

**Bay Area Toll Authority  
Oversight Committee**

**May 11, 2022**

**Agenda Item 4b - 22-0504**

**Contract - Technical Assistance for FasTrak® Customer Service Center: HNTB Corporation (\$670,000)**

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**Subject:**

This item would authorize the Executive Director or designee to negotiate and enter into a contract with HNTB Corporation (HNTB) for on-call consultant services to provide technical assistance to support the FasTrak® Customer Service Center (CSC) in an amount not to exceed \$670,000 over a period ending January 1, 2025.

**Background:**

The FasTrak® CSC is currently operated by Conduent State & Local Solutions, Inc. (Conduent) through September 2027. Conduent provides both the CSC system and the operating staff. The CSC contract manages customer accounts, provides call answering, web services, payment and transaction processing and violation notice processing. In 2017, BATA staff began the planning process for a re-procurement of the CSC system and services and selected a consult to assist with the procurement planning. In May 2016, after a competitive procurement, the Operations Committee approved a bench of consultants through the Request for Qualifications (RFQ) for On-Call Consultant Assistance for Electronic Payment Implementation and Operations. HNTB's 2017 contract was approved by this Committee in September 2017 based on a competitive selection from the bench of consultants.

HNTB's work under this contract included support for overseeing the current CSC contractor as well as development of separate procurement documents for a back-office system and operations. In 2020 BATA staff paused the procurement efforts to focus on other program priorities and to align with the recent extension of the Conduent contract. BATA staff now recommends resuming the procurement process to ensure that a new vendor system is ready when the Conduent contract ends and is requesting approval of a new contract with HNTB under the 2020 Electronic Payments Consultant Assistant Bench. Under this bench, selection for entry into a contract with one of the pre-qualified consultants may take place by direct selection or via mini-procurement, pursuant to the terms of the solicitation governing the bench. The proposed scope of work for this new contract is to allow continuity for the significant amount of work

already completed by HNTB on the procurement. This contract would also include continuation of HNTB's assistance to BATA staff with oversight of the current CSC contractor including system and operational improvements, project deployments and new initiatives.

**Next Steps:**

Staff recommends entering into a contract with HNTB to provide continued support for the next CSC procurement and current contractor oversight in an amount not to exceed \$670,000. HNTB is neither a Disadvantaged Business Enterprise nor a Small Business Enterprise and has no subcontractors.

**Issues:**

None identified.

**Recommendations:**

Staff requests that this Committee authorize the Executive Director or designee to negotiate and enter into a contract with HNTB Corporation in an amount not to exceed \$670,000 to provide support for FasTrak RCSC procurement and technical support.

**Attachments:**

- Summary of Proposed Contract



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Therese W. McMillan

## **Request for Committee Approval**

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### **Summary of Proposed Contract**

Work Item No.: 1253

Consultant: HNTB Corporation (Oakland, California)

Work Project Title: Technical Assistance for FasTrak® Customer Service Center (CSC)

Purpose of Project: To provide continued technical assistance in procuring the next FasTrak® CSC and support for oversight of the FasTrak CSC.

Brief Scope of Work: Consultant shall provide assistance in procuring the FasTrak® RCSC and continued oversight of the FasTrak® CSC contract.

Project Cost Not to Exceed: This Contract: \$670,000

Funding Source: BATA Toll Bridge Rehabilitation Program Funds

Fiscal Impact: Funds are included in the Toll Bridge Rehabilitation Program Budget for FY 2021-22.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract with HNTB Corporation for services to support the Authority as described above and in the BATA Oversight Committee Summary Sheet dated May 11, 2022 and that the Chief Financial Officer is authorized to set aside \$670,000 for such contract.

BATA Oversight Committee:

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Amy R. Worth, Chair

Approved: May 11, 2022