

# Bay Area Toll Authority Oversight Committee

October 13, 2021

Agenda Item 4b - 21-1037

## Contract Change Order – FasTrak® Regional Customer Service Center Support for Toll Discount Pilot on I-880 Express Lanes: Conduent State and Local Solutions, Inc. (\$200,000)

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**Subject:** A request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to support the toll discount pilot on the I-880 Express Lanes in an amount not to exceed \$200,000.

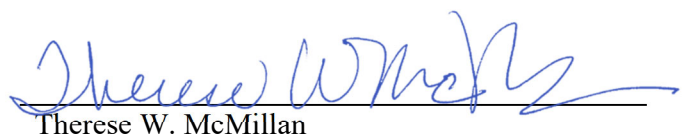
**Background:** Based on a competitive selection, BATA entered into a contract with Conduent (formerly, Xerox State and Local Solutions, Inc.) on March 27, 2013 for management and operation of the FasTrak® Customer Service Center (CSC). Under the contract, Conduent provides the FasTrak® account management 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.

The Bay Area Infrastructure Financing Authority (BAIFA) is planning a toll discount pilot program for low-income customers on the I-880 Express Lanes, similar to Clipper START<sup>SM</sup> for transit. For BAIFA's program, qualified low-income customers will receive a discount on their tolled trips on the I-880 Express Lanes. Development of the detailed policies for this program is underway by BAIFA. Once the pilot program policies are finalized, BAIFA will develop and manage the system for eligibility enrollment and validation. Once a customer's eligibility is approved, the program will be added to the customer's FasTrak® account managed by the FasTrak® CSC. The FasTrak® CSC will also be responsible for processing the I-880 Express Lanes trips and providing the toll discount. To support implementation of this program, Conduent will develop and test modifications to their system to process the I-880 Express Lanes discounted tolls. Conduent will also provide ongoing customer support as needed for these accounts. The cost of Conduent's development and testing is \$100,000. In July, this Committee approved a two-year extension of the Conduent Contract through March 2024. The ongoing operation cost for the pilot program through the end of the contract in March 2024 is estimated at \$100,000. The pilot program is expected to be deployed in Spring 2022. BAIFA will pay for the costs of this project. Based on the results of the pilot, the program may be expanded to other express lane facilities in the Bay Area.

Attachment A includes a summary of Conduent and its project team's small business and disadvantaged business enterprise status.

**Recommendations:** Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent to support the toll discount pilot program in an amount not to exceed \$200,000.

**Attachments:** Attachment A - Small Business and Disadvantaged Business Enterprise Status; Request for Committee Approval Sheet

  
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

Purpose of Project: Support toll discount pilot program

Brief Scope of Work: Develop and test system modifications for the toll discount  
pilot and ongoing operating support through March 2024

Project Cost Not to Exceed: This Change Order: \$200,000  
  
Current contract amount before this Change Order: \$374,739,614  
  
Maximum contract amount after this Change Order: \$374,939,614  
  
(this total does not include other October 13, 2021 contract  
approval actions)

Funding Source: BAIFA Capital Program Budget

Fiscal Impact: Funds are included in the FY 2021-22 BAIFA Capital  
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 Summary Sheet dated October 13, 2021, and the  
Chief Financial Officer is directed to set aside funds in the  
amount of \$200,000 for such change order.

BATA Oversight Committee:

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Amy Worth, Chair

Approved: October 13, 2021