



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: October 7, 2015

FR: Executive Director

W. I. 1253

RE: Contract – FasTrak® Regional Customer Service Center (RCSC) Consultant Assistance:
CH2M Hill, Inc. (\$300,000)

This item would authorize a contract with CH2M Hill, Inc. (CH2M) in an amount not to exceed \$300,000 to provide consultant technical assistance for the FasTrak® Regional Customer Service Center (RCSC). The period of performance for this contract will extend through June 2016.

Background

In March 2013, BATA awarded a contract to Xerox State and Local Solutions, Inc. (Xerox) to design, develop, implement and operate the FasTrak® RCSC, contract including a new backoffice system and providing call answering, transaction and payment processing, mailing of notices and correspondence and web services. In November 2014 the system and services were migrated to a new backend system and began operations. Although the new system is in operation, acceptance testing is still underway. Acceptance of the new system is expected in the next several months.

In addition, new initiatives will be deployed over the next year with the start up of several Bay Area Express Lanes. This will require Xerox to develop and test system modifications, deploy these changes successfully and provide new customer services without disrupting existing operational performance of the RCSC to collect tolls. During these deployments, additional resources will be needed to assist BATA staff with validating these upgrades and performing more extensive monitoring of contractor performance. The modifications to support Express Lanes include changes to the protocol for exchanging data between the lane facilities and the RCSC; and changes to processing rules to accommodate Express Lane entry/exit trips and violation notices for unpaid Express Lane trips. Consultant resources will be able to provide the technical expertise to validate test scripts and test results for the system modifications. In addition, during the startup in early 2016, more staff than BATA has available will be needed to closely monitor startup processing, reports and customer service performance. To provide these additional resources as needed, BATA is seeking to enter into a consultant assistance contract.

Consultant Selection

At its May 10, 2013 meeting, the MTC Operations Committee approved a competitively procured, pre-qualified bench of consultants to provide on-call consultant assistance services for implementation and operation of FasTrak® and Clipper® for a three year period ending June 30, 2016.

On June 5, 2015, BATA invited prequalified firms on the bench to submit Statements of Qualifications for the tasks of project management, design reviews, and operations support for the continuing oversight of the FasTrak® RCSC contract. Firms were evaluated based on qualifications and expertise of firm and proposed staff, staffing plan, and hourly rates.

BATA received responses from the following firms: Acumen Building Enterprises, Inc., CH2M and Parsons Brinkerhoff. Staff identified CH2M, a local firm, as the most qualified to provide the services BATA is seeking under this contract. CH2M teamed with Jacobs Engineering as its subcontractor. The CH2M team has extensive experience in the toll industry, overseeing the technical development of customer service center systems, and providing monitoring and verification of operations performance. The CH2M team provides a broad depth of staff and resources, a strong project understanding, and an effective approach to project delivery. In addition, its hourly rates are reasonable. Attachment A includes a summary of CH2M and its project team's small business and disadvantaged business enterprise status.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract with CH2M in an amount not to exceed \$300,000 for FasTrak® RCSC consultant assistance through June 2016.



Steve Heminger

SH:bz

Attachment A
Small Business and Disadvantaged Business Enterprise Status

		DBE* Firm			SBE** Firm		
		Yes	If Yes, List #	No	Yes	If Yes, List #	No
Prime Contractor	CH2M Hill			X			X
Subcontractor	Jacobs Engineering			X			X

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

REQUEST FOR COMMITTEE APPROVAL

Summary of Proposed Contract

Work Item No.:	1253
Consultant:	CH2M Hill, Inc. San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (RCSC) Consultant Assistance
Purpose of Project:	Contractor Oversight
Brief Scope of Work:	Consultant assistance for RCSC contract oversight, technical reviews, and operations monitoring
Project Cost Not to Exceed:	\$300,000
Funding Source:	Toll Bridge Rehabilitation Program Budget
Fiscal Impact:	Funds are included in the FY 2015-16 Toll Bridge Rehabilitation Program Budget.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract with CH2M Hill, Inc. for consultant assistance for FasTrak® RCSC contract oversight as described above and in the Executive Director's memorandum dated October 7, 2015, and the Chief Financial Officer is directed to set aside funds in the amount of \$300,000 for such contract.
BATA Oversight Committee:	<hr/> Amy Rein Worth, Chair
Approved:	October 14, 2015