

**Bay Area Toll Authority
Oversight Committee**

February 11, 2026

Agenda Item 6a-26-0098

**Update on FasTrak® Regional Customer Service Center and Contract Amendment –
Technical Assistance for FasTrak Customer Service Center: HNTB Corporation
(\$13,200,000)**

Subject:

An update on the FasTrak® Regional Customer Service Center (CSC) and request to authorize the Executive Director or designee to negotiate and enter into a contract amendment with HNTB Corporation (HNTB) through December 31, 2027 to provide technical assistance to support (1) replacement of the CSC at the end of the contract term and (2) oversight of current operations, and increase the current total maximum contract compensation of \$8,070,000 by \$13,200,000, to a new total maximum contract compensation of \$21,270,000, subject to the approval of future BATA budgets.

Background:

The FasTrak® CSC is currently operated by Conduent State & Local Solutions, Inc. (Conduent). Conduent provides both the CSC system and the operating staff. The CSC contractor manages customer accounts, provides call answering, web services, payment and transaction processing and violation notice processing. In FY 2025 the CSC processed 170 million bridge and express lanes trips for the six Bay Area toll operators – BATA, Golden Gate Bridge Highway and Transportation District, Bay Area Infrastructure Financing Authority, Alameda County Transportation Commission, Santa Clara Valley Transportation Authority, and San Mateo County Express Lanes Joint Powers Authority. The CSC manages 3.7 million FasTrak accounts, annually handles more than 2 million customer interactions via phone, email, chat, and the in-person customer service center, and sends over 43 million statements, invoices, violations, and other correspondence.

BATA entered into a contract with Conduent to provide a back office system and operations in March 2013 with a contract term through September 28, 2019, with the option to extend the contract in annual increments of up to 10 additional years. In November 2018, this Committee approved an extension of the contract through March 28, 2022. In January 2022, this Committee approved a second extension of the contract through September 28, 2027.

In anticipation of the end of Conduent’s contract term, BATA staff, with support from HNTB Corporation, developed an approach for the procurement and delivery of a modernized replacement CSC that separates the back office system from operations, resulting in two distinct Requests for Proposals and corresponding contracts, which is another model commonly used by toll agencies alongside the turnkey, single-vendor approach. This will allow vendors with deep expertise in either systems or operations to

propose, expanding the potential pool of proposers and enabling BATA to secure higher-quality services, foster greater innovation, and structure contracts with more flexibility. BATA released a Request for Qualifications for the CSC back office system in November 2025. This is a two-part procurement designed to provide time for discovery and collaboration with potential vendors before finalizing requirements. The second phase, a Request for Proposal, will select a vendor to support the delivery of a system, collaboratively designed in partnership with BATA, to meet current and future needs of the program. The Request for Proposal for the CSC operations is expected to be released in early 2028. Go-live of the replacement CSC is expected in late 2029, and staff will seek approval in the spring for an extension of the Conduent contract through late 2029 to support this go-live date.

Procurement and delivery of the replacement CSC will require significant specialized technical resources to ensure compliance, interoperability, and scalability. BATA will need the resources to support these activities in addition to on-going support of today's CSC operations.

Contract Amendment:

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. Under this contract, HNTB has provided technical assistance in two areas: (1) planning and procurement support for the replacement of the current CSC contract and (2) oversight of the current CSC contractor (Conduent) operations, including system and operational improvements, project deployments, and new initiatives. This Committee approved amendments to the contract in October 2022, September 2023, and February 2025 to provide continued support for the CSC replacement, and in June 2023 and September 2024 for continued support of current operations.

HNTB has had a long history of supporting the CSC, starting in 2017 through an initial competitive procurement for planning and technical subject matter support for ongoing CSC operations, the delivery of express lanes, and other CSC enhancement and expansion projects directed by BATA.

HNTB's scope of work under the requested amendment is to retain critical subject-matter expertise and provide continuity of coverage as we transition from procurement to design and delivery of the replacement CSC system and operations, along with ongoing support for the existing program and its

legacy systems. HNTB will supplement BATA staff during peak periods of the procurement which will require more significant staff involvement.

This amendment is for two additional years through December 31, 2027. Technical support will be needed beyond 2027 through delivery of the replacement CSC in late 2029. BATA staff will identify a contracting approach for obtaining this support and return to this Committee for approval of future contracts.

Next Steps:

Staff recommends approval of a contract amendment with HNTB in an amount not to exceed \$13,200,000 to provide continued support for (1) procurement and delivery of the replacement CSC (\$9,200,000) and (2) oversight of the current CSC contractor (\$4,000,000). This would increase HNTB's total maximum compensation for this contract from \$8,070,000 to \$21,270,000. 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 \$13,200,000 to provide support for replacement of the CSC and oversight of the current CSC contractor, subject to the approval of future BATA budgets.

Attachments:

- Request for Committee Approval – Summary of Proposed Contract Amendment



Andrew B. Fremier

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)

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

Brief Scope of Work: Consultant shall provide assistance to BATA staff with (1) procurement and delivery for the replacement of the CSC, and (2) oversight of the current FasTrak® CSC contractor, including system and operational improvements, project deployments, and new initiatives.

Project Cost Not to Exceed: This amendment: \$13,200,000
Current contract amount before this amendment: \$8,070,000
Maximum contract amount after this amendment: \$21,270,000

Funding Source: BATA Bridge Tolls

Fiscal Impact: \$550,000 in funds are included in the FY 2025-2026 BATA Toll Bridge Program Operating Budget; \$9,200,000 in funds are included in the FY 2025-2026 BATA Toll Bridge Program Capital Budget; \$3,450,000 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 11, 2026 and that the Chief Financial Officer is authorized to set aside \$13,200,000 for such contract amendment, subject to the approval of future BATA budgets.

BATA Oversight Committee:

Margaret Abe-Koga, Chair

Approved: February 11, 2026