

**Bay Area Toll Authority
Oversight Committee**

November 10, 2021

Agenda Item 4c - 21-1353

Contract Amendment – FasTrak® Customer Service Center Technical Assistance: HNTB Corporation (\$931,000)

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 \$931,000 through December 31, 2023.

Background:

The FasTrak® CSC will be operated by Conduent State & Local Solutions, Inc. (Conduent) through March 2024. 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.

HNTB's work under this amendment will be to continue assisting BATA staff with oversight of the current CSC contractor including system and operational improvements, project deployments and new initiatives.

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. 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.

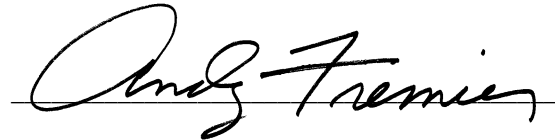
Recommendations:

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 \$931,000 for a period ending December 31, 2023.

Attachments:

- Request for Committee Approval – Summary of Proposed Contract Amendment

A handwritten signature in black ink, reading "Andrew B. Fremier", written over a horizontal line.

Andrew B. Fremier

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 1253

Consultant: 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 oversight of the FasTrak® CSC contract.

Brief Scope of Work: Consultant shall provide technical assistance to support the oversight of the FasTrak® CSC contract.

Project Cost Not to Exceed: This Amendment: \$931,000
Current contract amount before this Amendment: \$3,081,000
Maximum contract amount after this Amendment: \$4,012,000

Funding Source: Toll Bridge Rehabilitation Program Funds

Fiscal Impact: Funds are included in the Toll Bridge Rehabilitation Program Budget for FY 2021-22

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with HNTB to perform services described above and in the BATA Oversight Committee Summary Sheet dated November 10, 2021 and that the Chief Financial Officer is authorized to set aside \$931,000 for such contract amendment.

BATA Oversight Committee:

Amy R. Worth, Chair

Approved: November 10, 2021