

Bay Area Toll Authority
Oversight Committee

June 12, 2024

Agenda Item 2c-24-0364

**Contract Change Order– FasTrak® Regional Customer Service Center Support of
the FasTrak® Title 21 to 6c Transponder Swap: Conduent State and Local
Solutions, Inc. (\$3,000,000)**

Subject:

A request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support a Transponder Swap program in an amount not to exceed \$3,000,000, subject to the approval of the FY 2024-25 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.

The BATA FasTrak® program utilizes automatic vehicle identification (AVI) transponders as an integral part of the electronic toll collection (ETC) system. The California Department of Transportation (Caltrans), in cooperation with the toll facility operators, is mandated to develop functional specifications and standards. Prior to 2019, the sole transponder protocol used for ETC in California was “Title 21”. On January 1, 2019, the International Standards Organization (ISO) 18000-63 commonly referred to as “6C” protocol was implemented with plans to phase out the Title 21 protocol effective January 1, 2024. This retirement date has since been extended to January 1, 2027.

BATA ceased distribution of Title 21 (T21) transponders in 2019. However, there are currently 1.5 million T21 transponders that have been used at Bay Area Toll facilities at least once within the last three years. In anticipation of the impending retirement of the T21 protocol, after which transponders will become non-operational, BATA is launching a plan to inform and assist

account holders with active T21 transponders to switch to 6C transponders. The implementation of this transponder swap will be performed by Conduent as the operator of the FasTrak® CSC.

To complete this work, Conduent will implement a notification and awareness program, track customer response, validate the mailing address and fulfillment of replacement transponders, maintain the increased transponder inventory, and provide operations and reporting support. This process will be completed in a phased approach, beginning with T21 transponders with the most recent and/or highest usage. This change order will provide for the completion of the system development work, first phase, and initial second phase applicable to recent and/or high use transponders. Conduent is expected to complete the process by the T21 sunset date of January 1, 2027.

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 transponder swap program in an amount not to exceed \$3,000,000, subject to the approval of the FY 2024-25 BATA budget.

Attachments:

- Attachment A – Small Business and Disadvantaged Business Enterprise Status
- 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	
	Protiviti	Support for Financial Reconciliation	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 the FasTrak[®] Transponder Swap program

Purpose of Project: Support the FasTrak[®] Transponder Swap program by performing the system development required and the work needed to swap the FasTrak[®] programs Title 21 actively used tags with 6C tags.

Brief Scope of Work: Implement a notification and awareness program, and provide fulfillment, reporting and operational support in swapping of the FasTrak[®] programs T21 transponders for 6c transponders.

Project Cost Not to Exceed: This Change Order: \$3,000,000
Current contract amount before this Change Order Amendment (this total does not include other June 12, 2024 contract approval actions): \$674,622,265
Maximum contract amount after this Change Order Amendment: \$677,622,265

Funding Source: BATA Operating Funds

Fiscal Impact: \$3,000,000 is included in the FY 2024-25 BATA 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 June 12, 2024 and that the Chief Financial Officer is authorized to set aside \$3,000,000 for such contract change order, subject to approval of the FY 2024-25 BATA budget.

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

Approved: June 12, 2024