

**Metropolitan Transportation Commission  
Regional Network Management Committee**

**September 12, 2025**

**Agenda Item 2e**

**Contract Amendment – Eligibility Verifier Services for Means-Based Programs (Clipper START, Express Lanes START and the Bay Area Toll Payment Plan): Cubic Transportation Systems, Inc. (Cubic) (\$1,015,000)**

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**Subject:**

Request for approval of a sole source contract amendment to fund ongoing eligibility verification services for Clipper START, Express Lanes START and the Bay Area Toll Payment Plan program, in an amount not-to-exceed \$1,015,000.

**Background:**

Cubic currently provides eligibility verifier and customer assistance services for MTC's three means-based programs: Clipper START; Express Lanes START and the Bay Area Toll Payment Plan program. Clipper START was the initial means-based program supported by Cubic. Clipper START is designed to make transit more affordable for Bay Area low-income residents and establish a more consistent regional standard for fare discount policies. As part of the Clipper START program, an eligibility verifier is required to perform application intake, review, and approve and provide customer service functions.

On August 28, 2019, MTC issued a Request for Proposals (RFP) for consultant assistance for eligibility verifier services for Clipper START. MTC received one proposal that met the minimum qualifications, from Cubic Transportation Services, Inc. (Cubic). The proposal was scored using the following evaluation criteria: approach and clarity of response, cost-effectiveness, and qualifications and proposer experience. The evaluation panel scored Cubic at 82.8 percent. The former MTC Operations Committee approved a contract in the amount of \$1,700,000.

In November 2021, the Operations Committee approved a contract amendment in the amount of \$800,000 to provide eligibility verifier services for Express Lanes START. In July 2022, this committee also approved a contract amendment in the amount of \$800,000 to provide eligibility services for the Bay Area Toll Authority Means-Based Payment Plan Pilot and Pre-qualification program (also known as the Bay Area Toll Payment Plan program). The latter program launched on July 1, 2023.

**Continuing Eligibility Verification Required:**

In 2023, the Clipper START pilot was extended, and is now an ongoing program, effective May 28, 2025. The Bay Area Toll Payment Plan pre-qualification program is also ongoing, and the Express Lanes START program pilot is currently authorized to continue through March 2026. These programs use the same income requirements and accept the same forms of proof of eligibility. Since the eligibility verification process is largely the same for all three programs, there are significant cost savings to continue to contract with Cubic to perform these services. For these compelling business reasons, staff recommends continuing to use the same eligibility verifier and is prepared to execute a sole source contract amendment with Cubic in an amount not to exceed \$1,015,000. The current amount of the contract is \$3,550,000, and the new total contract amount would be \$4,565,000. The original Request for Proposals allows an extension of up to five years beyond the original period of performance to December 31, 2026. The current contract is set to expire on March 31, 2026 and staff are planning to launch a new procurement for a means-based eligibility verifier during the current calendar year.

Cubic and its sole subcontractor for this work are neither disadvantaged business enterprises nor small business enterprises.

**Issues:**

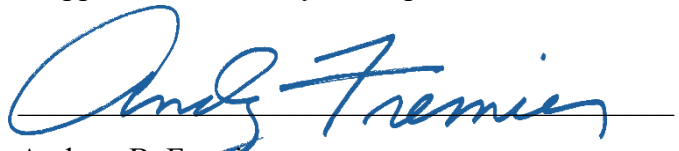
None identified.

**Recommendation:**

Staff recommends the Regional Network Management Committee authorize the Executive Director or designee to negotiate and enter into a sole source contract amendment with Cubic in an amount not to exceed \$1,015,000 to provide means-based eligibility verifier services for the ongoing Clipper START and Bay Area Toll Payment Plan programs, and the extended Express Lanes START pilot.

**Attachments:**

- Attachment A: Disadvantaged Business Enterprise and Small Business Enterprise Status
- Attachment B: Request for Committee Approval – Summary of Proposed Contract Amendment



Andrew B. Fremier

**Disadvantaged Business Enterprise and Small Business Enterprise Status**

	<b>Firm Name</b>	<b>Role on Project</b>	<b>DBE* Yes / No</b>	<b>If DBE Yes, List #</b>	<b>SBE** Yes / No</b>	<b>If SBE Yes, List #</b>
Prime Contractor	Cubic Transportation Systems, Inc.	Eligibility Verification Services	No		No	
Subcontractor	Lawrence McNutt	Telephony	No		No	

\*Denotes certification by the California Unified Certification Program (CUCP).

\*\*Denotes certification by the State of California.

**Request for Committee Approval**

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**Summary of Proposed Contract Amendment**

Work Item No.:	1311(Clipper START); 6854 (Express Lanes START); 8900 (Bay Area Toll Payment Plan)
Consultant:	Cubic Transportation Services, Inc. (Cubic) San Diego, CA
Work Project Title:	Means-Based Eligibility Verifier Services
Purpose of Project:	To provide eligibility verification services for the means-based Clipper START, Express Lanes START and the Bay Area Toll Payment Plan programs.
Brief Scope of Work:	Contractor will verify eligibility for applicants to enroll in the means-based Clipper START, Express Lanes START and the Bay Area Toll Payment Plan programs.
Project Cost Not to Exceed:	This contract amendment: \$1,015,000.  Current contract amount including amendments before this contract amendment: \$3,550,000.  Maximum contract amount after this contract amendment: \$4,565,000.
Funding Source:	STA; BAIFA Operating Funds; BATA Operating Funds
Fiscal Impact:	Funds available in the FY 2025-26 MTC, BAIFA & BATA agency's budgets.

Motion by Committee:                That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Cubic Transportation Systems, Inc. for the purposes described above and in the Regional Network Management Committee Summary Sheet dated September 12, 2025, and that the Chief Financial Officer is authorized to set aside \$1,015,000 for such amendment.

Regional Network

Management Committee:

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Alicia John-Baptiste, Chair

Approved:

September 12, 2025