Chief Officer. This work shall consist of integrating and aligning with the 4 projects, defining and engaging all stakeholders, developing and delivering communications, identifying and documenting project and program impacts on employees, measuring and reporting on BART’s readiness to accept and adopt TCCCP-driven changes, planning for post go-live support and sustainment of change. This scope represents an FTE of .5 and the position will report directly to the Core Capacity Group Manager.

Specific duties and responsibilities for the Organizational Change Management Lead shall include, but not be limited to, the following:

1. Aligning with TCCCP project scope and deliverables timeline, reporting on key Change KPIs, and participating in Lessons Learned Sessions
2. Engage and coach (where needed) BART and Union Leadership, and prepare regular Change Management updates
3. Define opportunities for engaging employees, and create/deliver communications
4. Identify impacts using appropriate methods, including deep-dives with stakeholders to:
5. Define Readiness measures and report on progress, challenges and risks
6. Create a framework for a Change Network, identify participants and facilitate regular meetings/activities
7. Create User Support Materials and ensure the Training strategy and plan are aligned with Organizational Readiness goals
8. Plan for sustainment of changes and ensure post go-live support is in place

**Prime: Jacobs**

<b>Subconsultant</b>	<b>Amount</b>	<b>DBE (Y/N)</b>	<b>SBE (Y/N)</b>
Newhouse Project Consulting	\$ 222,000	Y	Y

**Total Work Plan Value: \$ 247,336**