

Bay Area Toll Authority Oversight Committee

May 13, 2020

Agenda Item 3a - 20-0743

Contract Change Order – FasTrak® Regional Customer Service Center: Increase Payments Processing Capabilities: Conduent State and Local Solutions, Inc. (\$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 begin modifying the automated systems at the Customer Service Center (CSC) to accommodate the increased volume of check payments the CSC is receiving because cash toll collection is suspended. This implementation of new systems and equipment would also benefit any future conversion of BATA bridges to all electronic tolling (AET). The amount requested is not to exceed \$500,000.

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.

In response to the shelter-in-place order that began on March 17 of this year and to protect toll collectors, Caltrans stopped cash toll collection at the BATA bridges on March 21. Since that time, all tolls are being collected electronically. Non-FasTrak drivers no longer stop at the toll plaza to pay cash, but instead are sent a violation notice for the toll only and no penalty. As of April 27, Conduent has mailed approximately 1.2 million of these notices.

Given the number of notices, the CSC will need to scale up correspondence and payment processing capabilities. Check payments are anticipated to be up to ten times higher than current volumes, and the CSC does not currently have the equipment, capacity, or staff to handle this volume. To support the increased processing needs, Conduent will obtain automated correspondence and payment processing services, referred to as a Lockbox. The Lockbox will receive all FasTrak CSC correspondence where it will be opened and scanned. The payment file will be sent to Conduent's Vector system to post to accounts, and check images will be sent to the bank for deposit. The Lockbox will also send all scanned correspondence to Vector so that it can be processed (disputes, responses, etc.) and send all exception files to Conduent for resolution (such as unmatched payments). Checks and documents will be retained for a pre-defined period of time and be shredded. Staff is seeking approval for \$500,000 to allow Conduent to deploy lockbox services.

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 \$500,000 to support deployment of lockbox services.

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: Increase Payments Processing Capabilities at the CSC

Brief Scope of Work: Modify the CSC system to incorporate lockbox services

Project Cost Not to Exceed: This Change Order: \$500,000
Current contract amount before this Change Order: \$214,479,899
Maximum contract amount after this Change Order: \$214,979,899
(this total does not include other May 13, 2020 contract approval actions)

Funding Source: BATA Toll Bridge Rehabilitation Program

Fiscal Impact: 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 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 \$500,000 for such contract change order.

BATA Oversight Committee:

Amy Worth, Chair

Approved: May 13, 2020