

Bay Area Toll Authority
Oversight Committee

November 8, 2023

Agenda Item 4e - 23-1285

**Contract Change Order – FasTrak® Regional Customer Service Center Operational
Enhancements: Conduent State and Local Solutions, Inc. (\$400,000)**

Subject:

A request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support the design and development of time-sensitive low dollar-value changes to the FasTrak® Customer Service Center (CSC) system in an amount not to exceed \$400,000.

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.

This Change Order would support design and development of time-sensitive changes to the FasTrak® CSC. BATA would execute low-value task orders, as needed to enable completion of operational improvements to the system design and functionality. For example, task orders would cover minor software modifications to accommodate BATA and partner agency changes to policies, the addition of new toll agency facilities or system upgrades to support state interoperability, or creation of new reports. The aggregate amount of all task orders would not exceed \$400,000.

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 design and development of time-sensitive low dollar-value changes to the FasTrak[®] CSC system in an amount not to exceed \$400,000.

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: Operational Enhancements for FasTrak® Regional Customer Service Center

Purpose of Project: Execute time-sensitive low dollar-value changes to the FasTrak® Regional Customer Service Center system

Brief Scope of Work: To be defined in specific task orders

Project Cost Not to Exceed: This Change Order: \$400,000
Current contract amount before this Change Order: \$796,509,496
Maximum contract amount after this Change Order: \$796,909,496

Funding Source: BATA Operating Funds

Fiscal Impact: Funds are included in the FY 2023-24 BATA Toll Bridge Program 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 described above and in the BATA Oversight Summary Sheet dated November 8, 2023 and that the Chief Financial Officer is authorized to set aside \$400,000 for such contract change order.

BATA Oversight Committee: _____ blank
Federal D. Glover, Chair blank

Approved: November 8, 2023