Bay Area Toll Authority
Oversight Committee

June 10, 2026 **Agenda Item 5b-26-0393**

FasTrak® Regional Customer Service Center Back Office System Procurement – Procurement Stipend ($1,000,000)

Subject:

Request to authorize the Executive Director or designee to provide a stipend to vendors participating in the Request for Proposal phase of the procurement to replace the FasTrak® Customer Service Center (CSC) back office system in a cumulative amount not to exceed $1,000,000.

Background:

The FasTrak® CSC is currently operated by Conduent State & Local Solutions, Inc. (Conduent). Conduent provides both the CSC system and the operating staff. The CSC contractor manages customer accounts, provides call answering, web services, payment and transaction processing and violation notice processing for the six Bay Area toll operators – BATA, Golden Gate Bridge Highway and Transportation District, Bay Area Infrastructure Financing Authority, Alameda County Transportation Commission, Santa Clara Valley Transportation Authority, and San Mateo County Express Lanes Joint Powers Authority.

BATA entered into a contract with Conduent to provide a back office system and operations in March 2013 with a contract term through September 28, 2019, with the option to extend the contract in annual increments of up to 10 additional years. In November 2018, this Committee approved an extension of the contract through March 28, 2022. In January 2022, this Committee approved a second extension of the contract through September 28, 2027. A separate item on today's agenda (Item 6a) requests approval to extend the Conduent contract through June 30, 2031.

In anticipation of the end of Conduent's contract term, BATA is conducting a procurement for the replacement CSC back office system. This will be a two-part procurement. The first part, a Request for Qualifications, was released in April 2026 and will identify firms with the capabilities required to deliver the back office system. A subset of responsive firms will be selected to proceed to the second part of the procurement, the Request for Proposal (RFP) phase. The RFP phase is expected to last approximately five to six months. While the process will be defined in the forthcoming RFP, it is anticipated that it will begin with an in-depth review of BATA's Statement of Work and Requirements, program business rules, and agreement. BATA and the short-listed vendors will review the draft documents, discuss proposed approaches, clarify intent, and refine the requirements through workshops, structured discussions, and iterative revisions. The process continues with proposal submissions, requirements validation, gap

analysis, and limited software design, development, testing, and demonstration effort that allows BATA to evaluate both system functionality and each vendor's collaborative working style. The process culminates with vendors submitting final proposals and cost information following site visits and workshops. This process will require a commitment from vendors on a scale larger than a traditional Request for Proposal.

To encourage robust participation in this important procurement, staff propose offering stipends to vendors to offset a portion of the costs of participating in the Request for Proposal phase of the procurement. Staff request that a stipend amount up to a maximum of $200,000 be provided to each vendor participating in the Request for Proposal phase, with the total combined amount of the stipends not to exceed $1,000,000.

Next Steps:

Staff recommend approval of a cumulative amount not to exceed $1,000,000 to be provided to vendors participating in the Request for Proposal phase of the procurement to replace the FasTrak® CSC Back Office System.

Issues:

None identified.

Recommendation:

Staff requests that this Committee authorize the Executive Director or designee to enter into contracts to provide stipends in a cumulative amount not to exceed $1,000,000 to vendors participating in the Request for Proposal phase of the procurement to replace the FasTrak® CSC back office system.

Attachments:

- Request for Committee Approval – Summary of Proposed Stipend

Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Procurement Stipend

Work Item No.:	8937
Consultant:	Various; to be determined following the Request for Qualifications Phase of the FasTrak® Customer Service Center (CSC) Back Office Procurement
Work Project Title:	Stipend - FasTrak® CSC Back Office Procurement
Purpose of Project:	To provide a stipend to vendors participating in the Request for Proposal phase of the procurement.
Brief Scope of Work:	Provide a stipend to vendors to cover some of the costs of participating in the Request for Proposal phase of the FasTrak® CSC Back Office System procurement.
Project Cost Not to Exceed:	$1,000,000. Each individual stipend shall not exceed $200,000.
Funding Source:	BATA Bridge Tolls
Fiscal Impact:	Funds are included in the FY 2025-2026 BATA Toll Bridge Program Capital Budget
Motion by Committee:	That the Executive Director or designee is authorized to enter into contracts to provide stipends to vendors participating in the Request for Proposal phase of the procurement to replace the FasTrak® CSC Back Office System, as described above and in the BATA Oversight Committee Summary Sheet dated June 10, 2026 and that the Chief Financial Officer is authorized to set aside $1,000,000 cumulatively for such stipends.
BATA Oversight Committee:	

Margaret Abe-Koga, Chair

Approved: June 10, 2026