

Bay Area Toll Authority Oversight Committee

February 12, 2020

Agenda Item 5b

Contract Change Order – FasTrak® Regional Customer Service Center: I-880 Express Lane Support: Conduent State and Local Solutions, Inc. (\$12,567,600)

Subject: A request to 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 and provide operation services for the I-880 Express Lanes in an amount not to exceed \$12,567,600, subject to the approval of future BAIFA 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® 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.

BAIFA currently operates the 680 Express Lane in Contra Costa County. Under a cooperative agreement with BATA, BAIFA's electronic toll transactions are processed by the FasTrak® CSC and revenue remitted to BAIFA. BAIFA pays BATA for its share of the CSC operating costs. In Summer 2020, BAIFA will open the I-880 Express Lanes which will charge for toll trips and require all vehicles to use a FasTrak® toll tag. BAIFA will also begin charging reduced tolls for carpools with two occupants and clean air vehicles. Vehicles which do not have a toll tag will be issued a toll violation notice based on camera enforcement. The FasTrak® CSC system will be upgraded and tested to support BAIFA's new operations. In addition, BAIFA will pay monthly operations costs to process the forecasted transactions and issue violation notices through the end of the FasTrak® CSC contract term in March 2022. The cost breakdown for these services is 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	\$ 350,000
Startup Operations and Equipment	\$ 2,597,858
Ongoing Monthly Operations Summer 2020 to March 2022	\$ 9,619,742
Total	\$12,567,600

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 \$12,567,600 to support the I-880 Express Lanes, subject to the approval of future BAIFA budgets.

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:	Support I-880 Express Lanes
Brief Scope of Work:	Modify the system and provide operations services to support the I-880 Express Lanes
Project Cost Not to Exceed:	This Change Order: \$12,567,600 Current contract amount before this Change Order: \$201,901,498 Maximum contract amount after this Change Order: \$214,469,098
Funding Source:	BAIFA Capital and Operating Funds, subject to the execution of an amendment to the cooperative agreement between BATA and BAIFA
Fiscal Impact:	\$350,000 Funds are included in the FY 2019-20 BAIFA Capital Budget. The balance of \$12,217,600 in funds for operations are subject to the approval of FY 2020-21 and FY 2021-22 BAIFA Operating Budgets.
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 12, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$12,567,600 for such contract change order subject to the approval of future BAIFA Budgets.
BATA Oversight Committee:	

Amy Worth, Chair

Approved: February 12, 2020