

Bay Area Toll Authority Oversight Committee

June 10, 2020

Agenda Item 4e - 20-0752

Contract Change Order – FasTrak® Regional Customer Service Center: Support Introduction of Invoices: 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 modify the Customer Service Center (CSC) system and provide operation services to support the introduction of invoices on the BATA bridges in an amount not to exceed \$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.

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 June 4, Conduent has mailed approximately three million of these notices.

In May, this Committee approved a change order for Conduent to improve the CSC ability to process a greater quantity of checks and correspondence that are expected during the current emergency cashless tolling and as traffic volumes resume. Along the same lines, today's request is for Conduent to begin the initial development work to expand network and system infrastructure to accommodate the increasingly higher transaction volumes and customer interactions associated with the current emergency cashless environment and to begin initial plans and design work to incorporate invoices. Invoices (toll only) will enable BATA to return to the violation noticing process that was in place prior to March 2020. In July, staff plans to return to this Committee for guidance on a longer term plan to achieve all electronic tolling at BATA bridges.

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 the initial work for incorporating invoices on BATA bridges.

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 initial invoice work
Brief Scope of Work:	Upgrade CSC infrastructure and begin design work to support introduction of invoices on BATA bridges
Project Cost Not to Exceed:	This Change Order: \$500,000 Current contract amount before this Change Order: \$214,512,187 Maximum contract amount after this Change Order: \$215,012,187 (this total does not include other June 10, 2020 contract approval actions)
Funding Source:	BATA Toll Bridge Rehabilitation Program
Fiscal Impact:	Funds are included in the FY 2019-20 BATA 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 June 10, 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:	
	<hr/> Amy Worth, Chair
Approved:	June 10, 2020