

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

**June 14, 2023**

**Agenda Item 4h - 23-0762**

**Contract Change Order– FasTrak® Regional Customer Service Center Support of  
the Open Road Tolling Program: Conduent State and Local Solutions, Inc.  
(\$200,000)**

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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 Open Road Tolling Program in an amount not to exceed \$200,000, subject to the approval of the FY 2023-24 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.

BATA is in the process of replacing its existing toll system at the seven State-owned bridges in the Bay Area as part of its conversion to Open Road Tolling (ORT). The conversion at each bridge involves the replacement of roadside equipment which generates, records, and transmits transactional data to the CSC for account posting and reconciliation. The Scope of Work for this item covers Conduent participation in workshops and meetings with BATA and ORT Toll System Integrator staff during the system design phase along with providing input and feedback into design documents relevant to data exchange and the review of proposed test plans and scripts. The work shall be performed on a Time and Materials basis.

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 Open Road Tolling Program in an amount not to exceed \$200,000, subject to the approval of the FY 2023-24 BATA budget.

**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**

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**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 the Open Road Tolling Program

Purpose of Project: Support the Open Road Tolling Program by attending meetings and reviewing design deliverables related to the future transfer of transactions from the new ORT toll system to the FasTrak® Regional Customer Service Center.

Brief Scope of Work: Participate in the meetings necessary to ensure the Customer Service Center will properly receive transactions from the new Open Road Tolling System.

Project Cost Not to Exceed: This Change Order: \$200,000  
Current contract amount before this Change Order Amendment: \$795,309,496 (this total does not include other June 14, 2023 contract approval actions)  
Maximum contract amount after this Change Order Amendment: \$795,509,496

Funding Source: BATA Rehabilitation Funds

Fiscal Impact: Funds to be included in the FY 2023-24 BATA Toll Bridge Program Rehabilitation 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 14, 2023 and that the Chief Financial Officer is authorized to set aside \$200,000 for such contract change order, subject to approval of the FY 2023-24 BATA budget.

BATA Oversight Committee:

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Federal D. Glover, Chair

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Approved:

June 14, 2023