Bay Area Toll Authority
Oversight Committee

April 8, 2026 **Agenda Item 5c-26-0340**

Contract Change Order – Support for Implementation of a New Merchant Service Provider: Conduent State and Local Solutions, Inc. ($590,000)

Subject:

A request to approve a contract change order with Conduent State and Local Solutions, Inc. (Conduent) in an amount not to exceed $590,000 to modify the FasTrak® Customer Service Center (CSC) system for implementation and testing as it transitions payment processing to a new merchant payment processing service provider.

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.

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.

In March 2026, BATA Oversight Committee approved the selection of First Data Corporation, DBA First Data Merchant Services, LLC (First Data) as the next merchant services provider. Staff is requesting authority to enter into a contract change order with Conduent in an amount not to exceed $590,000 to cover modification of the FasTrak CSC system for integration with First Data.

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

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 $590,000 to provide implementation support for the new merchant service provider 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

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 a New Merchant Service Provider
Purpose of Project:	Support implementation of a new merchant payment processing service provider
Brief Scope of Work:	Contractor to modify the CSC system for implementation of a new merchant payment processing service provider
Project Cost Not to Exceed:	$590,000 (this change order) Current contract amount before this Change Order Amendment: $687,312,015 Maximum contract amount after this Change Order Amendment: $687,902,015
Funding Source:	BATA Operating Funds
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 BATA Oversight Committee Summary Sheet dated April 8, 2026 and that the Chief Financial Officer is authorized to set aside $590,000 for such contract change order.
BATA Oversight Committee:	_______________________________ Margaret Abe-Koga, Chair
Approved:	April 8, 2026