

Bay Area Toll Authority
Oversight Committee

February 8, 2023

Agenda Item 4c

**Contract Change Order – FasTrak® Regional Customer Service Center Support for
Means-Based Payment Plan Program: Conduent State and Local Solutions, Inc.
(\$300,000)**

Subject:

A request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support the means-based payment plan program in an amount not to exceed \$300,000, subject to the approval of the Fiscal Year (FY) 2023-24 BATA budget.

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 the 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.

At the June 2022 BATA Oversight Committee meeting, Commissioners approved the development and implementation of a means-based payment plan program. Conduent will develop and implement a qualification process and a means-based payment plan program, involving interfacing with the agency's Salesforce integrator to set up a system for transferring data on approved applicants and developing a method for pulling vehicles potentially eligible for vehicle registration hold from the list to be sent to the Department of Motor Vehicles.

During the initial implementation of the program, the FasTrak® CSC will be responsible for the creation of payment plans and the establishment of recurring payment options. The ongoing operation cost is estimated at \$300,000 for the first two years of the program. The payment plan program is expected to be deployed on July 1, 2023.

Attachment A includes a summary of Conduent and its project team's small business and disadvantaged business enterprise status.

Issues:

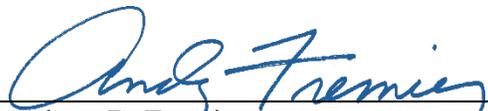
None identified.

Recommendations:

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent to support the means-based payment plan program in an amount not to exceed \$300,000, subject to the approval of the FY 2023-24 BATA budget.

Attachments:

- Attachment A - Small Business and Disadvantaged Business Enterprise Status; and
- Request for Committee Approval - Summary of Proposed Contract Change Order



Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes / No	If DBE Yes, List #	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	Conduent	System Development and Operations	No		No	
Subcontractor	Atos	Network Management	No		No	

*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

Work Item No.: 1252

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

Work Project Title: FasTrak[®] Regional Customer Service Center Support for Means-Based Payment Plan Program

Purpose of Project: Support for means-based payment plan

Brief Scope of Work: Provide ongoing operating support through June 2025

Project Cost Not to Exceed: This Change Order: \$300,000
Current contract amount before this Change Order: \$680,855,496
Maximum contract amount after this Change Order: \$681,155,496

Funding Source: BATA Operating Funds

Fiscal Impact: Funds to be included in the FY 2023-24 BATA Toll Bridge Program Operating Budget, subject to approval

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract change order with Conduent for services described above and in the BATA Oversight Summary Sheet dated February 8, 2023 and that the Chief Financial Officer is authorized to set aside \$300,000 for such contract change order, subject to approval of the Fiscal Year 2023-24 BATA budget.

BATA Oversight Committee: _____ blank
Margaret Abe-Koga, Vice Chair blank

Approved: February 8, 2023