

**Bay Area Toll Authority  
Oversight Committee**

**June 8, 2022**

**Agenda Item 4h - 22-0982**

**Contract Amendment – Credit Card Processing for the FasTrak® Electronic Toll  
Collection Program: Bank of America Merchant Services (\$2,600,000)**

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**Subject:**

This item would authorize the Executive Director or designee to negotiate and enter into a contract amendment with Bank of America Merchant Services (BAMS) to increase the contract amount from \$16,000,000 to \$18,600,000 for fiscal year 2022 to continue to provide credit card processing services for the FasTrak® Electronic Toll Collection (ETC) program.

**Background:**

The FasTrak® program serves customers who have their tolls collected electronically at Bay Area toll facilities. The toll facilities include the Bay Area Toll Authority's (BATA) seven state-owned bridges; the Golden Gate Bridge; and the Bay Area Express Lanes. In addition, FasTrak® customers may also use their accounts to pay for parking at the San Francisco International Airport garages.

On July 1, 2019, following a competitive procurement, BATA entered into a contract with BAMS to provide credit card processing services. The contract is for a five-year term, through June 30, 2024, with an option to extend for two additional years. The current contract encumbrance for services is \$16,000,000 per fiscal year, with a total contract not to exceed amount of \$80,000,000.

The FasTrak® program has seen an increase in usage due to the conversion from cash to all electronic tolling at BATA's seven bridges. In January 2021 BATA began sending out invoices to customers crossing the toll bridges without a valid FasTrak® account. On average, approximately 750,000 invoices are sent monthly. Of the payments received, 84% of transactions are paid by credit card. As a result of the expanded use, credit card processing fees have also increased. There has been an average increase of 27% in fees comparative to the prior fiscal year. BAMS is neither a small nor disadvantaged business enterprise and has no subcontractors.


**Issues:**

None identified.

**Recommendations:**

Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with BAMS, to increase the contract amount for FY2022 in the amount of \$2,600,000 for a new total contract not to exceed amount of \$82,600,000 to continue to provide credit card processing services.

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



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Andrew B. Fremier

## **Request for Committee Approval**

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### **Summary of Proposed Contract Amendment**

Work Item No.: 1254

Consultant: Bank of America Merchant Services

Work Project Title: Credit Card Processing Services for FasTrak<sup>®</sup> Electronic Toll Collection Program

Purpose of Project: To provide credit card processing services

Brief Scope of Work: To provide credit card processing services for the FasTrak<sup>®</sup> ETC Program for the combined FasTrak<sup>®</sup> Regional Customer Service Center operation for the state-owned Bridges, Golden Gate Bridge, Bay Area Express Lanes, and the San Francisco International Airport Parking Garages.

Project Cost Not to Exceed: \$2,600,000 (this amendment)

Total contract amount before this amendment: \$80,000,000

Maximum contract amount after this amendment: \$82,600,000

Funding Source: BATA Toll Bridge Program Operating Funds

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

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Bank of America Merchant Services for credit card processing services described above and in the BATA Oversight Committee Summary Sheet dated June 8, 2022 and that the Chief Financial Officer is authorized to set aside \$2,600,000 for such contract amendment.

BATA Oversight Committee:

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Alfredo Pedroza, Chair

Approved: June 8, 2022