

Bay Area Toll Authority Oversight Committee

May 13, 2020

Agenda Item 2d - 20-0439

Contract Change Order – FasTrak® Regional Customer Service Center: I-680 Sunol Express Lane Support: Conduent State and Local Solutions, Inc. (\$3,500,000)

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-680 Sunol Express Lanes in Alameda County in an amount not to exceed \$3,500,000, 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® 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.

Alameda County Transportation Commission (ACTC) currently operates the 680 Sunol Express Lane in Alameda County. Under a cooperative agreement with BATA, ACTC's electronic toll transactions are processed by the FasTrak® CSC and revenue remitted to ACTC. ACTC pays BATA for its share of the CSC operating costs. In early 2021, ACTC will open the I-680 Express Lanes in the northbound direction and also begin violation enforcement in both directions. ACTC will charge for toll trips and require all vehicles to use a FasTrak® toll tag. ACTC will also begin charging clean air vehicles at a discounted rate. 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 ACTC's expanded operations. In addition, ACTC 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	\$ 500,000
Ongoing Monthly Operations Early 2021 to March 2022	\$ 3,000,000
Total	\$ 3,500,000

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

Recommendation: Staff recommends that 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 \$3,500,000 to support the I-680 Express Lanes, subject to the approval of future BATA 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-680 Sunol Express Lanes
Brief Scope of Work:	Modify the system and provide operations services to support the I-680 Sunol Express Lanes
Project Cost Not to Exceed:	This Change Order: \$3,500,000 Current contract amount before this Change Order: \$214,479,899 Maximum contract amount after this Change Order: \$217,979,899 (this total does not include other May 13, 2020 contract approval actions)
Funding Source:	BATA Toll Bridge Rehabilitation Program and Toll Bridge Program Operating Funds, which shall be reimbursed by the Alameda County Transportation Commission (ACTC) subject to the execution of an amendment to the cooperative agreement between BATA and ACTC.
Fiscal Impact:	\$500,000 of funds are included in the FY 2019-20 Toll Bridge Rehabilitation Program Budget. The balance of \$3,000,000 in funds for operations are subject to the approval of FY 2020-21 and FY 2021-22 Toll Bridge Program Operating Budgets. Reimbursements from ACTC are subject to the execution of an amendment to the cooperative agreement between BATA and ACTC.
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 Bay Area Toll Authority Oversight Committee Summary Sheet dated May 13, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$3,500,000 for such contract change order subject to the approval of future BATA Budgets.
BATA Oversight Committee:	

Amy Worth, Chair

Approved: May 13, 2020