Clipper® Executive Board

July 28, 2025 **Agenda Item 2c**

Customer Service and Technical Support for Transit Benefits Providers – 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:

For the current Clipper system, Cubic has provided customer and account service to transit benefit providers who place monthly orders for their customers through the Clipper program. However, this level of support is currently not included in the scope of work in the Next Generation Clipper Contract.

Once the transition to the Next Generation Clipper System begins, the transit benefit programs utilizing Clipper for direct loads onto their customers' cards will start 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.

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.

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

Issues:

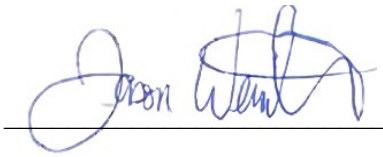
None identified.

Recommendation:

Staff recommends that the Board 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 25-26 to transit benefit providers using the Clipper system.

Attachments:

None.



Jason Weinstein

Request for Board Approval

Summary of Proposed Change Order

Contractor (or "Consultant"):	Cubic Transportation Systems, Inc. (Cubic) San Diego, CA
Work Project Title:	Technical and Customer Service Support for Transit Benefits Providers
Purpose of Project:	Provide technical and customer service support for transit benefit providers in the Next Generation Clipper System.
Brief Scope of Work:	Contractor shall provide a staff member to support a range of services for transit benefit providers, including training, technical support, order approval and invoicing and customer service support
Project Cost Not to Exceed:	$250,000 for FY 25-26 Total Contract value including amendments before this amendment is $435,625,464 Total Contract amount with this amendment is $435,875,464
Funding Source:	SGRFY26
Fiscal Impact:	Funds included in the FY 2025-26 MTC agency budget.
Motion by Board:	That a Change Order with Cubic Transportation Systems, Inc. for the purposes described above and in the Clipper Executive Director's summary sheet dated July 28, 2025, is hereby approved by the Clipper Executive Board.
Clipper Executive Board:	_____ Robert Powers, Chair
Approved:	July 28, 2025