



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: September 7, 2011

FR: Executive Director

W. I. 1252

RE: Contract Change Order – FasTrak[®] Regional Customer Service Center (CSC) – Contract Extension: 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). Under the contract, ACS provides the FasTrak[®] account management system, transaction processing, call center operations, web services, payment processing, customer communications, violation image review and violation noticing.

Over the term of the contract ACS has provided good service to BATA as the program has grown in size and the services provided. The program started with 300,000 FasTrak[®] accounts and has grown to over 1 million accounts. Additional services have been implemented by ACS including selling tags at retail locations, using FasTrak[®] to pay for parking at San Francisco International Airport and processing Express Lane transactions. In addition, ACS has significantly improved our ability to pursue and collect revenue from violators by implementing DMV vehicle registration holds.

Currently BATA is in the design phase of replacing the lane and plaza toll collection system. The lane and plaza system communicates with the CSC to send FasTrak[®] transactions for processing. This project is expected to complete installation at the last plaza in June 2013.

When originally executed, the CSC contract had a base 5 year term and two 2 year extension options through May 2013. BATA has already opted to execute the extensions through May 30, 2013. Staff recommends maintaining the current CSC operations with ACS for one year after the new toll system is installed at the last plaza in order to accommodate any project delays and to ensure all toll system issues are resolved before starting with a potentially new CSC operator. Based on this, staff recommends that the Committee extend the contract with ACS for the CSC operations, on a sole source basis, through June 30, 2014.

Staff has begun planning the procurement for a new CSC vendor that would start operations in July 2014. We expect to release a Request for Proposal in Spring 2012. This will allow sufficient time for the procurement process and for the new vendor to develop and test the required CSC system and migrate the account data into that system by July 2014.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract change order with ACS to extend the FasTrak[®] CSC operations through June 30, 2014 in an amount not to exceed \$20,654,000, subject to the approval of future BATA operating budgets.

Steve Heminger

SH:bz

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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 the Regional Customer Service Center

Brief Scope of Work: Extend the contract for 13 months to June 30, 2014

Project Cost Not to Exceed: \$20,654,000 - this change order.
Original contract and change orders 1-30 = \$140,258,471.
New Total maximum contract = \$160,912,471

Funding Source: BATA Operating Budget

Fiscal Impact: Project costs of \$20,654,000 are subject to funds programmed and budgeted in the future FY 2012-13 and FY 2013-14 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 to extend the contract through June 30, 2014 and the Chief Financial Officer is directed to set aside funds up to \$20,654,000 for such change order, subject to the approval of future BATA operating budgets.

BATA Oversight Committee: _____
Bill Dodd, Chair

Approved: Date: September 14, 2011