

**Bay Area Toll Authority
Oversight Committee**

June 12, 2024

Agenda Item 2b-24-0363

**Contract Change Order – FasTrak® Regional Customer Service Center, Bay Area
Payment Plan Operations Extension: Conduent State and Local Solutions, Inc.
(\$250,000)**

Subject:

A request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to provide operating support for the Bay Area Toll Payment Plan (Payment Plan) in an amount not to exceed \$250,000 subject to approval of the FY 2024-2025 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.

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 and July 2023, the Committee also approved funding for the first year of operations of the Payment Plan through June 30, 2024.

Conduent has submitted a price proposal for the second year of operations of the Payment Plan to support creation of payment plans, establishment of recurring payment options, and maintenance of active payment plans. BATA anticipates the Payment Plan program will continue to serve about 3,000 customers annually.

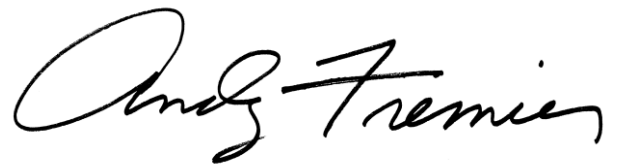
Recommendations:

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a Contract Change Order with Conduent to provide ongoing

operating support and customer service for the means-based payment plan program in an amount not to exceed \$250,000, subject to the approval of the FY 2024-25 BATA budget.

Attachments:

- Attachment A – Small Business and Disadvantaged Enterprises 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	
	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 Payment Plan Operations

Purpose of Project: Contractor to continue providing customer service for the Payment Plan

Brief Scope of Work: Provide ongoing operating support for the payment plan through June 2025.

Project Cost Not to Exceed: This Change Order: \$250,000
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:
\$674,872,265

Funding Source: BATA Operating Funds

Fiscal Impact: \$250,000 included in the FY 2024-25 BATA 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 \$250,000 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