

Bay Area Toll Authority
Oversight Committee

March 13, 2024

Agenda Item 4b–24-00126

**Contract Change Order– FasTrak® Regional Customer Service Center Processing
of Violation Backlog: Conduent State and Local Solutions, Inc. (\$255,000)**

Subject:

A request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to process a backlog of unpaid violation notices for the region’s toll operators in an amount not to exceed \$255,000.

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.

During the pandemic, several toll agencies including BATA temporarily paused the process for escalating unpaid violation notices to DMV and/or collections. These processes were restarted in 2023, and all violations for unpaid tolls that occurred since May 1, 2023 have been sent to DMV for registration hold or to collections. However, BATA violations that occurred for unpaid tolls between January 2021 and April 2023 have not yet been sent to DMV or collections. Because the FasTrak CSC system was designed to handle ongoing daily processing of transactions to DMV or collections, it cannot easily process the two-plus years of backlogged transactions. Capacity constraints would result in an estimate of up to two years to process the backlog to DMV.

However, similar constraints do not exist for the collections processes, and the backlog can be processed in a maximum of eight months. As transactions age, payment rates drop. Additionally, DMV will not accept transactions older than three years for placement on registration hold. Based on these considerations, BATA staff has determined that sending the backlog directly to collections instead of sending to DMV for registration hold is the best approach.

This Change Order would include:

1. The design, development, and deployment of changes to bypass the DMV hold process and send the backlog of unpaid violations for BATA directly to collections. Similarly, BAIFA's backlogged transactions will also be sent directly to collections.
2. Processing a small backlog of unpaid violations for VTA, San Mateo, and ACTC to DMV for registration hold. This volume of transactions is much smaller than the BATA and BAIFA volumes and will take approximately two weeks to process to DMV.
3. Update to an existing Express Lanes business rule for BAIFA and ACTC Express Lanes that sets a minimum cumulative toll amount required before escalating unpaid violations to DMV or collections to include all Express Lanes operators.

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 process the backlog of unpaid violation notices for the region's toll operators in an amount not to exceed \$255,000.

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: FasTrak® CSC Processing of Unpaid Violations Backlog

Purpose of Project: Process backlog of unpaid violations for Bridges and Express Lanes.

Brief Scope of Work: Design, software development, test, and deploy minor updates to system and provide oversight of the processing by September 30, 2024.

Project Cost Not to Exceed: This Change Order: \$255,000
Current contract amount before this Change Order Amendment: \$797,559,496
Maximum contract amount after this Change Order Amendment: \$797,814,496

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 March 13, 2024 and that the Chief Financial Officer is authorized to set aside \$255,000 for such contract change order.

BATA Oversight Committee: _____ blank
Federal D. Glover, Vice Chair blank

Approved: March 13, 2024