

Bay Area Toll Authority Oversight Committee

December 11, 2019

Agenda Item 4c

Contract Change Order – FasTrak® Regional Customer Service Center: Support Express Lanes: Conduent State and Local Solutions, Inc. (\$608,604)

Subject: This item would authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to extend support for the express lane projects in an amount not to exceed \$608,604 through March 30, 2022, 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.

In January 2015, the Committee approved a change order with Conduent to develop system functions, install additional equipment and provide monthly system maintenance for the CSC system expansion to support processing express lane transactions for Alameda County Transportation Commission (ACTC), Bay Area Infrastructure Authority (BAIFA), and Valley Transportation Authority (VTA) during the term of the original contract. The CSC contract has been extended for two and half years until March 2022 under a prior change order. This change order will extend the monthly maintenance services for the express lane support through March 2022.

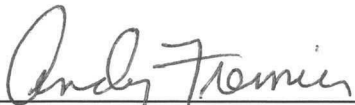
Time Period	Monthly System Maintenance Fee
November 2019 – September 2020	\$19,807
October 2020 – September 2021	\$20,402 (estimated)
October 2021 – March 2022	\$21,014 (estimated)

The monthly pricing estimates are updated annually according to California Consumer Price Index for San Francisco Consolidated Metropolitan Statistical Area.

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

Recommendation: Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$608,604 to provide monthly maintenance services to support express lanes for a period ending March 30, 2022, subject to approval of future BATA budgets.

Attachments: Request for Committee Approval – Summary of Proposed Contract Change Order



Andrew B. Fremier

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.:	1252
Vendor:	Conduent State and Local Solution, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Extend Express Lane Support
Brief Scope of Work:	Extend maintenance support for express lanes
Project Cost Not to Exceed:	This Change Order: \$608,604 Current contract amount before this Change Order: \$200,985,646 Maximum contract amount after this Change Order: \$201,594,250
Funding Source:	Toll Bridge Program Operating Funds, which shall be reimbursed by the Alameda County Transportation Commission (ACTC), Bay Area Infrastructure Authority (BAIFA), and Valley Transportation Authority (VTA) pursuant to cooperative agreements between BATA and ACTC, BAIFA and VTA.
Fiscal Impact:	\$237,684 in funds are included in the FY 2019-20 Toll Bridge Operating Budget. The balance of funds for operations are subject to the approval of FY 2020-21 and FY 2021-22 Toll Bridge Program Operating Budgets. Reimbursements from VTA, ACTC and BAIFA shall be made pursuant to cooperative agreements with BATA.
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 December 11, 2019, and the Chief Financial Officer is directed to set aside funds in the amount of \$608,604 for such contract change order, subject to the approval of future BATA Budgets.
BATA Oversight Committee:	<hr/> Amy Worth, Chair
Approved:	December 11, 2019