

**Bay Area Toll Authority  
Oversight Committee**

**March 11, 2026**

**Agenda Item 5d-26-0233**

**Contract for Merchant Payment Processing Services:  
First Data Corporation, DBA First Data Merchant Services, LLC (\$75,000,000)**

---

**Subject:**

A request for Committee approval to negotiate and enter into a contract with First Data Corporation, DBA First Data Merchant Services, LLC (First Data), to provide merchant payment processing services for the FasTrak<sup>®</sup> Regional Customer Service Center, in an amount not to exceed \$75,000,000 or a subsequently ranked firm in the event that a contract cannot be negotiated with First Data. The contract term is three (3) years, with an option to extend it to an additional two (2) years. The estimated annual cost is \$25,000,000, with a total contract amount not to exceed \$75,000,000, subject to approval of future BATA budgets; actual costs will depend on total payments processed.

**Background:**

The FasTrak<sup>®</sup> program enables patrons to pay tolls electronically at Bay Area toll bridges and Express lanes in the greater San Francisco Bay area through an Electronic Toll Collection (ETC) system. As part of the program, a Regional Customer Service Center (RCSC) was established and is operated by BATA's contractor, Conduent State & Local Solutions, Inc.

Patrons may open a prepaid FasTrak<sup>®</sup> Account and receive a toll tag for electronic payment, or they may use alternative options such as a License Plate Account (prepaid or post-pay without a toll tag), a One-Time Payment Account for infrequent travel, or a Toll Invoice for bridge tolls based on license plate information.

Since January 2021, all Bay Area toll bridges have operated under All Electronic Tolling, with unpaid Toll Invoices progressing to violation notices after 30 days. Express lane tolls may also be paid through a FasTrak<sup>®</sup> or License Plate Account, with violations issued when no active account exists.

Currently, patrons may use cash, check, or payment card (credit or debit) as a payment method to fund and replenish their accounts, pay for toll invoices, and pay for toll violations. BATA has an existing contract with Bank of America Merchant Services to provide payment card processing

services including the settlement and deposit of all funds into BATA’s financial depository accounts. This contract is set to expire on June 30, 2026.

**Procurement Process:**

In October 2025, BATA issued a Request for Proposal (RFP) for Merchant Payment Processing Services. The RFP covered a three (3) year term, with an option to renew for an additional two (2) years.

In response to the RFP, staff received proposals from six firms, of which five met the requirements and were evaluated. The remaining one firm was deemed non-responsive and therefore not evaluated.

The evaluation panel, composed of BATA staff, conducted a comprehensive review of all proposals in accordance with the weighted criteria established in the RFP, which included:

- Price (40%)
- Firm’s and individual staff qualifications and experience in payment card processing, with an emphasis on government entity accounts (25%)
- Proposer’s approach to payment processing and approach to price structures (10%)
- Accuracy and clarity of RFP response, overall presentation and completeness (20%)
- Value added services (5%)

Based on the results of the evaluation, the panel ranked all 5 firms evaluated as follows:

Ranking	Consultant	Score
1	First Data Corporation, DBA First Data Merchant Services, LLC	92.77
2	Paymentech, LLC	83.26
3	Bank of America, N.A.	81.03
4	Focus Merchant Services LLC	63.19
5	Etech360 Inc. DBA 360S2G	51.11

After a comprehensive evaluation of all submitted proposals, the evaluation panel determined that First Data is the most advantageous firm for BATA based on the evaluation criteria. The

firm offered the most competitive pricing and demonstrated strong firm and staff qualifications, including extensive experience providing payment card processing services for government entities. Based on the evaluation criteria established for this procurement, First Data received the highest overall score.

The proposer's approach to payment processing and pricing structures was clearly defined, operationally sound, and aligned with BATA's business and technical requirements. The proposal was accurate, well-organized, and complete, reflecting a high level of attention to detail. In addition, the proposer offered meaningful value-added services that enhance the overall benefit to BATA. First Data is not a Small Business Enterprise and has no subcontractors.

**Issues:**

None identified.

**Recommendations:**

Staff recommends that this Committee authorize the Executive Director or designee 1) to negotiate and enter into a contract with First Data Corporation, DBA First Data Merchant Services, LLC in an amount not to exceed \$75,000,000, to provide merchant payment processing services to the FasTrak® program for a three-year term with an option to extend for an additional two (2) years, subject to the approval of future BATA budgets, and 2) in the event that negotiations with First Data Corporation, DBA First Data Merchant Services, LLC are unsuccessful, to negotiate and enter into a contract with the next highest-ranked firm, Paymentech, LLC, and if necessary, subsequently ranked firms in order of ranking

**Attachments:**

- Request for Committee Approval – Summary of Proposed Contract



---

Andrew B. Fremier

**Request for Committee Approval**

---

**Summary of Proposed Contract**

Work Item No.: 8900

Consultant: First Data Corporation, DBA First Data Merchant Services, LLC,  
Milwaukee, WI

Work Project Title: Merchant Payment Processing Services

Purpose of Project: To provide merchant payment processing services for the FasTrak<sup>®</sup>  
Regional Customer Service Center.

Brief Scope of Work: Provide credit and debit cards, mobile wallet, and ACH processing  
services, along with the operational support and reporting tools required  
to support payment operations for the Bay Area FasTrak<sup>®</sup> Regional  
Customer Service Center.

Project Cost Not to Exceed: \$75,000,000

Funding Source: BATA Operating Budget

Fiscal Impact: Funds are subject to approval of future BATA budgets.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and  
enter into a contract with First Data Corporation, DBA First Data  
Merchant Services, LLC, or a subsequently ranked firm if negotiations  
with First Data Corporation, DBA First Data Merchant Services LLC  
are unsuccessful, for merchant payment processing services for the  
FasTrak<sup>®</sup> program as described above and in the BATA Oversight  
Committee Summary Sheet dated March 11, 2026 and that the Chief  
Financial Officer is authorized to set aside \$75,000,000 for such  
contract, subject to the approval of future BATA budgets.

BATA Oversight Committee:

---

Margaret Abe-Koga, Chair

Approved: March 11, 2026