

**Bay Area Toll Authority
Oversight Committee**

January 12, 2022

Agenda Item 4b - 21-1492

Contract Action and Referral to Authority – FasTrak® Regional Customer Service Center

i. Amendment to Commercial Lease – 375 Beale Street, First Floor HUB: Bay Area Headquarters Authority (estimated \$28,121)

ii. Contract Change Order – FasTrak® Regional Customer Service Center Temporary Walk in Center in the First Floor HUB at 375 Beale Street: Conduent State and Local Solutions, Inc., (\$380,000)

Subject:

Requests to (1) refer to the Authority a recommendation to authorize the Executive Director or designee to negotiate and enter into an amendment to the Commercial Lease with the Bay Area Headquarters Authority (BAHA) to include the first floor HUB space for use as a temporary FasTrak® Customer Service Center (CSC) walk-in center through November 2022; and (2) authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to implement and provide FasTrak® CSC operations support for the temporary walk-in center in the first floor HUB.

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® 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.

Conduent currently operates the FasTrak® CSC in Suites 200A and 300C at 375 Beale Street, including a walk-in center on the second floor. The CSC walk-in center allows visitors to pay violations and perform FasTrak® account maintenance.

The walk-in center was closed starting in March 2020 due to pandemic-related building restrictions. In October 2021, the CSC reopened the walk-in center under reduced occupancy of seven visitors. The inclusion of a temporary walk-in center on the first floor HUB is intended to support efforts to improve the customer experience by providing increased visitor capacity and will mitigate COVID-19 impacts by reducing traffic into the interior of the Beale Street building.

i. Amendment to Commercial Lease – 375 Beale Street, Suites 200A and 300C and First Floor HUB: Bay Area Headquarters Authority (estimated \$28,121)

In September 2015, BATA approved the Commercial Lease for 375 Beale Street, Suites 200A and 300C, for the FasTrak[®] CSC. Staff requests that this Lease be amended to include the First Floor HUB space (629 square feet) starting in approximately February 2022. A summary of lease terms is included in Attachment A. Rent payments will not commence for the HUB space until occupancy occurs. Staff requests that this lease amendment between BATA and BAHA be referred to the Authority for approval.

ii. Contract Change Order – FasTrak[®] Regional Customer Service Center Temporary Walk in Center in the First Floor HUB at 375 Beale Street: Conduent State and Local Solutions, Inc., (\$380,000)

Conduent will implement and operate the temporary walk-in center in the HUB through November 2022. The current term of the Conduent contract is through March 2022. In July 2021, this Committee approved an extension through March 2024, but this contract extension has not been executed. Additionally, item 5a on this month's BATA Oversight Committee agenda seeks approval for a further extension through September 2027. Staff anticipates the extension through September 2027 will be approved and the change order for the extension will be executed in January. This change order for the walk-in center in the HUB is contingent on the execution of the Conduent contract extension.

Visitors to the temporary walk-in center in the HUB will be able to obtain a FasTrak[®] application; receive assistance in using the onsite kiosk to fund accounts and pay violations; obtain, return and exchange a toll tag; contest a toll violation or invoice; and receive general account support without accessing the second floor walk-in center. Cash payers will be referred to the second floor walk-in center to complete transactions. HUB walk-in center agents will not accept any form of payment but will assist customers in utilizing the onsite self-service kiosk to pay using credit and debit cards.

This change order is for an amount not to exceed \$380,000, inclusive of the rent for the HUB space, through November 2022.

Conduent occupies the CSC under a license agreement with BATA that includes the use of space on the second and third floors (Suites 200A and 300C) including the walk-in center on the second floor for in-person customer service. Conduent pays the lease payments on BATA's behalf as part of the CSC contract. The license agreement will be amended to include space for the temporary walk-in

center in the HUB through November 30, 2022. The inclusion of the 629 square foot HUB space will cost \$28,120.80 for the period of February 2022 through November 2022. The rent costs are included in the change order.

Rental Period	1st Floor Hub Monthly Rent	Total Cost for Rental Period
2/1/2022 to 3/31/2022	\$2,704.96	\$5,409.92
4/1/2022 to 11/30/2022	\$2,838.86	\$22,686.88

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

Recommendations:

Staff recommends that the Committee:

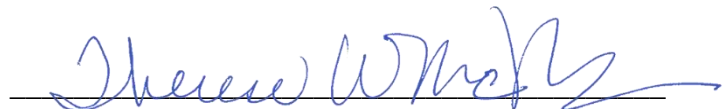
- i. Refer to the Authority a recommendation to authorize the Executive Director or designee to negotiate and enter into an amendment to the Commercial Lease between BATA and BAHA under terms set forth in Attachment A to include the first floor HUB space for use as a temporary FasTrak[®] CSC walk-in center through November 2022 (estimated \$28,121); and
- ii. Authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent to implement and provide FasTrak[®] CSC operations support through November 2022 for the temporary walk-in center in the first floor HUB in an amount not to exceed \$380,000, subject to the approval of the FY 2022-23 BATA budget.

Attachments:

Attachment A – Summary of Lease Expansion Terms

Attachment B – Conduent Small Business and Disadvantaged Business Enterprise Status;

Request for Committee Approval Sheet



Therese W. McMillan

ATTACHMENT A

SUMMARY OF PROPOSED LEASE EXPANSION TERMS

Landlord: Bay Area Headquarters Authority (“Landlord” or “BAHA”)

Tenant: Bay Area Toll Authority (“Tenant” or “BATA”)

Use: FasTrak® Customer Service Center

Space: 375 Beale Street, 1st Floor HUB: 629 Rentable Square Feet (RSF)

Brief Scope of Lease Amendment BATA is requesting authorization to amend BATA’s current lease agreement with BAHA to include the HUB from February 2022 to November 2022. The space will be licensed to Conduent to establish an additional temporary walk-in center to reduce traffic into the interior of the building.

Rent \$28,121 Lease Cost 629 RSF for HUB

Fiscal Impact: \$28,121 to be received by BAHA

Motion by Authority: That the Executive Director or designee is authorized to negotiate and enter into a lease amendment with BAHA for the use of the HUB described above and in the Bay Area Toll Authority Summary Sheet dated January 12, 2022 and that the Chief Financial Officer is authorized to set aside \$28,121 for such lease space expansion.

Bay Area Toll Authority:

Alfredo Pedroza, Chair

Approved: January 26, 2022

ATTACHMENT B

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

*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

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

Work Project Title FasTrak® Regional Customer Service Center Temporary Walk-in Center
in the First Floor HUB at 375 Beale Street

Purpose of Project: Addition of a temporary walk-in center in the first floor HUB to increase
capacity and reduce visitor traffic into the interior of the Beale Street
building.

Brief Scope of Work: Operate a temporary walk-in center in the first floor HUB through
November 30, 2022.

Project Cost Not to Exceed: This Change Order: \$ 380,000

Current contract amount before this Change Order: \$376,389,614 (this
total does not include other January 12, 2022 contract approval actions)

Maximum contract amount after this Change Order: \$376,769,614

Funding Source: BATA Toll Bridge Operating Funds

Fiscal Impact: \$207,273 included in the FY 2020-21 Operating Budget; the balance of
\$172,727 is subject to the approval of the BATA FY 2022-23 Operating
Budget.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and
enter into a contract change order with Conduent for services as described
above and in the BATA Oversight Committee Summary Sheet dated
January 12, 2022 and the Chief Financial Officer is authorized to set aside
funds of \$380,000 for such contract change order subject to the approval
of the FY 2022-23 BATA Operating Budget.

BATA Oversight Committee:

Amy R. Worth, Chair

Approved: January 12, 2022