

**Bay Area Toll Authority  
Oversight Committee**

**February 12, 2025**

**Agenda Item 4b-25-0196**

**Contract Amendment - Technical Assistance for FasTrak® Customer Service Center:  
HNTB Corporation (\$1,800,000)**

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**Subject:**

A request to authorize the Executive Director or designee to negotiate and enter into a contract amendment with HNTB Corporation (HNTB) to provide technical assistance to support the FasTrak® Customer Service Center (CSC) operations through December 31, 2026, and increase the current total maximum contract compensation of \$6,070,000 by \$1,800,000, to a new total maximum contract compensation of \$7,870,000, subject to the approval of future BATA budgets.

**Background:**

The FasTrak® CSC is currently operated by Conduent State & Local Solutions, Inc. (Conduent) through September 2027. 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. The CSC system servers, account database, network and phone system support this work.

In December 2020, after a competitive procurement, the Operations Committee approved a bench of consultants through the Request for Qualifications (RFQ) for Electronic Payments Consultant Assistance. Under this bench, selection for entry into a contract with one of the pre-qualified consultants may take place by direct selection or via mini-procurement, pursuant to the terms of the solicitation governing the bench. In May 2022, this Committee approved a contract with HNTB based on a direct selection from the bench. In October 2022 and September 2023, this Committee approved contract amendments with HNTB to assist BATA staff with oversight of the current CSC contractor conduent, including system and operational improvements, project deployments, and new initiatives. In June 2023 and September 2024, this Committee approved a contract amendment to continue supporting the procurement of a new CSC back-office system to ensure that a new vendor system is ready when the current vendor contract ends in 2027.

HNTB's work under the requested amendment is to continue providing assistance with oversight

of the current CSC contractor, including system and operational improvements, project deployments, and new initiatives.

**Next Steps:**

Staff recommends approval of a contract amendment with HNTB to provide continued support for oversight of the current CSC contractor in an amount not to exceed \$1,800,000. This would increase HNTB's total maximum compensation for this contract from \$6,070,000 to \$7,870,000. HNTB is neither a Disadvantaged Business Enterprise nor a Small Business Enterprise and has no subcontractors.

**Issues:**

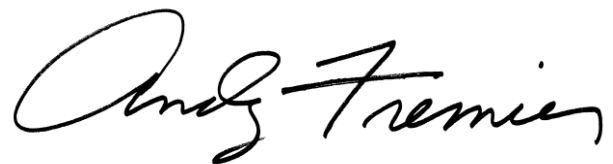
None identified.

**Recommendations:**

Staff requests that this Committee authorize the Executive Director or designee to negotiate and enter into a contract amendment with HNTB Corporation in an amount not to exceed \$1,800,000 to provide support for oversight of the current CSC contractor, subject to the approval of future BATA budgets.

**Attachments:**

- Request for Committee Approval – Summary of Proposed Contract Amendment



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Andrew B. Fremier

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**Request for Committee Approval**

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**Summary of Proposed Contract Amendment**

Work Item No.: 1253

Consultant: HNTB Corporation (Oakland, California)

Work Project Title: Technical Assistance for FasTrak<sup>®</sup> Customer Service Center (CSC)

Purpose of Project: To provide continued technical assistance in overseeing the current FasTrak<sup>®</sup> CSC contractor.

Brief Scope of Work: Consultant shall provide assistance to BATA staff with oversight of the current FasTrak<sup>®</sup> CSC contractor, including system and operational improvements, project deployments, and new initiatives.

Project Cost Not to Exceed: This amendment: \$1,800,000  
Current contract amount before this amendment: \$6,070,000  
Maximum contract amount after this amendment: \$7,870,000

Funding Source: BATA Bridge Tolls

Fiscal Impact: \$400,000 in funds are included in the FY 2024-2025 BATA Toll Bridge Program Operating Budget; \$1,400,000 in funds are subject to the approval of future BATA budgets.

Motion by Committee: That the Executive Director or designee is authorized to negotiate and enter into a contract amendment with HNTB Corporation for services to support the Authority as described above and in the BATA Oversight Committee Summary Sheet dated February 12, 2025 and that the Chief Financial Officer is authorized to set aside \$1,800,000 for such contract amendment, subject to the approval of future BATA budgets.

BATA Oversight Committee:

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Margaret Abe-Koga, Vice Chair

Approved: February 12, 2025