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Memorandum

TO: BATA Oversight Committee

DATE: November 7, 2018

FR: Executive Director

W. I. 1253

RE: Contract Amendment – On-Call Consultant Services – Technical Assistance for FasTrak® Customer Service Center Procurement: HNTB Corporation (\$855,000)

This item would authorize the Executive Director or his designee to negotiate and enter into a contract amendment 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 \$855,000 through December 31, 2019.

Background

The FasTrak® CSC is operated by Conduent State & Local Solutions, Inc. (Conduent) through September 2019 with an extension through March 2022 if approved by this Committee under a separate item. Conduent provides both the CSC system and the operating staff. The CSC contract manages customer accounts, and 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. HNTB to date has conducted research about procurements at other agencies, investigated toll industry trends for project delivery, and conducted outreach to vendors. Based on this information, BATA plans to proceed with developing one or more Requests for Proposals (RFPs) for the next CSC contract, including consideration of splitting the contract into separate system integrator and system operator contracts.

HNTB's work under this amendment will be to conduct workshops with agency staff to further refine requirements, develop RFP documents, and support the procurement and evaluation effort. If we proceed with splitting the contract, development of the RFPs will also entail developing the two scopes that are currently encompassed in a single scope and ensuring that there are no gaps, that vendor touch points are specified, and allocation of responsibility is defined. HNTB will also determine the most advantageous procurement schedule, considering whether to procure the vendors sequentially or concurrently. We anticipate it will take six months to develop the RFP(s) and approximately one year to award the contract(s), plus another year to 18 months to deploy a new system. HNTB's cost is \$755,000 for the procurement development and \$100,000 for as needed technical assistance for the current operation.

Once vendor(s) are selected, we anticipate HNTB would also assist with contractor oversight under a later amendment for such work as reviewing deliverables, overseeing pre-operational system testing, assessing cost and schedule risk, assisting with any change order negotiations, coordinating between vendors, if applicable, and conducting performance reviews during the initial startup until contractor achieves system acceptance.

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. HNTB's original contract was approved by this Committee in September 2017 based on a competitive selection from the bench of consultants. The original procurement included the cost estimate for performing the procurement support.

HNTB is neither a small business nor a disadvantaged business enterprise and currently has no subcontractors.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with HNTB to perform on-call consultant technical assistance to support the FasTrak® CSC in an amount not to exceed \$855,000 for a period ending December 31, 2019.



Steve Heminger

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REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Contract Amendment

Work Item No.:	1253
Vendor:	HNTB Corporation (Oakland, California)
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 development.
Brief Scope of Work:	Consultant shall provide technical assistance to support the procurement development and oversight of the FasTrak [®] CSC contract.
Project Cost Not to Exceed:	This Amendment: \$855,000 Current contract amount before this Amendment: \$626,000 Maximum contract amount after this Amendment: \$1,481,000
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	Funds are included in the Toll Bridge Rehabilitation Program Budget for FY 2018-19
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with HNTB to perform services as described above and in the Executive Director's memorandum dated November 7, 2018; and that the Chief Financial Officer is directed to set aside funds in the amount of \$855,000 for such contract amendment.
BATA Oversight Committee:	<hr/> Amy Rein Worth, Chair
Approved:	Date: November 14, 2018