

Bay Area Toll Authority Oversight Committee

November 4, 2020

Agenda Item 2b - 20-1477

Contract Change Order – FasTrak® Regional Customer Service Center: Additional Infrastructure Upgrade Costs to Support All Electronic Tolling: Conduent State and Local Solutions, Inc. (\$1,000,000)

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) for additional system and equipment upgrade costs to support all electronic tolling on the BATA bridges in an amount not to exceed \$1,000,000.

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.

In June, this Committee approved a change order 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 all electronic tolling. Under this change order, Conduent would deploy additional system, equipment and software upgrades including improvements to the telephone system to increase the capacity for phone agents and self service, and deploy a new more robust system that includes more reliability, supporting work from home agents and modern management features.

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 \$1,000,000 for system and equipment upgrades to support all electronic tolling 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.: 1253

Vendor: Conduent State and Local Solutions, Inc. (Conduent),
San Francisco, CA

Work Project Title: FasTrak® Regional Customer Service Center (CSC)

Purpose of Project: Support system and equipment upgrades

Brief Scope of Work: Upgrade CSC system and equipment to support all electronic tolling on BATA bridges

Project Cost Not to Exceed: This Change Order: \$1,000,000
Current contract amount before this Change Order: \$255,644,475
Maximum contract amount after this Change Order: \$256,644,475

Funding Source: BATA Toll Bridge Rehabilitation Program

Fiscal Impact: Funds are included in the FY 2020-21 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 BATA Oversight Committee Summary Sheet dated November 4, 2020, and the Chief Financial Officer is directed to set aside funds in the amount of \$1,000,000 for such contract change order.

BATA Oversight Committee:

Amy Worth, Chair

Approved: November 4, 2020