

Bay Area Toll Authority Oversight Committee

June 9, 2021

Agenda Item 4c - 21-0693

Contract Change Order – FasTrak® Regional Customer Service Center: COVID-19 Costs and Re-send Golden Gate Bridge Second Notices (\$2,440,246)

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 COVID-19 costs and costs to re-send Golden Gate Bridge (GGB) second notices for 2020 violation transactions in an amount not to exceed \$2,440,246.

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 March 2020, due to the COVID-19 pandemic and stay at home orders, the cash toll collectors were removed from the bridge toll booths for their safety. BATA implemented an emergency invoice process where drivers who did not pay their toll with FasTrak® were sent an invoice for the toll only. While this was originally expected to be a limited operation, it was determined that toll collectors could not safely return for an extended period. The COVID-19 health orders have significantly impacted the CSC operations and will continue until operations can fully return to normal. Conduent has submitted a claim for COVID-19 expenses they have incurred and expect to incur through December 2021 in the amount of \$2,216,700. The costs include hiring certified nursing assistants to conduct daily employee wellness checks, monitor health orders, and review operations to ensure COVID physical distancing and other safety requirements are being met; additional janitorial and cleaning services; system expansion and equipment to incorporate a third-party call center in order to provide additional call center staff; information inserts in cashless notices; and other system enhancements to address work from home support, system reliability and expand staffing availability during hiring challenges. Conduent will bill BATA for actual costs that are incurred.

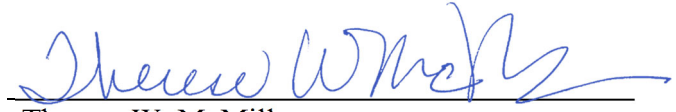
Also, in March 2020, at the direction of BATA and its partner agencies, the CSC temporarily stopped sending violation notices that had escalated from first to second notice due to COVID-19. This was to reduce demand on the CSC which had limited resources and to alleviate immediate response from the public. In November, the CSC resumed sending the delayed second notices. The current policy is that if a second notice is not paid, it will be sent to the DMV to be collected with the vehicle registration renewal fees or sent to a collection agency. The CSC intends to resume sending unpaid violations to DMV and collections. However, the GGB Highway and Transportation District (the District) has requested that the CSC send another second notice prior to sending violations that

occurred in 2020 to DMV and collections. The cost for this effort is shown in the table below. The District will pay for these costs.

Estimated volume 2 nd notices to be resent	Unit Price	Total Cost
224,373	\$ 0.9963	\$223,546

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 \$2,440,246 for COVID-19 costs and to re-send GGB second notices.

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
Subcontractor	CCS Company	Third Party Call Center			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: COVID-19 Costs and Support Golden Gate Bridge (GGB)

Brief Scope of Work: Additional operations costs during COVID-19 and resend
GGB second notices from CY2020

Project Cost Not to Exceed: This Change Order: \$2,440,246

Current contract amount before this Change Order: \$258,062,475

Maximum contract amount after this Change Order: \$260,502,721

Funding Source: BATA Toll Bridge Rehabilitation funds and BATA Operating
funds, to be reimbursed by GGB Highway and Transportation
District (the District)

Fiscal Impact: \$2,216,700 is included in the FY 2020-21 Toll Bridge
Rehabilitation Program Budget and \$223,546 is included in
the FY 2020-21 Operating Budget, to be reimbursed by the
District.

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 Summary Sheet dated June 9, 2021, and the Chief
Financial Officer is directed to set aside funds in the amount
of \$2,440,246 for such change order.

BATA Oversight Committee:

Amy Worth, Chair

Approved: June 9, 2021