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Memorandum

TO: BATA Oversight Committee

DATE: April 6, 2011

FR: Executive Director

W. I. 1252

RE: Change Order – FasTrak[®] Regional Customer Service Center (CSC) – Data Purging: 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 FasTrak[®] Regional Customer Service Center (CSC). The contract has been extended through May 30, 2013. Under the contract, ACS provides account management services for the FasTrak[®] program including maintaining the customer account database including name and address, contact information, credit card information for the purpose of automatic billing and other personal information.

As a result of Senate Bill 1268, on January 1, 2011, California law was revised to require electronic toll facility operators on and after July 1, 2011, to purge customer personally identifiable information (PII), as follows:

- For closed or terminated accounts, PII shall not be stored for any period longer than four years and six months after the date an account is closed or terminated.
- For open accounts, all other information that may be collected and maintained in addition to account management data, shall be discarded no more than four years and six months after the closure date of the billing cycle and the bill has been paid and all toll violations, if applicable, have been resolved.

In December 2010, the Authority approved BATA Resolution 96, FasTrak[®] Privacy Policy, which reflects the data purging requirements in the law.

To comply with the provisions in the law, staff has asked ACS to design and develop an automatic data purging processes at the CSC to meet the data purging requirements. ACS has proposed a total cost of \$385,000 to develop system software changes and operate and monitor the system for purging customer data from July 2011 to the end of the contract in May 2013.

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 \$385,000 for data purging activities, subject to the approval of future BATA operating budget.

Steve Heminger

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REQUEST FOR AUTHORITY APPROVAL

Summary of Proposed Contract Change Order

Work Item No.: 1252

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: Customer PII Data Purging

Project Cost Not to Exceed: \$385,000 - this change order.
Original contract and change orders 1-29 = \$139,873,471.
New Total maximum contract = \$140,258,471

Funding Source: BATA Operating Budget

Fiscal Impact: Project costs of \$192,500 are consistent with funds programmed and budgeted in the FY 2010-11 BATA operating budget. The balance of \$192,500, 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 data purging and the Chief Financial Officer is directed to set aside funds up to \$385,000 for such change order, subject to the approval of future BATA operating budgets.

BATA Oversight Committee: _____
Bill Dodd, Chair

Approved: Date: April 13, 2011