



BAY AREA TOLL AUTHORITY

Bay Area Metro Center

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Memorandum

TO: BATA Oversight Committee

DATE: February 28, 2017

FR: Deputy, Executive Director

W. I. 1253

RE: Contract Change Order – FasTrak® Regional Customer Service Center: 6C Support: Conduent State and Local Solutions, Inc. (\$500,000)

This item would authorize a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support the 6C toll tag protocol change in an amount not to exceed \$500,000.

Background

Based on a competitive selection, BATA entered into a contract with Conduent (formerly, Xerox State and Local Solution, Inc.) on March 27, 2013 for management and operation of the FasTrak® Regional 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. Conduent is under contract to operate the CSC until November 2019.

Under this contract change order, the CSC will support the rollout of the new 6C toll tag protocol. Per approved state regulations, all toll agencies must transition from the Title 21 tag protocol to the new 6C protocol by January 1, 2019. To support this change, the CSC will need to upgrade its system to issue new inventory, recognize 6C tag protocols, process transactions received from bridge and express lane systems and update web and customer communications. As part of this work, it will need to conduct testing with all Bay Area and other California toll agencies to ensure the 6C toll tags are recognized and can be processed. In addition, changes will be incorporated to assign toll tags to clean air vehicles in preparation for future tolling by Bay Area and other state toll agencies. These changes are being incorporated now to consolidate interagency system testing into a single phase for efficiency. BATA does not intend to begin clean air vehicle tolling in the immediate future.

Attachment A includes a summary of Conduent 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 Conduent in an amount not to exceed \$500,000 to support the 6C tag protocol.


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	Conduent			X			X
Subcontractor	Atos			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:	Conduent State and Local Solution, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	System and operations changes to support 6C toll tags.
Brief Scope of Work:	Support 6C toll tag implementation including issuing toll tags and processing 6C transactions.
Project Cost Not to Exceed:	This Change Order: \$500,000 Current contract amount before this Change Order: \$130,799,959 Maximum contract amount after this Change Order: \$131,299,959
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	Funds are included in the FY 2017-18 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 Conduent for services as described above and in the Executive Director's Memorandum dated February 28, 2018, and the Chief Financial Officer is directed to set aside funds in the amount of \$500,000 for such contract change order.
BATA Oversight Committee:	<hr/> Amy Worth, Chair
Approved:	March 7, 2018