

**Bay Area Toll Authority
Oversight Committee**

July 9, 2025

Agenda Item 5c-25-0934

FasTrak® Regional Customer Service Center Contract Actions:

- i. Contract Change Order Amendment – Solano I-80 Operations Support: Conduent State and Local Solutions, Inc. (\$7,000,000); and**
 - ii. Contract Change Order – Collections Agency Integration: Conduent State and Local Solutions, Inc. (\$400,000)**
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Subject:

A request to approve a contract change order amendment with Conduent State and Local Solutions, Inc. (Conduent) to provide operations support for the Solano I-80 Express Lanes corridor and a contract change order with Conduent to modify the Customer Service Center (CSC) system to integrate with a new collections agency.

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 the management and operation of the FasTrak® 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) plans to begin operation of express lanes on the Solano I-80 corridor in late fall 2025. The FasTrak® CSC system is currently being upgraded and tested to support integration of the new corridor. This change order amendment will cover the monthly operating costs to process the forecasted transactions and issue violation notices through the end of the FasTrak® CSC contract term in September 2027. These costs will be reimbursed by BAIFA. The unit prices for the monthly operating costs will be consistent with what is paid by Golden Gate Bridge and other express lanes, including the existing BAIFA corridors. Staff is requesting authority to enter into a contract change order amendment with Conduent in an amount not to exceed \$7,000,000 to provide operating support for Solano I-80 through September 2027.

Additionally, BATA is currently in the process of procuring a new collections agency vendor and will be requesting approval of an award in the fall. This change order will cover

modification of the CSC system for integration of a new collections agency in the event the incumbent is not awarded the contract. Staff is requesting authority to enter into a contract change order with Conduent in an amount not to exceed \$400,000 for Conduent to design and develop the changes to the FasTrak® CSC system and conduct testing required to integrate with a new collections agency.

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

Issues:

None identified.

Recommendations:

Staff recommends that this Committee authorize the Executive Director or designee to:

- Negotiate and enter into a contract change order amendment with Conduent in an amount not to exceed \$7,000,000 to provide operations support for Solano I-80 as described herein, subject to the approval of future years' BATA budgets. and
- Negotiate and enter into a contract change order with Conduent in an amount not to exceed \$400,000 to provide implementation support for integration of a collection agency as described herein.

Attachments:

- Attachment A – Disadvantaged Business Enterprise and Small Business Enterprise Status
- Request for Committee Approval – Summary of Proposed Contract Change Order Amendment
- Request for Committee Approval – Summary of Proposed Contract Change Order



Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes	If DBE Yes, List #	DBE No	SBE** Yes	If SBE Yes, List #	SBE No
Prime Contractor	Conduent	System Development and Operations			X			X
Subcontractor	Atos	Network Management			X			X
Subcontractor	Protiviti	Support for Financial Reconciliation			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 Amendment

Work Item No.:	1252
Consultant:	Conduent State and Local Solutions, Inc. San Francisco, CA
Work Project Title:	Solano I-80 Operations Support
Purpose of Project:	Contractor to provide operating support for Solano I-80 Express Lanes
Brief Scope of Work:	Provide operating support for I-80 Solano through September 2027
Project Cost Not to Exceed:	\$7,000,000 (this amendment) Current contract amount before this Change Order Amendment (this total does not include other July 9, 2025 contract approval actions): \$678,707,703 Maximum contract amount after this Change Order Amendment: \$685,707,703
Funding Source:	BATA Toll Bridge Program Operating Budget
Fiscal Impact:	\$3,000,000 is included in the FY 2025-26 BATA Operating Budget, with additional years' funds subject to approval of annual BATA Operating Budgets, which shall be reimbursed by BAIFA
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract change order amendment with Conduent State and Local Solutions, Inc. for the services described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet dated July 9, 2025 and that the Chief Financial Officer is authorized to set aside \$7,000,000 for such contract change order amendment, subject to the approval of future BATA budgets.
Operations Committee:	blank
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Approved:	July 9, 2025

Request for Committee Approval

Summary of Proposed Contract Change Order

Work Item No.:	1252
Consultant:	Conduent State and Local Solutions, Inc. San Francisco, CA
Work Project Title:	Collections Agency Integration
Purpose of Project:	Support integration of collections agency
Brief Scope of Work:	Contractor to modify the CSC system to integration collections agency
Project Cost Not to Exceed:	\$400,000 (this change order) Current contract amount before this Change Order (this total does not include other July 9, 2025 contract approval actions): \$678,707,703 Maximum contract amount after this Change Order Amendment: \$679,107,703
Funding Source:	BATA Toll Bridge Program Operating Budget
Fiscal Impact:	Funding is included in the FY 2025-26 BATA Operating Budget
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract change order with Conduent State and Local Solutions, Inc. for the services described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet dated July 9, 2025 and that the Chief Financial Officer is authorized to set aside \$400,000 for such contract change order.
Operations Committee:	<div>blank</div> <hr/> Nate Miley, Vice Chair
Approved:	July 9, 2025