

**Bay Area Toll Authority
Oversight Committee**

December 10, 2025

Agenda Item 6a-26-0002

**Contract Change Order Amendment– FasTrak® Regional Customer Service
Center Support of the FasTrak® Transponder Swap Program: Conduent State
and Local Solutions, Inc. (\$7,000,000)**

Subject:

A request for a Contract Change Order Amendment for FasTrak® Regional Customer Service Center support for the FasTrak® Transponder Swap Program with Conduent State and Local Solutions, Inc. (Conduent) in an amount not to exceed \$7,000,000; \$2,000,000 is included in the FY 2025-26 BATA budget and the remaining \$5,000,000 is subject to the approval of the FY 2026-27 BATA budget.

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® 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.

At the June 12, 2024 BATA Oversight Committee meeting, the Committee approved a change order for development and implementation of a program to replace older FasTrak transponders with new technology transponders. This program was implemented in response to changes to California regulations that updated the old protocol (Title 21) used for communication between transponders and readers to newer technology (6C). The regulation changes also included a date for retiring the Title 21 transponder protocol on January 1, 2027. The transponder swap program informs and assists FasTrak account holders with obtaining new transponders. In addition to complying with the regulation changes, the program also provides for improvements in efficiency and revenue collection by utilizing the newest technology. BATA ceased distribution of the older Title 21 transponders in 2019. However, there are currently approximately two million Title 21 transponders that have been used on a Bay Area toll bridge or express lane at least once within the last three years.

Change Order Amendment:

In anticipation of the impending retirement of the Title 21 transponders, Conduent implemented the transponder swap program. The program involves contacting FasTrak customers with Title 21 transponders and informing them of the need to replace the transponders. Customers are presented with options for replacement, including a simple self-service option via the web or calling the CSC. The program has been very successful, with a customer response rate of about 45 percent. To date, over 78,000 accountholders have replaced 194,000 Title 21 transponders. This response rate significantly exceeded initial expectations. The current change order value is \$2,926,769. Staff requests approval of a change order amendment with Conduent to add \$7,000,000, bringing the contract change order to a new total not to exceed amount of \$9,926,769. The proposed change order amendment would allow Conduent to continue the transponder swap program through June 30, 2027.

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

Issues:

None identified.

Recommendations:

Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a contract change order amendment with Conduent to support the transponder swap program through June 30, 2027, in an amount not to exceed \$7,000,000; \$2,000,000 is included in the FY 2025-26 BATA budget and the remaining \$5,000,000 is subject to the approval of the FY 2026-27 BATA budget.

Attachments:

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



Andrew B. Fremier

Small Business Enterprise Status

Prime Contractor

Subcontractor

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

**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. (Conduent) San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center Support for the FasTrak® Transponder Swap program
Purpose of Project:	Support ongoing operations of the FasTrak® Transponder Swap program to replace the FasTrak® program's actively used Title 21 transponders with new 6C transponders.
Brief Scope of Work:	Provide fulfillment, reporting and operational support in swapping of the FasTrak® programs T21 transponders for 6C transponders.
Project Cost Not to Exceed:	This Change Order: \$7,000,000 Current contract amount before this Change Order Amendment (this total does not include other December 10, 2025 contract approval actions): \$686,997,185 Maximum contract amount after this Change Order Amendment: \$693,997,185
Funding Source:	BATA Operating Funds
Fiscal Impact:	\$2,000,000 is included in the FY 2025-26 BATA Operating Budget, with the remaining funds subject to approval of the FY 2026-27 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 for services described above and in the BATA Oversight Summary Sheet dated December 10, 2025 and that the Chief Financial Officer is authorized to set aside \$7,000,000 for such contract change order, subject to approval of the FY 2026-27 BATA budget.
BATA Oversight Committee:	<div>blank</div> <hr/> Margaret Abe-Koga, Chair <div>blank</div>
Approved:	December 10, 2025