

**Bay Area Toll Authority**  
**Oversight Committee**

**July 12, 2023**

**Agenda Item 4d - 23-0805**

**Contract Change Order – FasTrak® Regional Customer Service Center Support for  
Payment Plan Program and Toll Payment Information Campaign: Conduent State and  
Local Solutions, Inc. (\$1,000,000)**

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**Subject:**

A request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support the payment plan program and toll payment information campaign in an amount not to exceed \$1,000,000.

**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.

At the June 2022 BATA Oversight Committee meeting, Commissioners approved the development and implementation of a means-based payment plan program, to be deployed on July 1, 2023. This payment plan is available to qualified low-income individuals with unpaid toll violations. Conduent developed the payment plan which interfaces with the agency's Salesforce integrator for transferring data on approved applicants.

During the initial implementation of the program, the FasTrak® CSC will be responsible for the creation of payment plans and the establishment of recurring payment options. In February, this Committee approved \$300,000 for the first two years of operations of the program. In June 2023, Conduent submitted a price proposal for the first year of operations that exceeds the \$300,000 approved in February 2023. This item requests approval for \$400,000 to cover the difference and provide funding for the first year of operations of the payment plan. Additional funding for future years will be required.

In conjunction with deployment of the payment plan, BATA will initiate a regional campaign to educate drivers about the need to pay tolls and to make them aware of the payment plan. Staff presented the plan for this campaign at the December 2022 and May 2023 Committee meetings. Because the campaign will drive additional calls to the FasTrak<sup>®</sup> CSC, this item is requesting \$600,000 for additional CSC staffing to handle response to the campaign.

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 means-based payment plan program and information campaign in an amount not to exceed \$1,000,000.

**Attachments:**

- Attachment A - Small Business and Disadvantaged Business Enterprise Status; and
- Request for Committee Approval - Summary of Proposed Contract Change Order



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Andrew B. Fremier

**Attachment A**

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**Disadvantaged Business Enterprise and Small Business Enterprise Status**

	<b>Firm Name</b>	<b>Role on Project</b>	<b>DBE* Yes / No</b>	<b>If DBE Yes, List #</b>	<b>SBE** Yes / No</b>	<b>If SBE Yes, List #</b>
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: FasTrak® Regional Customer Service Center Support for Means-Based Payment Plan Program and Information Campaign

Purpose of Project: Support for means-based payment plan

Brief Scope of Work: Provide ongoing operating support for the payment plan through June 2024 and staff support for the information campaign

Project Cost Not to Exceed: This Change Order: \$1,000,000  
Current contract amount before this Change Order: \$795,309,496  
Maximum contract amount after this Change Order: \$796,309,496

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 July 12, 2023 and that the Chief Financial Officer is authorized to set aside \$1,000,000 for such contract change order.

BATA Oversight Committee: \_\_\_\_\_ blank  
Federal D. Glover, Chair blank

Approved: July 12, 2023