



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Agenda

Bay Area Toll Authority Oversight Committee

Committee Members:

Amy R. Worth, Chair Margaret Abe-Koga, Vice Chair
Cindy Chavez, Federal D. Glover, Nate Miley, Gina Papan, David
Rabbitt, Hillary Ronen
Non-Voting Member: Dina El-Tawansy

Wednesday, July 14, 2021

9:35 AM

Board Room - 1st Floor (REMOTE)

The Bay Area Toll Authority Oversight Committee is scheduled to meet on Wednesday, July 14, 2021 at 9:35 a.m., in the Bay Area Metro Center (Remotely). In light of Governor Newsom's State of Emergency declaration regarding the COVID-19 outbreak and in accordance with Executive Order N-29-20 issued by Governor Newsom on March 17, 2020 and the Guidance for Gatherings issued by the California Department of Public Health, the meeting will be conducted via webcast, teleconference, and Zoom for committee, commission, or board members who will participate in the meeting from individual remote locations. A Zoom panelist link for meeting participants will be sent separately to committee, commission, or board members.

The meeting webcast will be available at
<https://mtc.ca.gov/whats-happening/meetings/live-webcasts>.

Members of the public are encouraged to participate remotely via Zoom at the following link or phone number.

Attendee Link: <https://bayareametro.zoom.us/j/87879522870>

Or iPhone one-tap: US: +14086380968,,87879522870# or +16699006833,,87879522870#

Or Join by Telephone: (for higher quality, dial a number based on your current location) US:

+1 408 638 0968 or +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or

+1 312 626 6799 or +1 646 876 9923 or +1 301 715 8592 or

877 853 5247 (Toll Free) or 888 788 0099 (Toll Free)

Webinar ID: 878 7952 2870

International numbers available: <https://bayareametro.zoom.us/j/87879522870>

Detailed instructions on participating via Zoom are available at:

<https://mtc.ca.gov/how-provide-public-comment-board-meeting-zoom>. Committee members and members of the public participating by Zoom wishing to speak should use the "raise hand" feature or dial "*9". In order to get the full Zoom experience, please make sure your application is up to date.

Members of the public may participate by phone or Zoom or may submit comments by email at info@bayareametro.gov by 5:00 p.m. the day before the scheduled meeting date. Please include the committee or board meeting name in the subject line. Due to the current circumstances there may be limited opportunity to address comments during the meeting. All comments received will be submitted into the record.

1. Call to Order / Roll Call / Confirm Quorum

Quorum: A quorum of this committee shall be a majority of its regular non-ex-officio voting members (5).

2. Pledge of Allegiance

3. Compensation Announcement (Clerk)

4. Consent Calendar

- 4a. [21-0841](#) Minutes of the June 9, 2021 meeting
- Action: Committee Approval
- Attachments: [4a - 21-0841 - June 9 BATA O Draft Minutes.pdf](#)
- 4b. [21-0906](#) Contract Amendment - Construction and Maintenance Zone Enhanced Enforcement Program: California Highway Patrol (CHP) (\$2,720,000)
- Action: Committee Approval
- Presenter: Angela Louie
- Attachments: [4b - 21-0906 - ContractAmend CHP Enhanced Enforcement.pdf](#)
- 4c. [21-0936](#) Contract - FasTrak® Communications Services: Polytechnic Marketing LLC (\$2,000,000)
- Action: Committee Approval
- Presenter: Lysa Hale
- Attachments: [4c - 21-0936 - Contract Polytechnic Marketing LLC.pdf](#)

5. Approval

- 5a. [21-0819](#) Contract Change Order - FasTrak® Regional Customer Service Center: Additional AET Invoice Costs and Contract Extension (\$112,854,000)
- A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) for additional all electronic tolling (AET) invoice costs and a contract extension to March 2024 in a combined total amount not to exceed \$112,854,000, subject to the approval of future BATA budgets.
- Action: Committee Approval
- Presenter: Beth Zelinski
- Attachments: [5a - 21-0819 - ContractChangeOrder Conduent FasTrak CSC.pdf](#)

6. Public Comment / Other Business

7. Adjournment / Next Meeting

The next meeting of the BATA Oversight Committee is scheduled to be held on Wednesday, September 8, 2021 at 9:35 a.m. remotely and by webcast. Any changes to the schedule will be duly noticed to the public.

Public Comment: The public is encouraged to comment on agenda items at Committee meetings by completing a request-to-speak card (available from staff) and passing it to the Committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the Committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

Record of Meeting: Committee meetings are recorded. Copies of recordings are available at a nominal charge, or recordings may be listened to at MTC offices by appointment. Audiocasts are maintained on MTC's Web site (mtc.ca.gov) for public review for at least one year.

Accessibility and Title VI: MTC provides services/accommodations upon request to persons with disabilities and individuals who are limited-English proficient who wish to address Commission matters. For accommodations or translations assistance, please call 415.778.6757 or 415.778.6769 for TDD/TTY. We require three working days' notice to accommodate your request.

可及性和法令第六章: MTC 根據要求向希望來委員會討論有關事宜的殘疾人士及英語有限者提供服務/方便。需要便利設施或翻譯協助者，請致電 415.778.6757 或 415.778.6769 TDD / TTY。我們要求您在三個工作日前告知，以滿足您的要求。

Acceso y el Titulo VI: La MTC puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Comisión. Para solicitar asistencia, por favor llame al número 415.778.6757 o al 415.778.6769 para TDD/TTY. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.

Attachments are sent to Committee members, key staff and others as appropriate. Copies will be available at the meeting.

All items on the agenda are subject to action and/or change by the Committee. Actions recommended by staff are subject to change by the Committee.

MTC's Chair and Vice-Chair are ex-officio voting members of all standing Committees.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-0841 **Version:** 1 **Name:**
Type: Minutes **Status:** Committee Approval
File created: 5/21/2021 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 7/14/2021 **Final action:**
Title: Minutes of the June 9, 2021 meeting
Sponsors:
Indexes:
Code sections:
Attachments: [4a - 21-0841 - June 9 BATA O Draft Minutes.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Minutes of the June 9, 2021 meeting

Recommended Action:
Committee Approval



Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

Meeting Minutes

Bay Area Toll Authority Oversight Committee

Committee Members:
Amy R. Worth, Chair Margaret Abe-Koga, Vice Chair
Cindy Chavez, Federal D. Glover, Nate Miley, Gina Papan, David
Rabbitt, Hillary Ronen
Non-Voting Member: *Dina El-Tawansy*

Wednesday, June 9, 2021

9:35 AM

Board Room - 1st Floor (REMOTE)

Call Remote Meeting to Order

1. Roll Call / Confirm Quorum

Present: 7 - Vice Chair Abe-Koga, Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt, Commissioner Ronen, and Chair Worth
Absent: 1 - Commissioner Chavez

Non-Voting Member Present: Commissioner El-Tawansy

Ex Officio Voting Members Present: Commission Chair Pedroza and Commission Vice Chair Josefowitz

Ad Hoc Non-Voting Members Present: Commissioner Canepa, Commissioner Connolly, Commissioner Fleming, and Commissioner Spering

2. Pledge of Allegiance

3. Compensation Announcement (Clerk)

4. Consent Calendar

Upon the motion by Commissioner Glover and the second by Commissioner Rabbitt, the Consent Calendar was unanimously approved by the following vote:

Aye: 6 - Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt, Commissioner Ronen and Chair Worth

Absent: 2 - Vice Chair Abe-Koga and Commissioner Chavez

4a. [21-0668](#) Minutes of the May 12, 2021 meeting

Action: Committee Approval

4b. [21-0675](#) BATA FY 2020-21 Third Quarter Financial Statements

Action: Information

Presenter: Raymond Woo

- 4c. [21-0693](#) Contract Change Order - FasTrak® Regional Customer Service Center: COVID-19 Costs and Re-send Golden Gate Bridge Second Violation Notices (\$2,440,246)

Action: Committee Approval

Presenter: Beth Zelinski

- 4d. [21-0724](#) Purchase Orders - Advanced Toll Collection and Accounting System Hardware Maintenance and Telecommunication Services: Hewlett Packard Enterprise Company and AT&T (\$900,000 combined)

Action: Committee Approval

Presenter: Mark Dinh

5. Information

- 5a. [21-0840](#) FasTrak® Customer Service Center State of Operations

A report on the FasTrak® Customer Service Center (CSC) operations.

Action: Information

Presenter: Monica Serrano and Lynn Valdivia

The following members of the public were called to speak: Adina Levin, Aleta Dupree, Richard Hedges, and Veda Florez.

Commissioner Abe-Koga was present during agenda item 5a.

6. Approval

- 6a. [21-0691](#) BATA Recovery Ad Hoc Working Group Final Recommendation

Staff will present and request Authority approval of the Ad Hoc Working Group Summary Report and Action Plan to address the COVID-19 pandemic impact on the BATA toll bridges and approaches.

Action: Authority Approval

Presenter: Peter Lee and Lisa Klein

The following members of the public were called to speak: Roland Lebrun, Adina Levin, and Aleta Dupree.

Commissioner Abe-Koga left during agenda item 6a.

Upon the motion by Commissioner Ronen and the second by Commissioner Glover, the Committee unanimously approved the referral of the BATA Recovery Ad Hoc Working Group Final Recommendation to the Authority for approval. The motion carried by the following vote:

Aye: 6 - Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt, Commissioner Ronen and Chair Worth

Absent: 2 - Vice Chair Abe-Koga and Commissioner Chavez

6b. [21-0676](#) BATA Resolution No. 144 - FY 2021-22 Operating and Capital Budgets

Staff requests that BATA Resolution No. 144 authorizing the Operating and Capital Budgets for FY 2021-22 be referred to the Authority for approval. The operating budget is balanced as presented with a surplus of \$81 million that will be utilized as part of the FY 2021-22 capital program.

Action: Authority Approval

Presenter: Brian Mayhew

Roland Lebrun was called to speak.

Commissioner Abe-Koga returned during agenda item 6b.

Upon the motion by Commissioner Papan and the second by Commissioner Rabbitt, the Committee unanimously approved the referral of BATA Resolution No. 144 to the Authority for approval. The motion carried by the following vote:

Aye: 7 - Vice Chair Abe-Koga, Commissioner Glover, Commissioner Miley, Commissioner Papan, Commissioner Rabbitt, Commissioner Ronen and Chair Worth

Absent: 1 - Commissioner Chavez

7. Public Comment / Other Business

Aleta Dupree was called to speak.

8. Adjournment / Next Meeting

The next meeting of the BATA Oversight Committee is scheduled to be held on Wednesday, July 14, 2021 at 9:35 a.m. remotely and by webcast. Any changes to the schedule will be duly noticed to the public.



Metropolitan Transportation Commission

375 Beale Street, Suite 800
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Legislation Details (With Text)

File #: 21-0906 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 6/7/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/14/2021 **Final action:**

Title: Contract Amendment - Construction and Maintenance Zone Enhanced Enforcement Program:
California Highway Patrol (CHP) (\$2,720,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4b - 21-0906 - ContractAmend CHP Enhanced Enforcement.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract Amendment - Construction and Maintenance Zone Enhanced Enforcement Program:
California Highway Patrol (CHP) (\$2,720,000)

Presenter:
Angela Louie

Recommended Action:
Committee Approval

Bay Area Toll Authority Oversight Committee

July 14, 2021

Agenda Item 4b - 21-0906

Contract Amendment – Construction and Maintenance Zone Enhanced Enforcement Program: California Highway Patrol (CHP) (\$2,720,000)

Subject: This item requests Committee approval to enter into a contract amendment with the California Highway Patrol (CHP) in an amount not to exceed \$2,720,000 to provide traffic control and traffic enforcement services for the construction and maintenance zone enhanced enforcement program (COZEEP/MAZEEP), subject to the approval of future BATA and BAIFA budgets.

Background: CHP provides enhanced safety services for Bay Area Toll Authority (BATA) and Bay Area Infrastructure Authority (BAIFA) construction and maintenance projects, including lane closures, traffic breaks, construction zone speed enforcement and queue control. The BATA Oversight Committee initially authorized the current contract in July 2011 and subsequently authorized contract amendments in June 2016 and June 2017. In November 2018, staff added \$200,000 under Executive Director authority. Most recently, in January 2020, the BATA Oversight Committee authorized staff to amend the contract for \$1,775,000 and extend it to October 2023.

CHP construction and maintenance zone enhanced enforcement services have been essential to successfully maintain safe work zones for BATA and BAIFA construction and maintenance projects, including the San Francisco-Oakland Bay Bridge toll plaza canopy improvement and metering lights upgrade; tolling equipment upgrades; various toll bridge plaza maintenance projects; and the I-680 and I-880 Express Lanes construction. Over the next two years through the current contract expiration, we anticipate an additional need for COZEEP and MAZEEP for construction and maintenance projects, such as: All Electronic Tolling signs and striping; Open Road Tolling at some of the bridges; metering light improvement projects at the San Mateo-Hayward Bridge and Dumbarton Bridge toll plazas; operational improvement projects on various toll bridge approaches and bridges including the Forward projects; the final work to construct the BAIFA I-680 North Express Lanes in Contra Costa County; construction of I-80 Express Lanes in Solano County; and on-going maintenance of BATA toll facilities and bridges, BAIFA express lanes, and the US101 Express Lanes in San Mateo County (for which BAIFA will provide maintenance services on a reimbursable basis).

Staff is requesting a contract amendment with the CHP in an amount not to exceed \$2,720,000 to reimburse the CHP for traffic control and traffic enforcement services in construction and maintenance zones on an as-needed basis, subject to its availability, as determined by the type and

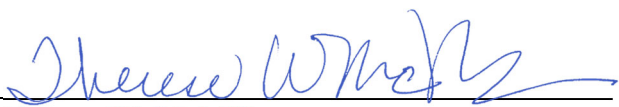
duration of construction activity and lane closure. CHP is reimbursed at an hourly overtime rate and for mileage. An estimated cost breakdown is shown in the following table by program.

Program	Funding Source	Cost	Description of COZEEP/MAZEEP Services through Oct 2023
BATA Projects	Toll Bridge Rehabilitation Program Budget	\$1,500,000	COZEEP and MAZEEP services as needed for construction and maintenance activities at the toll approaches, plazas and bridges, including Open Road Tolling.
BAIFA Express Lanes Construction	Express Lanes Capital Project Budget	\$700,000	COZEEP services for projects such as I-680 North, I-80 and other Express Lanes corridors as needed.
BAIFA Maintenance	Express Lanes Operating Project Budget	\$420,000	MAZEEP services for Express Lanes on I-680, I-880, US101 and other Express Lanes corridors as needed.
MTC Projects	RM2 Capital Program Budget	\$100,000	COZEEP services for operational improvement projects at various toll approaches, plazas and bridges, including the Forward projects.
TOTAL		\$2,720,000	

Future amendments and extensions may be requested to accommodate additional needs for projects during construction and maintenance and may also include dividing this contract into multiple contracts to separate out the costs for the various projects.

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to enter into a contract amendment in an amount not to exceed \$2,720,000 to provide traffic control and enforcement services for the construction and maintenance zone enhanced enforcement program (COZEEP/MAZEEP), subject to the approval of future BATA and BAIFA budgets.

Attachments: Request for Committee Approval – Summary of Proposed Contract Amendment


Therese W. McMillan

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.: 1237, 1251, 1252, 6840, 6844, 6845, 6849, 6861, 6863, 6864,

Agency: California Highway Patrol (CHP), Golden Gate Division (Contra Costa, Redwood City, San Francisco, San Jose, Hayward, Marin, Solano, Oakland, Castro Valley, Dublin)

Work Project Title: Traffic Control and Enforcement Agreement

Purpose of Project: Reimburse CHP for providing traffic control and traffic enforcement services for the construction and maintenance zone enhanced enforcement program (COZEED/MAZEED).

Brief Scope of Work: CHP to provide traffic control and traffic enforcement services for construction and maintenance projects.

Project Cost Not to Exceed: This amendment: \$2,720,000
Current contract amount before this amendment: \$5,780,000
Maximum contract amount after this amendment: \$8,500,000

Funding Source: Toll Bridge Rehabilitation Program Budget (\$1,500,000)
Express Lanes Capital Project Budget (\$700,000)
Express Lanes Operating Project Budget (\$420,000)
Regional Measure 2 Capital Program Budget (\$100,000)

Fiscal Impact: Funds to be included in future Toll Bridge Rehabilitation Program, Express Lanes Capital and Operating Project Budgets, and Regional Measure 2 Capital Program Budgets, subject to approval.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with the CHP for traffic control and traffic enforcement services described above and in the BATA Oversight Committee Summary Sheet dated July 14, 2021 and the Chief Financial Officer is authorized to set aside \$2,720,000 for such contract amendment, subject to the approval of future BATA and BAIFA budgets.

BATA Oversight Committee: _____
Amy R. Worth, Chair

Approved: July 14, 2021



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-0936 **Version:** 1 **Name:**

Type: Contract **Status:** Committee Approval

File created: 6/15/2021 **In control:** Bay Area Toll Authority Oversight Committee

On agenda: 7/14/2021 **Final action:**

Title: Contract - FasTrak® Communications Services: Polytechnic Marketing LLC (\$2,000,000)

Sponsors:

Indexes:

Code sections:

Attachments: [4c - 21-0936 - Contract Polytechnic Marketing LLC.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:
Contract - FasTrak® Communications Services: Polytechnic Marketing LLC (\$2,000,000)

Presenter:
Lysa Hale

Recommended Action:
Committee Approval

Bay Area Toll Authority Oversight Committee

July 14, 2021

Agenda Item 4c - 21-0936

Contract – FasTrak® Communications Services: Polytechnic Marketing LLC (\$2,000,000)

Subject: This item would authorize a contract with Polytechnic Marketing LLC in an amount not to exceed \$2,000,000 for communications services for the FasTrak® electronic toll collection program.

Background: In December 2020, the Metropolitan Transportation Commission (MTC) Operations Committee approved an on-call bench of prequalified consultants to provide technical assistance for six categories: 1) Program Management, 2) Planning, 3) Operational Monitoring and Reporting, 4) Technology Oversight, 5) Communications and Customer Information Services, and 6) Compliance and Risk Management Services. The RFQ that governed the selection specified that MTC could directly assign work to a particular firm based on the nature of the work, expertise and availability of the firm(s) and staff of those firm(s) or could conduct informal solicitations among qualified firms to assist in assigning work. This bench may be utilized for a three-and-a-half-year period ending June 30, 2024, with an option to extend for an additional two years. The RFQ authorized other public agencies, such as BATA, to obtain services from the bench contractors at the same terms and conditions provided to MTC.

In May 2021, BATA staff solicited proposals for FasTrak® consultant assistance from all nine firms qualified under Category 5: Communications and Customer Information Services. BATA received two proposals on June 16, 2021, from Polytechnic Marketing LLC and WSP USA Inc. in response to the Request for Proposals. The proposals were evaluated by a panel of agency staff based on the following criteria: 1) Qualifications and Team Experience; 2) Approach to Completing the Project; 3) Cost effectiveness, including reasonableness of hourly rates; and 4) Presentation, as evidenced in the written proposal. Following are the overall scores:

	Total out of 100
Polytechnic Marketing LLC	97.67
WSP USA Inc.	87.00

The selected proposer is particularly strong in the areas of qualifications and team experience and approach to completing the project.

This item seeks approval to enter into a contract in the amount of \$2,000,000 for communications services through FY 2021-22.

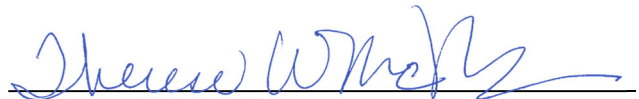
Work contemplated under this Contract includes:

- 1) Communications strategies to support changes to the FasTrak[®] program including affected audiences, appropriate level of message and tone, appropriate channels of communication, and recommended strategies to implement messages;
- 2) Development and implementation of marketing campaigns to raise awareness of tolling and to promote FasTrak[®], including three anticipated campaigns for the opening of the San Mateo 101 express lanes, the extension of the VTA express lanes, and a regionwide bridge toll increase; and
- 3) Providing ongoing support to FasTrak[®] operations in the areas of communications and customer education, including assistance with website content, development of printed and other materials, and managing Bay Area FasTrak[®] social media.

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

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract in an amount not to exceed \$2,000,000 with Polytechnic Marketing LLC to provide marketing and communications services for the FasTrak[®] program through June 30, 2022.

Attachments: Attachment A: Disadvantaged Business Enterprise Status; and
Summary of Proposed Contract


Therese W. McMillan

Attachment A

		DBE* Firm			SBE** Firm			
	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Polytechnic Marketing LLC	Consultant services			X	X	2013608	
Subcontractor								
Subcontractor								

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.: 1252

Consultant: Polytechnic Marketing LLC
Berkeley, CA

Work Project Title: FasTrak[®] Communications Services

Purpose of Project: To provide marketing and communications services for the FasTrak[®] electronic payments program

Brief Scope of Work: Consultant will provide assistance with developing communications strategies, developing and implementing marketing campaigns to promote FasTrak[®], providing ongoing communications and customer information support, and other tasks.

Project Cost Not to Exceed: This contract: \$2,000,000

Funding Source: Toll Bridge Program Operating Funds

Fiscal Impact: Funds are included in the FY 2021-22 Toll Bridge Program Operating Budget.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract with Polytechnic Marketing LLC for communications services for FasTrak[®] as described above and in the BATA Oversight Committee Summary Sheet dated July 14, 2021 and the Chief Financial Officer is authorized to set aside \$2,000,000 for such Contract.

BATA Operations Committee:

Amy Rein Worth, Chair

Approved: Date: July 14, 2021



Metropolitan Transportation Commission

375 Beale Street, Suite 800
San Francisco, CA 94105

Legislation Details (With Text)

File #: 21-0819 **Version:** 1 **Name:**
Type: Contract **Status:** Informational
File created: 5/17/2021 **In control:** Bay Area Toll Authority Oversight Committee
On agenda: 7/14/2021 **Final action:**
Title: Contract Change Order - FasTrak® Regional Customer Service Center: Additional AET Invoice Costs and Contract Extension (\$112,854,000)

A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) for additional all electronic tolling (AET) invoice costs and a contract extension to March 2024 in a combined total amount not to exceed \$112,854,000, subject to the approval of future BATA budgets.

Sponsors:

Indexes:

Code sections:

Attachments: [5a - 21-0819 - ContractChangeOrder Conduent FasTrak CSC.pdf](#)

Date	Ver.	Action By	Action	Result
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Subject:

Contract Change Order - FasTrak® Regional Customer Service Center: Additional AET Invoice Costs and Contract Extension (\$112,854,000)

A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) for additional all electronic tolling (AET) invoice costs and a contract extension to March 2024 in a combined total amount not to exceed \$112,854,000, subject to the approval of future BATA budgets.

Presenter:

Beth Zelinski

Recommended Action:

Committee Approval

Bay Area Toll Authority Oversight Committee

July 14, 2021

Agenda Item 5a - 21-0819

Contract Change Order – FasTrak® Regional Customer Service Center: Additional AET Invoice Costs and Contract Extension (\$112,854,000)

Subject: A request to authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) for additional all electronic tolling (AET) invoice costs and a contract extension to March 2024 in a combined total amount not to exceed \$112,854,000, subject to the approval of future BATA budgets.

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 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.

In July 2020, this Committee approved \$10.5 million for AET related costs including \$1.5 million for system development costs and \$9 million for monthly operating costs to send invoices through the end of the current contract term in March 2022. The estimated operating costs were based on an initial project concept to deploy AET at Northern and Southern bridges in two groups such that full AET would be achieved in June 2021. The estimate was also based on implementing a toll differential that would encourage FasTrak® enrollment and reduce the quantity of invoices. The actual AET deployment was completed earlier than planned on all bridges in January 2021, and a toll differential has not yet been deployed. Also, traffic has returned to normal faster than forecast. Due to these factors, the quantity of invoices is higher than planned and the \$9 million included in the contract is not sufficient to cover the invoice costs through the current end of term in March 2022. Staff is requesting an additional \$10,272,000 for invoice costs through March 2022.

BATA staff is also requesting approval of a two-year contract extension through March 2024. The base operating term of the Conduent contract was five years through September 2019, and the contract allows up to ten annual extensions. In November 2018, this Committee approved a two-and-a-half-year extension to the base operating term through March 2022. Staff recommends this extension to allow time to plan and implement a future procurement. A procurement to replace a system and operation the size of the CSC is a significant effort and investment and involves detailed planning and coordination internally and with external partners. We will continue to monitor the toll industry closely for emerging opportunities and changes to the way toll services are delivered to help inform the planning and delivery of our next generation CSC. During this time, staff will also work closely with Conduent to improve the current operation, which has been struggling with staffing levels.

The added contract value of this two-year extension is \$102,582,000. Since FasTrak® services are provided for BATA bridges, the Golden Gate Bridge, and the Express Lanes, BATA will be reimbursed by the Golden Gate Bridge Highway and Transportation District and the Express Lane operators for their share of the services provided by the CSC.

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


Issues:

CSC Performance. While there have been several factors at play, the performance of the CSC has suffered significantly since the initiation of All Electric Tolling (AET) in January. The move to an invoice based collection system, and its attendant significant jump in call volume, coupled with CSC staffing shortages and other impediments was brought to the BATA's attention in June. Staff has been working with Conduent to press for accelerated remedies to the situation, and there are meaningful steps in process. A fuller presentation on those steps and progress toward improved outcomes for FasTrak® customers will be brought to the September BATA Oversight Committee.

Toll violation procedures. As a related issue, there has been concern expressed by BATA Commissioners that the inability of the CSC to provide adequate assistance to FasTrak® customers calls into question the viability of our adopted toll violation procedures that were re-initiated in January 2021, after being modified for the "cash less" toll process temporarily in place to respond to the pandemic. In maneuvering through the transition to the AET environment, BATA staff had suspended elements of the procedures as a practical, administrative matter. However, we believe a clearer, more directed position with the BATA regarding application of toll procedure is warranted, and we will be likewise returning with specific recommendations in September.

Recommendations: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent for additional AET invoice costs through March 2022 and a two-year contract extension to March 2024 in an amount not to exceed \$112,854,000, subject to the approval of future BATA budgets.

Attachments: Attachment A - Small Business and Disadvantaged Business Enterprise Status; Request for Committee Approval Sheet



Therese W. McMillan

Attachment A
Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	Atos	Network Management			X			X
Subcontractor	CCS Company	Third Party Call Center			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

Work Item No.:	1252
Vendor:	Conduent State and Local Solutions, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center
Purpose of Project:	Additional AET invoice costs and a two-year extension of operations
Brief Scope of Work:	Operating costs for additional AET invoice costs through March 2022 and a two-year contract extension through March 2024
Project Cost Not to Exceed:	This Change Order: \$112,854,000 Current contract amount before this Change Order: \$260,502,721 Maximum contract amount after this Change Order: \$373,356,721
Funding Source:	BATA Operating funds
Fiscal Impact:	\$14,107,000 is included in the FY 2021-22 Toll Bridge Program Operating Budget; \$98,747,000 to be included in the FY 2022-2023 and FY 2023-2024 Toll Bridge Program Operating Budgets, subject to future approvals.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract change order with Conduent for services as described above and in the BATA Oversight Summary Sheet dated July 14, 2021, and the Chief Financial Officer is directed to set aside funds in the amount of \$112,854,000 for such change order, subject to the approval of future BATA budgets.
BATA Oversight Committee:	

Amy Worth, Chair

Approved: July 14, 2021