

**Bay Area Toll Authority
Oversight Committee**

July 13, 2022

Agenda Item 4b - 21-1633

Contract Change Order – FasTrak® Regional Customer Service Center: Bakersfield Call Center Facility Expansion: Conduent State and Local Solutions, Inc. (\$2,350,000)

Subject:

A request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support the opening and operation of an overflow call center facility in Bakersfield, California in an amount not to exceed \$2,350,000, subject to the approval of future BATA budgets.

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. Conduent's contract term is through September 28, 2027.

Due to impacts from COVID and increased transaction volumes resulting from BATA's conversion to all electronic tolling, Conduent recommended an expansion of its call center to an existing Conduent location in Bakersfield, California. This move-in ready facility opened for operations in June 2021 and provided access to a larger pool of customer service representatives. Work under this change order includes the following start up and operational costs through the end of the contract term of September 28, 2027:

- Start-up costs for the expansion facility, including upgraded security system, IT/networking support, workstation equipment, phone software licenses, recruiting and training of all new employees; and
- Ongoing operations costs, including IT desktop support, rent for additional space to accommodate social distancing, and annual costs related to PCI compliance.

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

Recommendations:

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a Contract Change Order with Conduent in an amount not to exceed \$2,350,000 to support establishment of the overflow call center facility in Bakersfield, subject to the approval of future BATA budgets.

Attachment:

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



Therese W. McMillan

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

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: Bakersfield Call Center Facility Expansion

Brief Scope of Work: Support establishment and operations of the overflow call center facility in Bakersfield, CA

Project Cost Not to Exceed: This Change Order: \$2,350,000
Current contract amount before this Change Order: \$668,221,496
Maximum contract amount after this Change Order: \$670,571,496

Funding Source: BATA Toll Bridge Rehabilitation Program Funds and Operating Funds

Fiscal Impact: \$1,350,000 included in the FY 2021-22 Toll Bridge Rehabilitation Program Budget; \$200,000 included in the FY 2022-23 Operating Budget; \$800,000 subject to approval of FY 2023-24 through FY 2027-28 Operating Budgets

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 June 8, 2022, and that the Chief Financial Officer is authorized to set aside \$2,350,000 for such contract change order, subject to the approval of future BATA budgets.

BATA Oversight Committee:

Amy Worth, Chair

Approved: July 13, 2022