

**Bay Area Toll Authority
Oversight Committee**

April 9, 2025

Agenda Item 5d-25-0411

FasTrak® Regional Customer Service Center Contract Actions:

- i. Contract Change Order – Support for Implementation of Toll Increases and Changes to High Occupancy Vehicle Policy for State-owned Bridges: Conduent State and Local Solutions, Inc. (\$150,000); and**
 - ii. Contract Change Order – Support for Implementation of Open Road Tolling at Richmond-San Rafael Bridge: Conduent State and Local Solutions, Inc. (\$150,000)**
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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 of annual toll increases and policy changes for high occupancy vehicles (HOV) and a contract change order with Conduent to modify the CSC system for the interim open road tolling (ORT) system at the Richmond-San Rafael Bridge (RSR).

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 December 18, 2024 Authority meeting, the Authority approved BATA Resolution No. 184, Toll Schedule for the State-Owned Bridges, which increased toll rates over a five-year period starting January 1, 2026 to fund toll bridge operations and preservation. Additionally, BATA Resolution No. 184 established a uniform three-person carpool requirement for discounted tolls on all state-owned bridges. Staff is requesting authority to enter into a contract change order with Conduent in an amount not to exceed \$150,000 to complete changes to the FasTrak® CSC system and testing to support implementation of the toll increases and HOV policy changes.

Additionally, BATA plans to begin operation of the I-580 westbound ORT in early 2026 as part of the RSR Forward Project. This conversion to ORT involves replacement of the roadside

equipment at the bridge and the adjacent server room to generate and record toll transaction data which will then be transmitted to the CSC for account posting and reconciliation. The FasTrak[®] CSC system will be upgraded and tested to support integration of ORT. Staff is requesting authority to enter into a contract change order with Conduent in an amount not to exceed \$150,000 for Conduent to design and develop the changes to the FasTrak[®] CSC system and conduct testing required to incorporate the new ORT plazas and lanes and receive transactions. Attachment A includes a summary of Conduent and its project team's small business and disadvantaged business enterprise status.

The two requested change orders 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:

- i. Negotiate and enter into a contract change order with Conduent in an amount not to exceed \$150,000 to provide implementation support for the toll increases and HOV policy changes as described herein. This amount is included in the FY 2024-25 BATA Operating Budget; and
- ii. Negotiate and enter into a contract change order with Conduent in an amount not to exceed \$150,000 to provide implementation support for ORT as described herein. This amount is included in the FY 2024-25 BATA Operating Budget.

Attachments:

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

Work Item No.: 1252

Consultant: Conduent State and Local Solutions, Inc.
San Francisco, CA

Work Project Title: Toll Increase and High Occupancy Vehicle (HOV) Policy Change

Purpose of Project: Support implementation of annual toll increases and HOV policy changes

Brief Scope of Work: Contractor to modify the CSC system for implementation of the toll increases and HOV policy changes

Project Cost Not to Exceed: \$150,000 (this change order)
Current contract amount before this Change Order (this total does not include other April 9, 2025 contract approval actions): \$677,965,690
Maximum contract amount after this Change Order Amendment: \$678,115,690

Funding Source: BATA Operating Budget

Fiscal Impact: Funding is included in the FY 2024-25 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 April 9, 2025 and that the Chief Financial Officer is authorized to set aside \$150,000 for such contract change order.

Operations Committee: blank

blank Margaret Abe-Koga, Chair

Approved: April 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: Richmond-San Rafael Bridge Open Road Tolling Support

Purpose of Project: Support implementation of the interim ORT solution for the Richmond-San Rafael Bridge

Brief Scope of Work: Contractor to modify the CSC system in support of implementation of the interim ORT solution for the Richmond-San Rafael Bridge

Project Cost Not to Exceed: \$150,000 (this amendment)
Current contract amount before this Change Order Amendment (this total does not include other April 9, 2025 contract approval actions): \$677,965,690
Maximum contract amount after this Change Order Amendment: \$678,115,690

Funding Source: BATA Operating Budget

Fiscal Impact: Funding is included in the FY 2024-25 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 April 9, 2025 and that the Chief Financial Officer is authorized to set aside \$150,000 for such contract change order.

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