



BAY AREA TOLL AUTHORITY
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Memorandum

TO: BATA Oversight Committee

DATE: February 6, 2019

FR: Executive Director

W. I. 1253

RE: Contract Change Order – FasTrak® Regional Customer Service Center: Support VTA 237 Express Lane: Conduent State and Local Solutions, Inc. (\$1,500,000)

This item would authorize a contract change order with Conduent State and Local Solutions, Inc. (Conduent) for system upgrades and operations support for the VTA 237 Express Lane Extension in an amount of \$1,500,000, 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® 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.

VTA currently operates the 237 Express Lane in Santa Clara County. Under agreement with BATA, VTA's electronic toll transactions are processed by the FasTrak® CSC and revenue remitted to VTA. VTA reimburses BATA for its share of the CSC operating costs. In Summer 2019, VTA will complete the extension of the 237 Express Lane and introduce new rules requiring all customers to use a FasTrak® toll tag. VTA will also begin charging tolls for clean air vehicles and enforce tolls using a camera-based system. The FasTrak® CSC system will be upgraded to support VTA's new rules. In addition, VTA's monthly operating costs will increase to process a higher volume of transactions and issue violation notices through the end of the FasTrak® CSC contract in March 2022. Additional costs are shown below. The unit prices for the monthly operating costs will be consistent with what is paid by bridges and other express lanes for these items.

Task	Cost
FasTrak® CSC System Upgrade and Testing	\$ 351,306
Startup Operations	\$ 73,221
Ongoing Monthly Operations Summer 2019 to March 2022	\$1,075,473
Total	\$1,500,000

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 designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$1,500,000 to support the VTA 237 Express Lane extension, subject to the approval of future BATA budgets.



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
	Atos			X			X
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 Change Order

Work Item No.:	1252
Vendor:	Conduent State and Local Solution, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Support VTA 237 Express Lane Extension
Brief Scope of Work:	Provide transaction and violation processing and CSC operations
Project Cost Not to Exceed:	This Change Order: \$1,500,000 Current contract amount before this Change Order: \$199,427,954 Maximum contract amount after this Change Order: \$200,927,954
Funding Source:	BATA Toll Bridge Rehabilitation Program and Toll Bridge Program Operating Funds, which shall be reimbursed by the Valley Transportation Authority (VTA) subject to the execution of a cooperative agreement between BATA and VTA.
Fiscal Impact:	\$351,306 Funds are included in the FY 2018-19 Toll Bridge Rehabilitation Program Budget. The balance of \$1,148,694 in funds for operations are subject to the approval of FY 2019-20, FY 2020-21 and FY 2021-22 Toll Bridge Program Operating Budgets. Reimbursements from VTA are subject to the execution of a cooperative agreement between BATA and VTA.
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 Executive Director's Memorandum dated February 6, 2019, and the Chief Financial Officer is directed to set aside funds in the amount of \$1,500,000 for such contract change order, subject to the approval of future BATA Budgets.
BATA Oversight Committee:	<hr/> Amy Worth, Chair
Approved:	February 13, 2019