

# Bay Area Toll Authority

## Oversight Committee

January 8, 2020

Agenda Item 4g

### Contract Change Order – FasTrak® Regional Customer Service Center: Temporary License Plate DMV Hold Processing: Conduent State and Local Solutions, Inc. (\$307,248)

---

**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 modify the Customer Service Center (CSC) system to send violations for temporary license plates to DMV registration hold in an amount not to exceed \$307,248.

**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® 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 for bridges and express lanes in the Bay Area.

Beginning in January 2019, under California law, car dealers were required to provide a temporary license plate to new vehicles sold. At that time, the DMV also updated their system to begin providing vehicle registration owner information for the temporary plates to toll agencies in order to pursue violations. Temporary license plates are issued to vehicle owners until the DMV system is updated with the permanent plate that is then issued to the owner. The timeframe to issue permanent plates is approximately 90 days.

Under violation processing by the CSC, toll violations are sent to the vehicle owner based on the temporary license plate. If the violation remains unpaid, the violation may be attached to vehicle registration to be paid on registration renewal (registration hold). However, the DMV system only allows the hold to be placed against the permanent plate, even if the original violation occurred while the vehicle still had the temporary plate. Under this change order, Conduent will modify the CSC system to request additional information about the temporary plate, store the link between the associated temporary and permanent plate, and place registration holds on the permanent plate for violations that originally were detected using the temporary plate.

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 \$307,248 to modify the system to process DMV holds for temporary license plates.

**Attachments:** Attachment A - Small Business and Disadvantaged Business Enterprise Status;  
and  
Request for Committee Approval – Summary of Proposed Contract Change Order

  
\_\_\_\_\_  
Therese W. McMillan

## Attachment A

### Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	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.:	1252
Vendor:	Conduent State and Local Solutions, Inc. (Conduent), San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (CSC)
Purpose of Project:	Process temporary license plate violations
Brief Scope of Work:	Modify system to send temporary plate violations to DMV hold
Project Cost Not to Exceed:	This Change Order: \$307,248  Current contract amount before this Change Order: \$201,594,250  Maximum contract amount after this Change Order: \$201,901,498
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	\$307,248 in funds are included in the FY 2019-20 Toll Bridge Rehabilitation Program Budget.
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 January 8, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$307,248 for such contract change order.
BATA Oversight Committee:	<hr/> Amy Worth, Chair
Approved:	January 8, 2020