

**NOTICE TO CONTRACTORS
CENTRAL FLORIDA EXPRESSWAY AUTHORITY
REQUEST FOR PROPOSALS
E-PASS AND VIOLATION ENFORCEMENT OPERATIONS
CONTRACT NO. 001105**

The Central Florida Expressway Authority (Authority) requires the services of an experienced and qualified contractor to provide all of the personnel required to operate the Authority's E-PASS Customer Service Centers (CSC), and the Violation Enforcement Section (VES). E-PASS is the registered trademark name for the Authority's Automatic Vehicle Identification (AVI) System. Consideration will be given to only those Proposers who are qualified to perform the work as determined by the Authority.

DESCRIPTION OF SERVICES: The services required under this contract will be to provide all the qualified and trained personnel necessary to operate a responsive customer friendly CSC, and an efficient and responsive VES. The Authority currently operates the E-PASS Operations Center which includes a Phone Center and VES. VES processing includes image review, noticing, issuing of Citations, correspondence, and whatever back office support is necessary. In addition, there are two Front Counter locations to provide customer access to Customer Service Representatives for convenience and personal interaction. One Service Center is located on the east side of Orlando just off S.R. 408 on Goldenrod Road. The other is located on the west side of Orlando just off of S.R. 408 on S.R. 50 and Good Homes Road. The E-PASS Operations Center is located within the Authority's Administration and Operations Building located on the east side of Orlando just off of Lake Underhill Road and Andes Avenue. The Authority's Toll Collection System (System) has approximately 284,500 accounts and 527,000 transponders and processed approximately 322 million revenue transactions in FY 2014. The VES system annually processes approximately 33,265,300 million images, 965,482 notices, and 26,775 UTCs.

The Authority's current Electronic Toll Collection (ETC) System has been in operation since 1994 and includes 14 mainline plazas and 64 ramp plazas. There are currently 307 toll-equipped lanes. The system covers facilities located on the Authority's road system, consisting of 109 centerline miles of highway, which includes S.R. 408 (East-West Expressway); S.R. 417 (Central Florida GreeneWay); S.R. 528 (Beach Line Expressway); S.R. 429 (Daniel Webster Western Beltway); S.R. 414 (John Land Apopka Expressway); S.R. 451 and S.R. 551 (Goldenrod Road Extension) .

QUALIFICATION REQUIREMENTS AND RESPONSE EVALUATION: Proposer shall have a minimum of five (5) years' experience in providing personnel for CSC and VES type operations. Proposers must show they have the ability to provide the personnel necessary throughout the duration of the contract and are willing to meet the requirements of the Authority in personnel, performance, training and all other areas mentioned in the RFP.

Proposers that are corporations must be registered to do business in Florida, prior to the submittal of the Proposal. The Authority will evaluate and determine the relative ability of each Proposer to perform the required services based upon the information provided by the Proposer in response to the RFP.

NON-SOLICITATION PROVISION: From the first date of publication of this Notice, no person may contact any Authority Member, Officer, Employee, or any selection committee member, with respect to this Notice or the services to be provided, except as related to the submittal requirements detailed in the RFP. Reference is made to the lobbying guidelines of the Authority for further information regarding this Non-Solicitation Provision.

MANDATORY SCOPE OF SERVICES MEETING AND SITE VISIT: The Authority will convene a Scope of Services meeting for interested firms on April 14, 2015. The meeting will begin at 9:30 a.m., Orlando local time, at the Authority's Headquarters office located at 4974 ORL Tower Road, Orlando, Florida. Attendance at the meeting is mandatory for prime contractors in order to submit a proposal for the project. A mandatory site visit will also be conducted immediately after the scope of services meeting is over.

PROPOSAL DUE DATE: Proposals will be received by the Authority until 1:30 p.m., Orlando local time, on May 8, 2015. Proposals delivered or received after that time and date will be disqualified.

EQUAL OPPORTUNITY STATEMENT: The Central Florida Expressway Authority, in accordance with the provisions of Title VI and Title VII of the Civil Rights Act of 1964, as amended, prohibits discrimination on the basis of race, color, sex, national origin, age, religion and disability. The Authority hereby notifies all Proposers and individuals that it requires and encourages equal employment opportunity for minority and women as employees in the workforce.

MINORITY/WOMEN/DISADVANTAGED BUSINESS ENTERPRISE PARTICIPATION: The Central Florida Expressway Authority hereby notifies all Proposers and individuals that it will require affirmative efforts be made to ensure participation of local minority and women business enterprises on contracts awarded by the Authority.

CENTRAL FLORIDA EXPRESSWAY AUTHORITY

Claude Miller
Director of Procurement