

**Bay Area Toll Authority
Oversight Committee**

June 14, 2023

Agenda Item 4d - 23-0711

**Contract Amendment - Technical Assistance for FasTrak® Customer Service Center:
HNTB Corporation (\$1,000,000)**

Subject:

This item would authorize the Executive Director or designee to negotiate and enter into a contract amendment with HNTB Corporation (HNTB) to provide technical assistance to support the FasTrak® Customer Service Center (CSC) in an amount not to exceed \$1,000,000 through June 30, 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. The CSC system servers, account database, network and phone system support this work.

In December 2020, after a competitive procurement, the Operations Committee approved a bench of consultants through the Request for Qualifications (RFQ) for Electronic Payments Consultant Assistance. 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. In May 2022, this Committee approved a contract with HNTB based on a direct selection from the bench. In October 2022, this Committee approved a contract amendment with HNTB to continue assisting BATA staff with oversight of the current CSC contractor, including system and operational improvements, project deployments, and new initiatives. HNTB's work under this amendment is to continue supporting the procurement of a new CSC back-office system to ensure that a new vendor system is ready when the current vendor contract ends in 2027. BATA anticipates releasing a request for proposal for the new CSC back-office system in 2024, followed by a request for proposal for CSC operations approximately one year later.

Next Steps:

Staff recommends approval of a contract amendment with HNTB to provide continued support for the CSC procurement in an amount not to exceed \$1,000,000. 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 amendment with HNTB Corporation in an amount not to exceed \$1,000,000 to provide support for oversight of the current CSC contractor.

Attachments:

- Summary of Proposed Contract



Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract Amendment

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.

Brief Scope of Work: Consultant shall provide assistance to BATA staff in procuring the FasTrak® CSC.

Project Cost Not to Exceed: This amendment: \$1,000,000
 Current contract amount before this amendment: \$1,870,000
 Maximum contract amount after this amendment: \$2,870,000

Funding Source: BATA Toll Bridge Rehabilitation Program Funds

Fiscal Impact: Funds are included in the Toll Bridge Rehabilitation Program Budget for FY 2022-23.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with HNTB Corporation for services to support the Authority as described above and in the BATA Oversight Committee Summary Sheet dated June 14, 2023 and that the Chief Financial Officer is authorized to set aside \$1,000,000 for such contract amendment.

BATA Oversight Committee:

Federal D. Glover, Chair

Approved: June 14, 2023