Bay Area Toll Authority
Oversight Committee

June 10, 2026 **Agenda Item 6a-26-0611**

Contract Change Order – FasTrak® Regional Customer Service Center Contract Extension: Conduent State and Local Solutions, Inc. ($400,000,000)

Subject:

An update on the FasTrak® Regional Customer Service Center (CSC) and request for Committee approval to enter into a contract change order with Conduent State and Local Solutions, Inc. (Conduent) to extend the contract term through June 30, 2031, in an amount not to exceed $400,000,000, subject to approval of future BATA budgets.

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 management and operation of the FasTrak® CSC through September 28, 2019 with the option to extend the contract up to ten additional consecutive years. In November 2018, this Committee approved an extension of the contract through March 28, 2022. In July 2021, this Committee approved a two-year extension through March 2024, and in January 2022, this Committee approved a third extension of the contract through September 28, 2027. Under the contract, Conduent provides the FasTrak® account management system, transaction processing, call center operations, web services, payment processing, customer communications, violation image review, invoice billing, and violation noticing. In the first three quarters of FY2025-2026, the CSC processed over 129 million bridge and express lanes trips and collected over $1 billion in revenue 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. The CSC manages 4.4 million active FasTrak and license plate accounts and supports 49 customer languages through the call center.

Replacement of the system and operations the size of the CSC is a significant effort and investment. In anticipation of the end of Conduent's contract term, BATA staff studied the toll industry for emerging opportunities and refined the procurement requirements. BATA hired HNTB, a consulting firm, to conduct research on the available technology in the toll industry that best fits BATA's operating model. Staff followed up the research with peer-to-peer discussions with tolling agencies across the country. Those discussions provided insights into the available technology deployed in

different toll environments and informed the approach for the procurement and delivery of a modernized replacement CSC that separates the back-office system from operations. The procurement for a system integrator to provide a new back-office system is underway. Staff anticipate deploying the new system and operations in fiscal year 2030/2031. These updates were recently presented at the February 2026 BATA Oversight Committee meeting.

Staff recommends extending Conduent's contract through June 30, 2031, fully exercising the ten-year extension option and an additional twenty-one-month sole source extension, to allow adequate time to successfully deliver a new FasTrak® CSC and ensure continuity of CSC operations, with the option to terminate the contract to support a delivery date prior to June 30, 2031.

The added contract value of this three-year and nine-month extension is $400,000,000. Since FasTrak® services are provided for the BATA bridges, the Golden Gate Bridge, and the Express Lanes, BATA will be reimbursed by the Golden Gate Bridge Highway and Transportation District, Alameda County Transportation Commission, Santa Clara Valley Transportation Authority, and San Mateo County Express Lanes Joint Powers Authority for their share of the services provided by the CSC while Bay Area Infrastructure Financing Authority directly pays for their share of services.

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

Recommendation:
Staff recommends that the Committee authorize the Executive Director or designee to negotiate and enter into a Contract Change Order with Conduent in an amount not to exceed $400,000,000 to support a contract extension through June 30, 2031, subject to future budget approvals.

Attachment:

- Attachment A – Conduent State and Local Solutions, Inc. Small Business Enterprise Status
- Request for Committee Approval – Summary of Proposed Contract Change Order

Andrew B. Fremier

Attachment A

Conduent State & Local Solutions, Inc., 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. (Conduent) San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center
Purpose of Project:	Contract extension through June 30, 2031
Brief Scope of Work:	Extend the current contract and the associated change orders to June 30, 2031.
Project Cost Not to Exceed:	$400,000,000 (this change order) Current contract amount before this change order: $687,801,567 Total contract amount after this change order: $1,087,801,567
Funding Source:	BATA and BAIFA Operating Funds
Fiscal Impact:	$400,000,000 to be included in the FY 2026-2027, FY 2027-2028, FY 2028-2029, FY 2029-2030, and FY 2030-2031 Toll Bridge Program Operating Budgets and Bay Area Infrastructure Financing Authority (BAIFA) Operating Budgets, subject to future approvals.
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 services 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 $400,000,000 for such contract change order, subject to the approval of future BATA and BAIFA budgets.
BATA Oversight Committee:	
	Margaret Abe-Koga, Chair
Approved:	June 10, 2026