

Bay Area Toll Authority Oversight Committee (BATA Oversight)

April 14, 2021

Agenda Item 4c - 21-0429

Contract Amendment – FasTrak® Collection Services: Law Enforcement Systems, LLC (\$1,400,000)

Subject: A request for Authority approval to extend BATA's collection service contract with Law Enforcement Systems, LLC (LES) by one year to June 30, 2022 in an amount not to exceed \$1,400,000, subject to the approval of the FY 2021-2022 BATA budget.

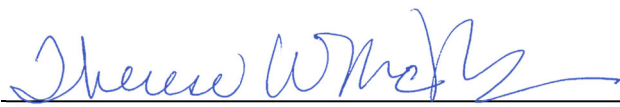
Background: On July 1, 2014, following a competitive procurement, BATA entered into a contract with LES to perform collection services on toll violations and delinquent FasTrak® accounts. The contract was for a five-year term, through June 30, 2019. The contract included an option to extend for an additional five years, in one-year increments. LES is currently on their second of five one-year contract extension with BATA.

LES has collected over \$38 million from toll violations and delinquent FasTrak® accounts. LES has shown professionalism through the course of the contract, as well as developed and maintained a strong professional relationship with BATA and our customer service center provider, Conduent State & Local Solutions, Inc.

LES charges a 25% commission of all revenue collected for violations and closed delinquent accounts, 35% if the matter requires court action. All services provided by LES are included in the commission. Attachment A includes a summary of LES and its project team's small and disadvantaged business enterprise status.

Recommendation: Staff recommends that the Authority authorize the Executive Director or designee to negotiate and enter into a contract amendment with LES to extend BATA's contract with LES by one year to June 30, 2022 in an amount not to exceed \$1,400,000 for FasTrak® collection services, subject to the approval of the FY 2021-22 BATA budget.

Attachments: Attachment A: Small Business and Disadvantaged Business Enterprise Status; and
Request for Committee Approval – Summary of Proposed Contract Amendment


Therese W. McMillan

Attachment A

Small Business and Disadvantaged Business Enterprise Status

			DBE* Firm			SBE** Firm		
	Firm Name	Role on Project	Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	Law Enforcement Systems, LLC	Collection Services			X			X
Subcontractor	Greenbaum Law Group	Legal Collection			X			X
Subcontractor	Professional Account Management, LLC	Collection services			X			X
Subcontractor	MRS BPO, LLC	Collection Services			X			X

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract Amendment

Work Item No.:	1254
Consultant:	Law Enforcement Systems, LLC Milwaukee, WI
Work Project Title:	Collection Services
Purpose of Project:	Collection services for toll violation and delinquent FasTrak® accounts through FY 2021-22
Brief Scope of Work:	Perform collection services for delinquent FasTrak® accounts and for toll violations occurring on the seven state-owned Bay Area bridges, Golden Gate Bridge, and regional express lanes.
Project Cost Not to Exceed:	This amendment: \$1,400,000 Total contract value before this amendment: \$9,100,000 Total contract value after this amendment: \$10,500,000
Funding Source:	BATA violation revenue
Fiscal Impact:	Funds to be included in the BATA Operating Budget for FY 2021-22
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with Law Enforcement Systems, LLC for the services described above and in the BATA Summary Sheet dated April 14, 2021 and the Chief Financial Officer is authorized to set aside funds in the amount of \$1,400,000 for such contract amendment, subject to the approval of the BATA budget for FY 2021-22.
BATA Oversight:	<hr/> Amy Worth, Chair
Approved:	April 14, 2021