Bay Area Toll Authority
Oversight Committee

September 10, 2025 **Agenda Item 4a-25-0932**

Contract – FasTrak® Receivable Recovery Services: Harris & Harris, Ltd. ($7,500,000)

Subject:

A request for Committee approval to enter into a contract with Harris & Harris, Ltd. to provide receivable recovery services for the FasTrak® program. The scope includes pursuing recovery of outstanding toll violations and delinquent FasTrak® accounts from the seven state-owned Bay Area bridges, the Golden Gate Bridge, and regional express lanes. The contract would be for a five (5) year term, with an option to extend for an additional two (2) years. The estimated annual cost is $1,500,000 and the estimated total cost of the contract for 5 years is $7,500,000; the actual cost will be based on the amounts collected.

Background:

The FasTrak® program enables patrons to pay their tolls electronically at toll bridges and express lanes by establishing a FasTrak® account. A patron without an active FasTrak account will receive an invoice for all outstanding bridge tolls, and an unpaid invoice is subsequently converted to a toll violation. Patrons without an active FasTrak® account who use express lanes will receive a toll violation. If certain criteria are met, any unpaid or undisputed toll violations are submitted to the California Department of Motor Vehicles (DMV) for vehicle registration hold.

For violations ineligible for DMV registration hold, the Bay Area Toll Authority (BATA) utilizes a third-party collection agency to pursue recovery of outstanding tolls. BATA currently has a contract with Law Enforcement Systems, LLC to perform these services, which is set to expire on December 31, 2025.

Procurement Process:

In December 2024, BATA issued a Request for Proposal (RFP) for FasTrak® Receivable Recovery Services for toll violations and delinquent FasTrak® accounts. The RFP proposed for a five (5) year term, with an option to renew for an additional two (2) years.

In response to the RFP, staff received proposals from 10 firms, of which six met the requirements and were evaluated. The remaining four firms were deemed non-responsive and therefore not evaluated.

An evaluation panel consisting of BATA and Golden Gate Bridge Highway & Transportation District staff scored the proposals based on the following weighted evaluation criteria:

- Comprehensiveness, adequacy, and approach of detailed work plan (35%)
- Experience, past performance, and qualifications (35%)
- Cost effectiveness (30%)

Following the initial evaluation, BATA invited the top three firms to submit a Best and Final Offer (BAFO). Based on the results of the evaluation and BAFO, the panel ranked all three firms selected for BAFO as follows:

Ranking	Consultant	Score
1	Harris & Harris, Ltd.	98.57
2	Duncan Solutions	95.67
3	Southwest Credit System LP	85.33

After a thorough review of the proposals and BAFO, the evaluation panel determined Harris & Harris, Ltd. to be the most qualified firm based on the comprehensiveness and approach included in their detailed work plan. Additionally, their past experience and performance on other projects, coupled with the cost effectiveness of their proposal resulted in Harris & Harris, Ltd. as the highest ranked firm based on the evaluation criteria in this procurement.

Attachment A includes a summary of Harris & Harris Ltd. and its project team's SBE and DBE status.

Issues

None identified.

Recommendations:

Staff recommends that this Committee authorize the Executive Director or designee to negotiate and enter into a contract with Harris & Harris, Ltd. in an amount not to exceed $7,500,000, to

provide FasTrak® receivable recovery services for a five-year term with an option to extend for an additional two years, subject to the approval of future BATA budgets.

Attachments:

- Attachment A: Disadvantaged Business Enterprise and Small Business Enterprise Status
- Request for Committee Approval – Summary of Proposed Contract

Andrew B. Fremier

Attachment A

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE* Yes / No	If DBE Yes, List #	SBE** Yes / No	If SBE Yes, List #
Prime Contractor	Harris and Harris, LLC	Prime	No		No	
Subcontractor	Payscout, LLC	Financial Transaction Processing	Yes	CUCP #52513	No	

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Contract

Work Item No.:	8900
Consultant:	Harris & Harris, Ltd. Chicago, Illinois
Work Project Title:	FasTrak® Receivable Recovery Services
Purpose of Project:	Receivable recovery services for toll violations and delinquent FasTrak® accounts.
Brief Scope of Work:	Perform receivable recovery services for toll violations and delinquent FasTrak® accounts occurring on the seven state-owned Bay Area Bridges, the Golden Gate Bridge, and regional express lanes.
Project Cost Not to Exceed:	$7,500,000
Funding Source:	BATA Operating Budget
Fiscal Impact:	Funds are included in the FY2025-26 BATA Operating budget with additional years' funds subject to approval of annual BATA Operating budgets
Motion by Committee:	That the Executive Director or designee is authorized to negotiate and enter into a contract with Harris & Harris, Ltd. for FasTrak® receivable recovery services, as described above and in the BATA Oversight Committee Summary Sheet dated September 10, 2025 and that the Chief Financial Officer is authorized to set aside $7,500,000 for such contract.
Bay Area Toll Authority:	
	Margaret Abe-Koga, Chair
Approved:	September 10, 2025