

**Bay Area Toll Authority  
Oversight Committee**

**April 13, 2022**

**Agenda Item 2e - 22-0516**

**Contract Amendment – FasTrak® Collection Services:  
Law Enforcement Systems, LLC (\$1,400,000)**

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**Subject:**

A request for Authority approval to extend BATA’s collection service contract with Law Enforcement Systems, LLC (LES) by one year to June 30, 2023 in an amount not to exceed \$1,400,000, subject to the approval of the FY 2022-2023 BATA budget.

**Background:**

On July 1, 2014, following a competitive procurement, BATA entered into a contract with LES to perform collection services on toll violations and delinquent FasTrak® accounts. The contract was for a five-year term, through June 30, 2019. The contract included an option to extend for an additional five years, in one-year increments. LES is currently on their third of five one-year contract extensions with BATA.

LES collected over \$39 million from toll violations and delinquent FasTrak® accounts. LES has shown professionalism through the course of the contract, as well as developed and maintained a strong professional relationship with BATA and our customer service center provider, Conduent State & Local Solutions, Inc.

LES charges a 25% commission of all revenue collected for violations and closed delinquent accounts, 35% if the matter requires court action.

All services provided by LES are included in the commission. Attachment A includes a summary of LES and its project team’s small and disadvantaged business enterprise status.

**Recommendation:**

Staff recommends that the Authority authorize the Executive Director or designee to negotiate and enter into a contract amendment with LES to extend BATA’s contract with LES by one year to June 30, 2023 in an amount not to exceed \$1,400,000 for FasTrak® collection services, subject to the approval of the FY 2022-23 BATA budget.

**Attachments:**

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



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Therese W. McMillan

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes	If DBE Yes, List #	DBE No	SBE** Yes	If SBE Yes, List #	SBE No
Prime Contractor	Law EnforcementSystems, LLC	Collection Services			X			X
Subcontractor	Greenbaum Law Group	Legal Collection			X			X
Subcontractor	Professional Account Management, LLC	Collection services			X			X
Subcontractor	MRS BPO, LLC	Collection Services			X			X

\*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.: 1254

Consultant: Law Enforcement Systems, LLC Milwaukee, WI

Work Project Title: Collection Services

Purpose of Project: Collection services for toll violation and delinquent FasTrak® accounts through FY 2022-23

Brief Scope of Work: Perform collection services for delinquent FasTrak® accounts and for toll violations occurring on the seven state-owned Bay Area bridges, Golden Gate Bridge, and regional express lanes

Project Cost Not to Exceed: This amendment: \$1,400,000  
Total contract value before this amendment: \$10,500,000  
Total contract value after this amendment: \$11,900,000

Funding Source: BATA violation revenue

Fiscal Impact: Funds to be included in the BATA Operating Budget for FY 2022-23

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Law Enforcement Systems, LLC for the services described above and in the BATA Summary Sheet dated April 13, 2022 and the Chief Financial Officer is authorized to set aside funds in the amount of \$1,400,000 for such contract amendment, subject to the approval of the BATA budget for FY 2022-23.

BATA Oversight Committee:

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Amy R. Worth, Chair

Approved: April 13, 2022