

**Metropolitan Transportation Commission
Regional Network Management Committee**

July 11, 2025

Agenda Item 2h

**Change Order – Clipper® Transit Benefit Support: Cubic Transportation Systems, Inc.
(Cubic) (\$250,000)**

Subject:

Request for approval of a Change Order with Cubic to provide technical and customer assistance support to transit benefit providers in the Next Generation Clipper System.

Background:

Cubic, as part of the current Clipper program has provided customer and account service to transit benefit providers (e.g. WageWorks, Edenred, etc.) who place monthly orders for their customers through the Clipper program. Once the transition to the Next Generation Clipper System begins, the transit benefit programs utilizing Clipper for direct loads onto their customers' cards will begin utilizing the new Institutional Transit Benefit portal to place their monthly orders. The transit benefit providers will require training on the new portal, as well as assistance with the new order and invoicing process. This level of support was not contemplated in the scope of work for the Next Generation Clipper Contract.

Cubic has provided a proposal to add a staff member who will be responsible for being the point of contact for the benefit providers, from training on the portal to overseeing and approving monthly orders and invoices, as well as providing ongoing customer service support for any technical or customer service issues that might arise. While this proposal is for Fiscal Year (FY) 2025-26 only, we anticipate this being an ongoing position to be included in the budget for future years should Cubic's support be satisfactory. This item is pending approval by the Clipper Executive Board (CEB) in late July 2025.

Cubic Transportation Systems is neither a small business nor a disadvantaged business enterprise.

Issues:

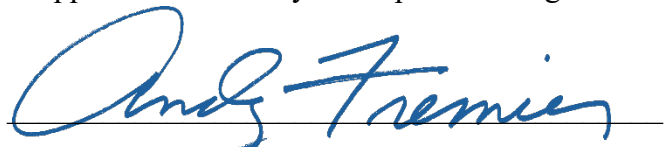
None identified.

Recommendations:

Staff recommends that the Regional Network Management Committee approve a Change Order with Cubic Transportation Systems, Inc. in an amount not to exceed \$250,000, to provide technical and customer service support in FY 2025-26 to transit benefit providers using the Clipper system.

Attachments:

- Attachment A: Request for Committee Approval – Summary of Proposed Change Order



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Change Order

Work Item No.: 2780

Consultant: Cubic Transportation Systems, Inc.
San Diego, California

Work Project Title: Change Order, Clipper Transit Benefit Support

Purpose of Project: Provide support for Institutional Transit Benefit portal

Brief Scope of Work: Provide customer service and technical support for transit benefit providers utilizing the Institutional Transit Benefit portal.

Project Cost Not to Exceed: \$250,000 for Fiscal Year (FY) 25-26

Total contract value before this Change Order = \$435,625,464

Total contract amount with this Change Order = \$435,875,464

Funding Source: State of Good Repair Funds, Fiscal Year (FY) 2026

Fiscal Impact: Funds available in the FY 2025-26 MTC agency operating budget

Motion by Committee: Pending CEB approval, that the Executive Director or designee is authorized to negotiate and enter into a Change Order with Cubic Transportation Systems, Inc. for Transit Benefit Support as described above and in the Regional Network Management Committee Summary Sheet dated July 11, 2025 and that the Chief Financial Officer is authorized to set aside \$250,000 for such Change Order.

Regional Network
Management Committee:

Alicia John-Baptiste, Chair

Approved: July 11, 2025