

Bay Area Toll Authority Oversight Committee

November 13, 2019

Agenda Item 4d

Contract Amendment – Technical Assistance for FasTrak® Customer Service Center: HNTB Corporation (\$1,200,000)

- Subject:** This item would authorize the Executive Director or 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 \$1,200,000 through December 31, 2020.
- Background:** The FasTrak® CSC will be operated by Conduent State & Local Solutions, Inc. (Conduent) through March 2022. 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. The CSC system servers, account database, network and phone system support this work. BATA staff has begun the planning process to re-procure the CSC system and services.
- HNTB's work under this amendment will be to conduct workshops with BATA and GGB staff to further refine requirements and develop procurement documents. HNTB will also determine the most advantageous procurement schedule for one or more solicitations. HNTB will also assist BATA staff with oversight of the current CSC contractor including immediate system and operational improvements.
- 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 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.
- 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 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 \$1,200,000 for a period ending December 31, 2020.
- Attachments:** Request for Committee Approval – Summary of Proposed Contract Amendment



Therese W. McMillan

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: \$1,200,000 Current contract amount before this Amendment: \$1,681,000 Maximum contract amount after this Amendment: \$2,881,000
Funding Source:	Toll Bridge Rehabilitation Program Funds
Fiscal Impact:	Funds are included in the Toll Bridge Rehabilitation Program Budget for FY 2019-20
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with HNTB Corporation to perform services as described above and in the Bay Area Toll Authority Oversight Committee Summary Sheet November 13, 2019; and that the Chief Financial Officer is directed to set aside funds in the amount of \$1,200,000 for such contract amendment.
BATA Oversight Committee:	<hr/> Amy Worth, Chair
Approved:	Date: November 13, 2019