

Bay Area Toll Authority Oversight Committee

December 10, 2025

Agenda Item 5c-25-1477

FasTrak® Regional Customer Service Center Contract Actions:

- i. **Contract Change Order – Support for Implementation of Toll Differential Policy for State-owned Bridges: Conduent State and Local Solutions, Inc. (\$450,000);**
 - ii. **Contract Change Order – Support for Implementation of Apple Pay and Google Pay: Conduent State and Local Solutions, Inc. (\$125,000); and**
 - iii. **Contract Change Order – Support for Implementation of License Plate Lookup for Payment of Invoice and Violation Notices: Conduent State and Local Solutions, Inc. (\$350,000)**
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Subject:

A request to approve contract change orders with Conduent State and Local Solutions, Inc. (Conduent) to modify the FasTrak® Customer Service Center (CSC) system for implementation of a toll differential, Apple Pay and Google Pay payment options, and a license plate lookup feature to view and pay outstanding toll invoices and violations.

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.

Toll Differential: 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 toll differential to help recoup the increased costs of collecting tolls via license plate accounts and invoices compared with collecting tolls via FasTrak® tags, starting January 1, 2027. Staff is requesting authority to enter into a contract change order with Conduent in an amount not to exceed \$450,000 to complete changes to the FasTrak® CSC system to support implementation of the toll differential.

Addition of Apple Pay and Google Pay: BATA plans to expand digital payment options for FasTrak customers by introducing Apple Pay and Google Pay on the bayareafastrak.org website. This enhancement will improve customer convenience through support of modern payment preferences and offering more seamless, user-friendly payment experiences. Customers will be able to use Apple Pay and Google Pay to pay invoices and violation notices, as well as one-time replenishments to their FasTrak accounts. Staff is requesting authority to enter into a contract change order with Conduent in an amount not to exceed \$125,000 to complete changes to the FasTrak® CSC system to support implementation of Apple Pay and Google Pay.

License Plate Lookup: BATA plans to implement a new license plate lookup feature on the FasTrak website which will allow customers to view and pay outstanding toll invoices or violations using license plate-based information, as an alternative to requiring an invoice or violation notice number. This new lookup option will provide a secure, customer-friendly way to pay and increase the volume of successful self-service transactions. Staff is requesting authority to enter into a contract change order with Conduent in an amount not to exceed \$350,000 to complete changes to the FasTrak® CSC system to support implementation of the license plate lookup feature.

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

The three requested change orders would increase Conduent's current contract by a total amount not to exceed \$925,000.

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 \$450,000 to provide implementation support for the toll differential policy as described herein. This amount is included in the FY 2025-26 BATA Operating Budget;

- ii. Negotiate and enter into a contract change order with Conduent in an amount not to exceed \$125,000 to provide implementation support for Apple Pay and Google Pay as described herein. This amount is included in the FY 2025-26 BATA Operating Budget; and
- iii. Negotiate and enter into a contract change order with Conduent in an amount not to exceed \$350,000 to provide implementation support for license plate lookup as described herein. This amount is included in the FY 2025-26 BATA Operating Budget.

Attachments:

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

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.:	1252
Consultant:	Conduent State and Local Solutions, Inc. San Francisco, CA
Work Project Title:	Toll Differential Policy Change
Purpose of Project:	Support implementation of toll differential policy change
Brief Scope of Work:	Contractor to modify the CSC system for implementation of the toll differential policy change
Project Cost Not to Exceed:	\$450,000 (this change order) Current contract amount before this Change Order (this total does not include other December 10, 2025 contract approval actions): \$686,997,185 Maximum contract amount after this Change Order Amendment: \$687,447,185
Funding Source:	BATA Operating Budget
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 with Conduent State and Local Solutions, Inc. for the services described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet dated December 10, 2025 and that the Chief Financial Officer is authorized to set aside \$450,000 for such contract change order.
Operations Committee:	blank
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Approved:	December 10, 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:	Implement Apple Pay and Google Pay
Purpose of Project:	Support implementation of Apple Pay and Google Pay on the BayAreaFastrak.org website
Brief Scope of Work:	Contractor to modify the CSC system in support of implementation of Apple Pay and Google Pay
Project Cost Not to Exceed:	\$125,000 (this change order) Current contract amount before this Change Order (this total does not include other December 10, 2025 contract approval actions): \$686,997,185 Maximum contract amount after this Change Order Amendment: \$687,122,185
Funding Source:	BATA Operating Budget
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 with Conduent State and Local Solutions, Inc. for the services described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet dated December 10, 2025 and that the Chief Financial Officer is authorized to set aside \$125,000 for such contract change order.
Operations Committee:	<div>blank</div> <hr/>
blank	Margaret Abe-Koga, Chair
Approved:	December 10, 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: License Plate Lookup for for Invoice and Violation Notice Payment

Purpose of Project: Support implementation of a license plate lookup for paying of toll invoices and violation notices

Brief Scope of Work: Contractor to modify the CSC system in support of implementation of a license plate lookup option for paying of toll invoices and violation notices

Project Cost Not to Exceed: \$350,000 (this amendment)
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: \$687,347,185

Funding Source: BATA Operating Budget

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 with Conduent State and Local Solutions, Inc. for the services described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet dated December 10, 2025 and that the Chief Financial Officer is authorized to set aside \$350,000 for such contract change order.

Operations Committee:

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Margaret Abe-Koga, Chair

Approved:

December 10, 2025
