



BAY AREA TOLL AUTHORITY
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Memorandum

TO: BATA Oversight Committee

DATE: April 5, 2017

FR: Deputy, Executive Director

W. I. 1253

RE: Contract Change Order – FasTrak® Regional Customer Service Center: Escheatment Support: Xerox State and Local Solutions, Inc. (\$200,000)

This item would authorize a contract change order with Xerox State and Local Solutions, Inc. (Xerox) to support the escheatment process in an amount not to exceed \$200,000.

Background

Based on a competitive selection, BATA entered into a contract with Xerox on March 27, 2013 for management and operation of the FasTrak® Regional Customer Service Center (CSC). Under the contract, Xerox provides the FasTrak® account management system, transaction processing, call center operations, web services, payment processing, customer communications, violation image review and violation noticing. Xerox is under contract to operate the CSC until November 2019.

Under this contract change order, the CSC will support the escheatment process according to policies and procedures developed by BATA staff, consistent with state law. Prior to escheating funds, BATA, through the CSC, will publish a notice in the newspaper that uncashed refund checks that have been unclaimed for three years or longer will become the property of BATA if the payee on the check fails to submit a claim to the CSC by a date certain. The newspaper publication will refer potential claimants to where they may find a list of payees, with the dates and amounts of each uncashed check. Lists will be posted on the FasTrak® website and at the Bay Area Metro Center and the toll plazas of the seven state-owned bridges. If the payee does not claim his or her property, the funds may revert to BATA.

FasTrak® unclaimed property results from uncashed checks from accounts that were automatically closed due to inactivity and refunded or from violation payments that were refunded in part or in full due to overpayment of fees, duplicate payments, or other reasons. In addition to the newspaper publication described above, the CSC will issue letters on a semi-annual basis to those customers who have been issued refund checks valued at \$50 or more that have newly remained unclaimed for a period of six months. The letters will remind the customers to cash their checks, or if their checks are no longer valid or were never received, to contact the CSC. The escheatment process will begin in April with the first round of notifications to those with unclaimed property from 2013 or earlier. (The total amount of unclaimed property from 2013 and earlier is approximately \$1.5 million for 61,570 unclaimed refund checks.) After that, escheatment notices will be published in the newspaper on an annual basis.

The CSC will further support the escheatment process by updating the FasTrak® website with forms and FAQs, processing claim forms submitted by customers, reissuing refund checks and updating system financial processes and reports. This work is included in this change order.

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

Recommendation

Staff recommends that this Committee authorize the Executive Director or his designee to negotiate and enter into a contract change order with Xerox in an amount not to exceed \$200,000 to support the escheatment process.



Steve Heminger

SH:bz

Attachment

Attachment A
Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
			Yes	DBE #	No	Yes	SBE #	No
Prime Contractor Subcontractor	Firm Name	Role on Project						
	Xerox	System Development and Operations			X			X
	Atos	Network Management			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.:	1253
Vendor:	Xerox State and Local Solution, Inc. (Xerox), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Operations services to support escheatment.
Brief Scope of Work:	Provide notifications, claim processing, website and system updates.
Project Cost Not to Exceed:	This Change Order: \$200,000 Current contract amount before this Change Order: \$130,399,959 Maximum contract amount after this Change Order: \$130,599,959
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	Funds are included in the FY 2016-17 Toll Bridge Rehabilitation Program Budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract change order with Xerox for services as described above and in the Executive Director's Memorandum dated April 5, 2017, and the Chief Financial Officer is directed to set aside funds in the amount of \$200,000 for such contract change order.
BATA Oversight Committee:	<hr/> Amy Worth, Chair
Approved:	April 12, 2016