

## Clipper® Executive Board

June 1, 2026

Agenda Item 2c – 26-0699

### Change Order Amendment – Next Generation Clipper® System Integrator Contract Change Order 13: Cubic Transportation Systems, Inc. (Cubic) (\$264,000)

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#### **Subject:**

Request for approval of a Change Order Amendment to the Next Generation Clipper System Integrator Contract with Cubic to provide funding for continuing technical and customer assistance support to transit benefit providers in the Next Generation Clipper System during Fiscal Year (FY) 2026-27, subject to approval of the FY 2026-27 MTC Budget.

#### **Background:**

Cubic, as part of the legacy 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. This level of support was not contemplated in the scope of work for the Next Generation Clipper Contract. Since the transition to the Next Generation Clipper System began, the transit benefit programs utilizing Clipper for direct loads onto their customers' cards have begun utilizing the new Institutional Transit Benefit portal to place their monthly orders. These institutions have required training on the new portal, assistance with the new order and invoicing process, as well as ongoing customer service, similar to the level of service provided in the legacy system.

For FY 2025-26, Cubic provided a proposal to add a staff member who would 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. The proposal was approved by this Board in July 2025, and MTC and Cubic subsequently documented this work through Change Order 13. Since that time, Cubic's resource has been onboarded and working with the transit benefit providers daily, helping to train benefit providers on the new portal, assisting with placing orders, approving orders and invoices and troubleshooting as necessary. We are requesting that the same level of support described above be maintained for FY 2026–2027. This level of resourcing reflects an ongoing need. Once the new system transitions into normal

operations, staff will evaluate whether this body of work can be effectively supported by MTC staff. This support has helped with continuity of service for our longstanding transit benefit partners and the Bay Area customers they serve.

**Issues:**

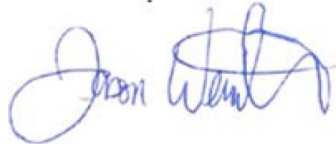
None identified.

**Recommendation:**

Staff recommends that the Board approve a change order amendment with Cubic in an amount not to exceed \$264,000, to provide technical and customer service support in FY 2026-27 to transit benefit providers using the Clipper System, as described above.

**Attachments:**

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



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Jason Weinstein

## Request for Board Approval

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### Summary of Proposed Change Order Amendment

Contractor (or “Consultant”): Cubic Transportation Systems, Inc.  
San Diego, CA

Work Project Title: Change Order Amendment, 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: \$264,000 for Fiscal Year (FY) 2026-27

Total contract value before this Change Order = \$436,471,967  
Total contract amount with this Change Order = \$436,735,967

Funding Source: Clipper Float Interest, FY 2026-27

Fiscal Impact: Funding dependent upon the adoption of the FY 2026-27 MTC agency budget

Motion by Board: That a change order amendment with Cubic for the purposes described above and in the Clipper Executive Director’s summary sheet dated June 1, 2026, is hereby approved by the Clipper Executive Board, subject to approval of the FY 2026-27 MTC Budget.

Clipper Executive Board: \_\_\_\_\_  
Julie Kirschbaum, Chair

Approved: June 1, 2026