

**Bay Area Toll Authority
Oversight Committee**

September 13, 2023

Agenda Item 4e - 23-1093

**Contract Amendment - Technical Assistance for FasTrak® Customer Service Center:
HNTB Corporation (\$1,600,000)**

Subject:

This item would 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 in an amount not to exceed \$1,600,000 through December 31, 2024.

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. This Committee approved a contract amendment with HNTB in October 2022 to assist BATA staff with oversight of the CSC contractor operations of the CSC and in June 2022 to continue supporting the procurement of a new CSC back office system. HNTB's work under this amendment will be 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 entering into a contract amendment with HNTB to provide continued support for oversight of the current CSC contractor in an amount not to exceed \$1,600,000. HNTB is

neither a Disadvantaged Business Enterprise nor a Small Business Enterprise and has no subcontractors.

Issues:

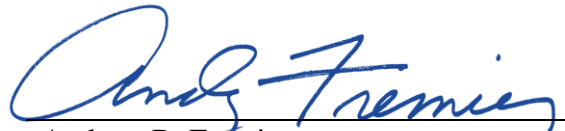
None identified.

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 \$1,600,000 to provide support for oversight of the current CSC contractor.

Attachments:

- Summary of Proposed Contract



Andrew B. Premier

Request for Committee Approval

Summary of Proposed Contract Amendment

Work Item No.: 1253

Consultant: HNTB Corporation (Oakland, California)

Work Project Title: Technical Assistance for FasTrak® Customer Service Center (CSC) Operations

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

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

Project Cost Not to Exceed: This amendment: \$1,600,000
Current contract amount before this amendment: \$2,870,000
Maximum contract amount after this amendment: \$4,470,000

Funding Source: BATA Toll Bridge Rehabilitation Program Funds

Fiscal Impact: Funds are included in the Toll Bridge Rehabilitation Program Budget for FY 2023-24.

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 September 13, 2023 and that the Chief Financial Officer is authorized to set aside \$1,600,000 for such contract amendment.

BATA Oversight Committee:

Federal D. Glover, Chair

Approved: September 13, 2023