

**Bay Area Toll Authority
Oversight Committee**

September 10, 2025

Agenda Item 3d-25-1161

**Contract Change Order Amendment – FasTrak® Regional Customer Service Center
Operational Enhancements: Conduent State and Local Solutions, Inc. (\$400,000)**

Subject:

A request for Committee approval to enter into a contract change order amendment with Conduent State and Local Solutions, Inc. (Conduent) to extend support for the design and development of time-sensitive low dollar-value changes to the FasTrak® Customer Service Center (CSC) system.

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.

At the November 2023 BATA Oversight Committee meeting, the Committee approved a change order for the contract in the amount of \$400,000 to support the design and development of time-sensitive changes to the FasTrak CSC through execution of low-value task orders. BATA utilizes this task order process to cover minor software modifications to accommodate BATA and partner agency changes to policies, the addition of new toll agency facilities or system upgrades to support state interoperability, or creation of new reports.

Staff is requesting approval to enter into a contract change order amendment with Conduent in an amount not to exceed \$400,000 to extend support of low dollar-value changes to the FasTrak® CSC system. The aggregate amount of all task orders under the amended change order would not exceed \$800,000.

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 \$400,000 to extend support for the design and development of time sensitive low dollar-value changes to the FasTrak[®] CSC system 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



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:	Operational Enhancements for FasTrak Regional Customer Service Center
Purpose of Project:	Execute time-sensitive low dollar-value changes to the FasTrak Regional Customer Service Center
Brief Scope of Work:	To be defined in specific task orders
Project Cost Not to Exceed:	\$400,000 (this change order amendment) Current contract amount before this Change Order Amendment (this total does not include other September 10, 2025 contract approval actions): \$679,494,182 Maximum contract amount after this Change Order Amendment: \$679,894,182
Funding Source:	BATA Operating Funds
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 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 September 10, 2025 and that the Chief Financial Officer is authorized to set aside \$400,000 for such contract change order amendment.
Operations Committee:	<div>blank</div> <hr/> Margaret Abe-Koga, Chair
Approved:	September 10, 2025