

**Bay Area Toll Authority
Oversight Committee**

August 12, 2026

Agenda Item 5c-26-0819

**Contract Change Order – Support for Implementation of Website Enhancements:
Conduent State and Local Solutions, Inc. (\$300,000)**

Subject:

A request to approve a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to modify the FasTrak[®] Customer Service Center (CSC) system for implementation and testing of website enhancements.

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.

With the rise of account takeover attempts, phishing scams, and other fraudulent activity across all industries, BATA seeks to add additional security enhancements to the FasTrak website.

These enhancements will help to further protect customer information.

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

The requested change order would increase Conduent's current contract by a total amount not to exceed \$300,000.

Issues:

None identified.

Recommendations:

Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into a contract change order with Conduent in an amount not to exceed \$300,000 to provide implementation support for the implementation of enhancements to the website as described herein. This amount is included in the FY 2026-27 BATA Operating Budget.

Attachments:

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



Andrew B. Fremier

Attachment A

Small Business Enterprise Status

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

*Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract Change Order

Work Item No.:	8900
Consultant:	Conduent State and Local Solutions, Inc. San Francisco, CA
Work Project Title:	Implementation of Website Enhancements
Purpose of Project:	Support implementation of additional and enhanced security layers to the online account experience
Brief Scope of Work:	Contractor to enhance security of the Bay Area FasTrak website.
Project Cost Not to Exceed:	\$300,000 (this change order) Current contract amount before this Change Order Amendment: \$692,801,566 Maximum contract amount after this Change Order Amendment: \$693,101,566
Funding Source:	BATA Operating Budget
Fiscal Impact:	Funding is included in the FY 2026-27 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 BATA Oversight Committee Summary Sheet dated August 12, 2026 and that the Chief Financial Officer is authorized to set aside \$300,000 for such contract change order.
Bay Area Toll Authority:	Margaret Abe-Koga, Chair
Approved:	August 12, 2026