



Joseph P. Bort MetroCenter
 101 Eighth Street
 Oakland, CA 94607-4700
 TEL 510.817.5700
 TDD/TTY 510.817.5769
 FAX 510.817.7848
 E-MAIL info@mtc.ca.gov
 WEB www.mtc.ca.gov

Memorandum

TO: BATA Oversight Committee

DATE: March 2, 2011

FR: Executive Director

W. I. 1252

RE: Change Order – FasTrak[®] Regional Customer Service Center (CSC) – Translation Service: ACS State and Local Solutions, Inc. (ACS)

After a competitive selection, BATA entered into a contract with ACS on December 31, 2003 for the management and operation of the CSC. The contract has been extended through May 30, 2013. Under the contract, ACS provides account management and call answering services for the FasTrak customers.

Currently, the CSC receives approximately 67,000 calls per month which are handled by customer service representatives. A portion of the calls received are from non-English speaking customers. In an effort to handle the calls, the CSC has three full time Spanish CSR's. However, the CSC has begun to receive increased calls requiring other languages, primarily from Chinese language speakers. In order to accommodate these calls, ACS proposes to engage a 3rd party translation service. These calls would be compensated on a per minute basis and translation service supports more than 240 languages.

It is estimated that 150 calls per month would require translation assistance. This is estimated to cost \$1,390 per month. These services would be in place for the remaining 25 months of the contract through May 2013 at a total cost of \$36,118.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract change order with ACS for the FasTrak[®] CSC in an amount not to exceed \$36,118 for translation services, subject to the approval of future BATA operating budget.

Steve Heminger

SH:bz

REQUEST FOR AUTHORITY APPROVAL

Summary of Proposed Contract Change Order

Work Item No.: 1253

Contractor: ACS State and Local Solutions
San Francisco, CA

Work Project Title: FasTrak[®] CSC

Purpose of Project: Operate and maintain Customer Service Center

Brief Scope of Work: Call center translations services

Project Cost Not to Exceed: \$36,118 - this change order.
Original contract and change orders 1-28 = \$139,830,198.
New Total maximum contract = \$139,866,316

Funding Source: BATA Operating Budget

Fiscal Impact: Project costs of \$4,170 are consistent with funds programmed and budgeted in the FY 2010-11 BATA operating budget. The balance of \$31,948, will be consistent with future BATA operating budgets.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a change order to the FasTrak[®] CSC contract with ACS State and Local Solutions for translations services and the Chief Financial Officer is directed to set aside funds up to \$36,118 for such change order, subject to the approval of future BATA operating budget.

BATA Oversight Committee: _____
Bill Dodd, Chair

Approved: Date: March 9, 2011