

Bay Area Toll Authority
Oversight Committee

February 14, 2024

Agenda Item 4c - 24-0139

Contract Amendment – Collection Services: Law Enforcement Systems, LLC

Subject:

Staff requests Committee approval of a sole source contract amendment to extend the contract with Law Enforcement Systems, LLC (LES) for one year to provide collection services for toll violations and delinquent FasTrak[®] accounts occurring on the seven state-owned Bay Area bridges, Golden Gate Bridge, and regional express lanes. No additional funds are being requested.

Background:

In July 2014, following a competitive procurement, BATA entered into a contract with LES to perform collection services on toll violations and delinquent FasTrak accounts. The contract was for a five-year term, through June 30, 2019, with options to extend for five additional years, in one-year increments. LES is currently on its fifth one-year contract extension with BATA. This sole source contract amendment is being requested to extend the existing agreement by one year to provide services in FY 2024-25.

In July 2023, BATA resumed sending unpaid toll violations to the DMV for registration holds after the implementation of BATA's payment plan. A portion of those toll violations may be sent to collections. This extension would help to ensure continuity of performance, while staff completes a new procurement to provide these services.

Since 2014, through their collection efforts, LES has recovered over \$42 million in toll revenues and penalties. LES works closely with BATA and our patrons to resolve any payment or toll disputes. They have shown professionalism with BATA and patrons through the course of the contract, as well as developed and maintained a strong professional relationship with BATA and our customer service center provider, Conduent State & Local Solutions, Inc. The next collections services contract, scheduled to be in place by July 1, 2025, will bring updates to offer more diverse payment options, customer navigation channels, as well as other modern functionality.

LES is compensated for its recoveries on a commission basis of 25% for violations and closed delinquent accounts and 35% if court action is required. Neither LES, nor their subcontractors, are small businesses or disadvantaged business enterprises.

Recommendations:

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with LES to extend the contract with BATA by one year, through June 30, 2025.

Attachments:

- Request for Committee Approval – Summary of Proposed Contract Amendment

A handwritten signature in black ink that reads "Andrew B. Fremier". The signature is written in a cursive style with a large, looping initial "A".

Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 1254

Consultant: Law Enforcement Systems, LLC
Milwaukee, WI

Work Project Title: Collection Services

Purpose of Project: Collection Services for toll violations and delinquent FasTrak accounts.

Brief Scope of Work: Perform collection services for toll violations and delinquent FasTrak accounts occurring on the seven state-owned Bay Area bridges, Golden Gate Bridge, and regional express lanes.

Project Cost Not to Exceed: Total contract amount: \$13,300,000

Funding Source: BATA violation revenue

Fiscal Impact: Funds to be included in the BATA Operating Budget for fiscal year 2024-2025.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Law Enforcement Systems, LLC to extend the contract for one year, for collection services described above and in the BATA Oversight Committee Summary Sheet dated February 14, 2024.

Bay Area Toll Authority:

Federal Glover, Chair

Approved: February 14, 2024