



BAY AREA TOLL AUTHORITY
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Memorandum

TO: BATA Oversight Committee

DATE: February 27, 2019

FR: Executive Director

W. I. 1254

RE: Contract Amendment – Collection Services: Law Enforcement Systems, LLC (\$1,400,000)

This memorandum seeks Committee approval to extend BATA's collection service contract with Law Enforcement Systems, LLC (LES) by one year to June 30, 2020 in an amount not to exceed \$1,400,000, subject to the approval of the FY 2019-20 BATA budget.

Summary

On July 1, 2014 BATA entered into a contract with LES to perform collection services on toll violations and delinquent FasTrak[®] accounts for a five-year term through June 30, 2019, with an option to extend for an additional five years in one-year increments. LES has collected over twenty-nine million dollars from toll violations and delinquent FasTrak[®] accounts. LES has shown professionalism through the course of the contract. They have developed and maintained a strong professional relationship with BATA and our customer service center provider, Conduent State and Local Solutions, Inc.

LES has actively pursued new avenues to recover BATA's revenue. Since 2014, LES has implemented a second layer of collection services, increased call volumes, and increased outreach by mail to encourage debtors to repay their debts.

LES charges a 25% commission of all revenue collected for violations and closed delinquent accounts and 36% if the matter requires court action. The cost for all services provided by LES are covered by the commission.

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

Recommendation

Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with LES to extend its contract by one year to June 30, 2020.

A blue ink signature of Steve Heminger, consisting of a stylized 'S' followed by a horizontal line and a small flourish.

Steve Heminger

SH:vw
Attachment

ATTACHMENT A

	Firm Name	Role on Project	DBE* Firm			SBE** Firm		
			Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Law Enforcement Systems, LLC	Collections Services			X			X
Subcontractor	Greenbaum Law Group	Legal Collections			X			X
Subcontractor	Profession Account Management, LLC	Collections Services			X			X
Subcontractor	MRS BPO, LLC	Collection Services			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 Amendment

Work Item No.:	1254
Vendor:	Law Enforcement Systems, LLC Milwaukee, WI
Work Project Title:	Collection Services
Purpose of Project:	Collection services for toll violations and delinquent FasTrak® accounts through FY 2019-20
Brief Scope of Work:	Perform collection services for delinquent FasTrak® accounts and for toll violations occurring on the seven state-owned Bay Area bridges, Golden Gate Bridge and regional express lanes.
Project Cost Not to Exceed:	This amendment: \$1,400,000. Total contract value before this amendment: \$6,300,000. Total value of contract after amendment: \$7,700,000.
Funding Source:	BATA violation revenue
Fiscal Impact:	Funds to be included in the BATA Operating Budget for FY 2019-20.
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Law Enforcement Systems, LLC for the services described above and in the Executive Director's Memorandum dated February 27, 2019, and the Chief Financial Officer is authorized to set aside funds in the amount of \$1,400,000 for such contract amendment, subject to the approval of the BATA budget for FY2019-20.
BATA Oversight Committee:	<hr/> Amy R. Worth, Chair
Approved:	March 6, 2019