

Bay Area Toll Authority
Oversight Committee

January 10, 2024

Agenda Item 4h-24-00593

Contract Change Order– FasTrak® Regional Customer Service Center Updates to Comply with AB 2594 (Ting): Conduent State and Local Solutions, Inc. (\$650,000)

Subject:

A request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to update the FasTrak® Customer Service Center system and operations to comply with California AB 2594 (Ting) in an amount not to exceed \$650,000.

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.

AB-2594 was passed by the California State Legislature and approved by the Governor on September 30, 2022. The legislation has various impacts on the operations of toll bridges, toll express lanes and other toll roadways. The FasTrak® CSC already complies with many requirements of the legislation, and BATA recently implemented two new requirements – a payment plan and waivers for bridge toll violations that occurred during the pandemic. These two programs were made available to low-income customers July 1, 2023. The remaining requirements in AB-2594, which include system and operational updates, as well as other tangentially-related requirements, must be implemented no later than July 1, 2024.

This Change Order would include the design, development, and deployment required to implement the remaining requirements of the AB-2594, including:

- Updating information on notices (invoices and violations) explaining escalation for non-payment;
- Extending the time to pay invoices from the current 21 days to 30 days;

- Extending the hours of operation for the CSC and walk in center to include additional hours outside of regular business hours;
- Increasing the amount of time that a person can dispute a violation to 30 days from the date of the notice;
- Allowing for a customer to request that results of a dispute be received via email;
- Requiring low-income customers requesting an administrative review to deposit the amount of the toll only; non-low-income customers will still be required to deposit the toll and penalties owed when requesting a hearing; and
- Providing a 15-day grace period to pay a first violation notice without penalty for a bridge violation; a violation penalty will be applied (\$5 for BATA) if payment is received after the 15 days.

Although not required by AB-2594, BATA will update the replenishment amount and threshold for FasTrak® customers who load value to their FasTrak® account with cash and check so that it aligns with that for credit card customers.

Attachment A includes a summary of Conduent and its project team's small business and disadvantaged 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 with Conduent to support the design, development and deployment required to implement the remaining requirements of AB-2594 in an amount not to exceed \$650,000.

Attachments:

- Attachment A - Small Business and Disadvantaged Business Enterprise Status; and
- 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 / No	If DBE Yes, List #	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	Conduent	System Development and Operations	No		No	
Subcontractor	Atos	Network Management	No		No	
	Protiviti	Support for Financial Reconciliation	No		No	

*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. (Conduent)
San Francisco, CA

Work Project Title: Update the FasTrak® CSC system and operations to comply with California AB 2594 (Ting)

Purpose of Project: Implement remaining requirements of AB-2594 (Ting).

Brief Scope of Work: Design, software development, test, and deploy updates to system and operations by July 1, 2024.

Project Cost Not to Exceed: This Change Order: \$650,000
Current contract amount before this Change Order Amendment:
\$796,909,496
Maximum contract amount after this Change Order Amendment:
\$797,359,496

Funding Source: BATA Operating Funds

Fiscal Impact: Funds included in the FY 2023-24 BATA Toll Bridge Program Operating Budget

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract change order with Conduent for services described above and in the BATA Oversight Summary Sheet dated January 10, 2024 and that the Chief Financial Officer is authorized to set aside \$650,000 for such contract change order .

BATA Oversight Committee: blank

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Federal D. Glover, Vice Chair

Approved: January 10, 2024