



BAY AREA TOLL AUTHORITY

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Memorandum

TO: BATA Oversight Committee

DATE: September 6, 2017

FR: Executive Director

W. I. 1253

RE: Contract – On-Call Consultant Services – Technical Assistance for FasTrak[®] Customer Service Center: HNTB Corporation (\$570,000)

This item would authorize the Executive Director or his 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 \$570,000 over a period ending December 30, 2018. HNTB is recommended based on Statements of Qualifications (SOQs) solicited from pre-qualified on-call consultants.

Background

The FasTrak[®] CSC is operated by Conduent State & Local Solutions, Inc. (Conduent) through September 2019. 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. BATA staff is beginning the planning process for a re-procurement of the CSC system and services. The consultant selected through this on-call procurement will assist with procurement planning including recommendations about disaggregating the CSC contract into separate systems and operations contracts. In addition, the consultant will assist with a pilot project of off-the-shelf software that may be incorporated into new models for delivering the CSC system.

The funds for this work are included in the FY 2017-18 BATA Toll Bridge Rehabilitation Program Budget. This first phase of the consultant support would be for \$570,000 and will be paid from the BATA Toll Bridge Rehabilitation Program Budget. Further tasks and fund authorizations would be requested at a later date based on the results of the planning decisions and the pilot outcome. The total estimated cost for the overall CSC re-procurement and implementation support effort is estimated at \$3,000,000 over the expected four year project.

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. The consultants on this

bench are available to support the Clipper[®] fare card program and the FasTrak[®] tolling programs through June 30, 2019 with options to extend for up to an additional two year term. The RFQ that governed the selection specified that BATA could directly assign work to a particular firm based on the nature of the work, expertise and availability of the firm(s) and staff of those firm(s) or could conduct informal solicitations among qualified firms to assist in assigning work.

On July 11, 2017, BATA staff solicited SOQs for FasTrak[®] consultant assistance from eight of the nineteen firms available to assist with electronic payment services under the on-call bench. These eight firms had relevant toll collection back-office experience.

Evaluation Process

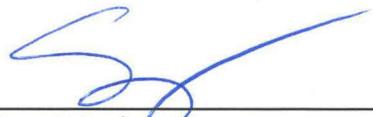
BATA received three SOQs on August 9, 2017 from HNTB, Jacobs Engineering Group, Inc. (Jacobs) and Traffic Technology, Inc. (TTI) in response to the RFQ. The SOQs were evaluated by a panel composed of BATA and Golden Gate Bridge, Highway and Transportation District staff based on the following criteria: 1) Demonstrated understanding of the project and approach to completing the work; 2) Qualifications of firm's ability to complete work; 3) Qualifications and availability of key personnel; 4) Cost effectiveness; and 5) Written and oral presentation.

Out of a possible 100 points, HNTB received an overall score of 89 points, TTI received an overall score of 82 points, and Jacobs received an overall score of 71 points.

Attachment A includes a summary of HNTB 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 HNTB to perform on-call consultant technical assistance to support the FasTrak[®] CSC in an amount not to exceed \$570,000 for a period ending December 30, 2018. Should staff fail to successfully negotiate a contract with HNTB, staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract for the aforementioned work with the second ranked firms TTI, also in the amount of \$570,000.



Steve Heminger

SH:bz

Attachment A
Small Business and Disadvantaged Business Enterprise Status

		DBE* Firm			SBE** Firm			
Firm Name		Role on Project	Yes	DBE #	No	Yes	SBE #	No
Prime Contractor	HNTB Corporation	Consultant Services			X			X
	Russell Case	Consultant Services			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

Vendor: HNTB Corporation (Oakland, California), or Traffic Technologies, Inc. (San Francisco, California) should staff be unable to negotiate and enter into a contract with HNTB.

Work Project Title: On-Call Consultant Technical Assistance for the FasTrak[®] Customer Service Center contract

Purpose of Project: To provide technical assistance to support the oversight of the FasTrak[®] CSC contract and procurement planning.

Brief Scope of Work: Consultant shall provide technical assistance to support the oversight of the FasTrak[®] CSC contract, procurement planning and pilot assistance over a period ending December 30, 2018.

Project Cost Not to Exceed: \$570,000

Funding Source: Toll Bridge Rehabilitation Program Funds

Fiscal Impact: Funds are included in the Toll Bridge Rehabilitation Program Budget for FY 2017-18

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract with HNTB to perform services as described above and in the Executive Director's memorandum dated September 6, 2017; Should staff be unable to negotiate and enter into a contract with HNTB, the Executive Director or his designee is authorized to negotiate and enter into a contract with TTI; and
That the Chief Financial Officer is directed to set aside funds in the amount of \$570,000 for such contract.

BATA Oversight Committee:

Amy Rein Worth, Chair

Approved: Date: September 13, 2017