

**Bay Area Toll Authority
Oversight Committee**

May 14, 2025

Agenda Item 4d-25-0629

FasTrak® Regional Customer Service Center Contract Actions:

- i. Contract Change Order Amendment – Bay Area Payment Plan Operations Extension: Conduent State and Local Solutions, Inc. (\$925,000); and**
 - ii. Contract Change Order – Implementation Support for ACTC I-680 Southbound Extension: Conduent State and Local Solutions, Inc. (\$125,000)**
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Subject:

A request to approve a contract change order amendment with Conduent State and Local Solutions, Inc. (Conduent) to extend operations support for the Payment Plan through September 2027 and a contract change order with Conduent to modify the Customer Service Center (CSC) system for Alameda County Transportation Commission's (ACTC) planned expansion of their I-680 Express Lanes.

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® 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, the Committee approved the development and implementation of a means-based payment plan program that was deployed on July 1, 2023. In February 2023, July 2023, and June 2024, the Committee has previously approved funding for the first two years of operations of the Payment Plan through June 30, 2025. Conduent has submitted a price proposal for operations of the Payment Plan through the end of the Contract in September 2027 to support creation of payment plans, establishment of recurring payment options, and maintenance of active payment plans. In 2024 the number of active payment plans exceeded estimates by 133%. As a result, BATA is revising its forecast for program participation and anticipates the Payment Plan program will serve over 15,000 customers annually by 2027. Staff is requesting authority to enter into a contract change order with Conduent in an amount not to exceed \$925,000 to extend operations support for the Payment Plan through September 2027.

Additionally, Alameda County Transportation Commission (ACTC) has a planned expansion of the I-680 Express Lanes. This change order will cover integration of two new tolling points on the southern segment of the corridor. The FasTrak® CSC system will be upgraded and tested to support integration of the additional tolling points. Staff is requesting authority to enter into a contract change order with Conduent in an amount not to exceed \$125,000 for Conduent to

design and develop the changes to the FasTrak® CSC system and conduct testing required to incorporate the new I-680 tolling points.

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

The two requested change orders would increase Conduent's current contract by a total amount not to exceed \$1,050,000, from the current \$678,265,690 to \$679,315,690.

Issues:

None identified.

Recommendations:

Staff recommends that this Committee authorize the Executive Director or designee to:

- Negotiate and enter into a contract change order amendment with Conduent in an amount not to exceed \$925,000 to extend operations support for Bay Area Payment Plan program as described herein. \$500,000 is included in the FY 2025-26 BATA Operating Budget, with additional years' funds subject to approval of annual BATA Operating Budgets; and
- Negotiate and enter into a contract change order with Conduent in an amount not to exceed \$125,000 to provide implementation support for ACTC I-680 Extension as described herein. This amount is included in the FY 2024-25 BATA Operating Budget, which shall be reimbursed by ACTC.

Attachments:

- Attachment A – Disadvantaged Business Enterprise and Small Business Enterprise Status
- Request for Committee Approval – Summary of Proposed Contract Change Order Amendment
- 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	If DBE Yes, List #	DBE No	SBE** Yes	If SBE Yes, List #	SBE No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	Atos	Network Management			X			X
Subcontractor	Protiviti	Support for Financial Reconciliation			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 Amendment

Work Item No.:	1252
Consultant:	Conduent State and Local Solutions, Inc. San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center Payment Plan Operations
Purpose of Project:	Contractor to continue providing customer service for the Bay Area Payment Plan
Brief Scope of Work:	Provide ongoing operating support for the payment plan through September 2027
Project Cost Not to Exceed:	\$925,000 (this amendment) Current contract amount before this Change Order Amendment (this total does not include other May 14, 2025 contract approval actions): \$678,265,690 Maximum contract amount after this Change Order Amendment: \$679,190,690
Funding Source:	BATA Operating Budget
Fiscal Impact:	\$500,000 is included in the FY 2025-26 BATA Operating Budget, with additional years' funds subject to approval of annual BATA Operating Budgets
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract change order amendment with Conduent State and Local Solutions, Inc. for the services described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet dated May 14, 2025 and that the Chief Financial Officer is authorized to set aside \$925,000 for such contract change order amendment, subject to the approval of future BATA budgets.
Operations Committee:	<div>blank</div> <hr/>
	Margaret Abe-Koga, Chair
Approved:	May 14, 2025

Request for Committee Approval

Summary of Proposed Contract Change Order

Work Item No.:	1252
Consultant:	Conduent State and Local Solutions, Inc. San Francisco, CA
Work Project Title:	ACTC I-680 Southbound Extension Implementation Support
Purpose of Project:	Support implementation of additional tolling points for I-680 southbound extension
Brief Scope of Work:	Contractor to modify the CSC system in support of implementation of additional tolling points for I-680 southbound toll zones
Project Cost Not to Exceed:	\$125,000 (this change order) Current contract amount before this Change Order (this total does not include other April 9, 2025 contract approval actions): \$678,265,690 Maximum contract amount after this Change Order Amendment: \$678,390,690
Funding Source:	BATA Operating Budget
Fiscal Impact:	Funding is included in the FY 2024-25 BATA Operating Budget, which shall be reimbursed by ACTC
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. for the services described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet dated May 14, 2025 and that the Chief Financial Officer is authorized to set aside \$125,000 for such contract change order.
Operations Committee:	<div>blank</div> <hr/>
blank	Margaret Abe-Koga, Chair
Approved:	May 14, 2025