

**Bay Area Toll Authority
Oversight Committee**

June 8, 2022

Agenda Item 4e - 22-0924

**Contract Change Order Amendment – FasTrak® Regional Customer Service Center
Support for Violation Penalty Refunds: Conduent State and Local Solutions, Inc.
(\$673,500)**

Subject:

A request for Committee approval to amend the contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support refunding violation penalties in excess of reduced penalty rules in an amount not to exceed \$673,500.

Background:

Based on a competitive selection, BATA entered into a contract with Conduent (formerly, Xerox State and Local Solutions, Inc.) on March 27, 2013 for management and operation of the FasTrak® Customer Service Center (CSC). Under the contract, Conduent provides the FasTrak® account management system, transaction processing, call center operations, web services, payment processing, customer communications, violation image review and violation noticing for bridges and express lanes in the Bay Area.

In October 2021, the Authority adopted Resolution No. 52, revised, FasTrak® Customer Service Center Policies that reduced the violation penalty amounts from \$25 to \$5 for first notices and from \$70 to \$15 for second notices for violations retroactive to January 1, 2021. As a result of that action, customers who paid the violation notice at the higher penalty amounts can claim a refund. BATA intends to proactively refund this overpaid amount as the most expeditious, efficient and fair way to issue refunds. In December 2021 the Committee approved a change order with Conduent to implement these refunds as the operator of the FasTrak® CSC. To complete this work Conduent will identify all paid violation notices, adjust the violation account, issue the refund by check, and provide financial reports and operations support. This process is expected to take several months to complete. Conduent also will establish a way for customers who believe they should have received a refund check to submit a claim. Conduent has completed the system programming work and expects to begin issuing checks by the early June. Staff is requesting funds to be added to the change order to cover additional accounting work and a higher number of refund checks than originally estimated.

Recommendations:

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a Contract Change Order Amendment with Conduent to add funds in an amount not to exceed \$673,500 to support refunding violation penalties for 2021 violations in excess of the new rules adopted in October 2021.

Attachment:

- Attachment A – Conduent State and Local Solutions, Inc. Small Business and Disadvantaged Enterprises Status



Andrew B. Fremier

Attachment A

Conduent State & Local Solutions, Inc., Small Business and Disadvantaged Business Enterprise Status

		DBE* Firm			SBE** Firm			
Firm Name		Role on Project	Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	Atos	Network Management			X			X
Subcontractor	CCS	3 rd Party Call Center			X			X

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

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Change Order Amendment

Work Item No.: 1252

Consultant: Conduent State and Local Solutions, Inc. (Conduent)
San Francisco, CA

Work Project Title: FasTrak® Regional Customer Service Center

Purpose of Project: Refund excess penalty amounts for 2021 violations.

Brief Scope of Work: Provide system and operations support for refunding violation penalties for 2021 violations in excess of the penalty rules adopted in October 2021.

Project Cost Not to Exceed: This Change Order Amendment: \$673,500

Current contract amount before this Change Order Amendment:
\$664,197,996 (this total does not include other June 8, 2022 contract approval actions)

Maximum contract amount after this Change Order Amendment:
\$664,871,496

Funding Source: BATA Toll Bridge Rehabilitation Program Funds

Fiscal Impact: Funds included in the FY 2021-22 Toll Bridge Rehabilitation Program Budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract change order amendment with Conduent for services as described above and in the BATA Oversight Committee Summary Sheet dated June 8, 2022, and that the Chief Financial Officer is authorized to set aside \$673,500 for such contract change order amendment.

BATA Oversight Committee:

Amy Worth, Chair

Approved: June 8, 2022