

**CENTRAL FLORIDA EXPRESSWAY AUTHORITY  
NOTICE OF REQUEST FOR PROPOSALS  
CFX CUSTOMER SERVICE OPERATION SERVICES  
CONTRACT NO. 001653**

Central Florida Expressway Authority (CFX) requires the services of an experienced and qualified contractor to provide all of the personnel required to operate CFX's E-PASS® Customer Service Centers (CSC), the Violation Enforcement Section (VES), and the Visitor Toll Pass Operation (VTP). E-PASS® is the registered trademark name for CFX's Automatic Vehicle Identification (AVI) System. Consideration will be given to only those respondents who are qualified to perform the work as determined by CFX. Proposal documents are available for download at the CFX web site located at [CFX Procurement Log-In](#). Proposer registration is required to access and download documents. Instructions for registration are provided on the website.

CFX has determined that the use of the request for proposals process is in its best interest for this solicitation and that the selection of a contractor based solely on the lowest price (invitation to bid process) is not practicable. The RFP process provides the opportunity for CFX to review and evaluate information that CFX feels is important and necessary to ensure that the selected proposer has the requisite qualifications, experience, and understanding of the project objectives from both a corporate and staffing standpoint to protect the health, safety and welfare of motorists. Review and evaluation of these criteria is not available using the invitation to bid process.

**DESCRIPTION:** The services required under this contract will be to provide all the qualified and trained personnel necessary to operate a responsive customer friendly CSC, an efficient and responsive VES, and a customer friendly VTP. CFX currently operates the E-PASS® Operations Center which includes a Phone Center and VES. VES processing includes image review, correspondence, and back office support. VTP operates at terminals A&B in the Orlando International Airport located at 1 Jeff Fuqua Boulevard. In addition, there are kiosk locations to provide customer access to Customer Service Representatives for convenience and personal interaction. The Service Center is located on the east side of Orlando just off SR 408 on Goldenrod Road. The E-PASS® Operations Center is located within CFX's Administration and Operations Building located on the east side of Orlando just off of Lake Underhill Road and Andes Avenue. CFX's Toll Collection System (System) has approximately 430,000 accounts and 794,000 transponders and processed approximately 475M revenue transactions in FY 2019. The VES system annually processes approximately 87M images, 3.4M notices, and 58,000 UTCs.

CFX's current Electronic Toll Collection (ETC) System has been in operation since 1994 and includes 14 mainline plazas and 71 ramp plazas. There are currently 324 toll-equipped lanes. The system covers facilities located on CFX's road system, consisting of 125 centerline miles of highway, which includes SR 408 (Spessard L. Holland East-West Expressway); SR 417 (Central Florida GreeneWay); SR 528 (Beach Line Expressway); SR 429 (Daniel Webster Western Beltway); SR 414 (John Land Apopka Expressway); SR 451, SR 551 (Goldenrod Road Extension), SR 453 (Wekiva Parkway), and SR 538 (Poinciana Parkway).

The Scope of Services describes in detail the services required by CFX for the contractor.

**QUALIFICATION REQUIREMENTS:** Proposer shall have a minimum of five (5) years' experience providing a high level of customer experience with customer facing roles such as call center operations, data entry operations, mailroom / fulfillment operations, and walk-up service centers. Proposers must show they can provide the personnel necessary throughout the duration of the contract and are willing to meet the requirements of CFX 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. CFX 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.

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

**CODE OF ETHICS:** All firms selected to work with CFX are required to comply with the CFX Code of Ethics, a copy of which is available on the CFX web site at [www.cfxway.com](http://www.cfxway.com).

**MANDATORY SCOPE OF SERVICES MEETING AND SITE VISIT:** CFX will convene a Scope of Services meeting for interested firms on March 24, 2020. The meeting will begin at 10:00 a.m., Orlando local time, at CFX'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. Prospective Proposers may satisfy this requirement by calling in to attend the meeting. It is the sole responsibility of the prospective Proposer to ensure their attendance is recorded on the attendance sheet. An Addendum will be issued prior to the meeting to inform all registered planholders the procedure to dial-in and attend the meeting. A non-mandatory site visit will also be conducted immediately after the scope of services meeting is over. The site visit is meant to familiarize Proposers with the System and the project work areas. No questions will be allowed during the site visit. Requests for individual site visits will not be accepted.

**PROPOSAL DUE DATE:** Proposals will be received by CFX until 1:30 p.m. Orlando local time, on April 14, 2020, as shown on the time/date stamp clock at the receptionist's desk in the lobby. The clock will serve as the official instrument to determine when a proposal is received. A submittal that is clocked in after the date/time specified will be rejected and not accepted. Rejection of a submittal under those circumstances shall not be the basis of a protest pursuant to the CFX Procedure for Resolution of Protests.

**EQUAL OPPORTUNITY STATEMENT:** 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. CFX hereby notifies all Proposers and individuals that it requires and encourages equal employment opportunity for minority and women as employees in the workforce.

**NON-SOLICITATION PROVISION:** From the first date of publication of this Notice, no person may contact any CFX Member, Officer, Employee, or any evaluation 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 CFX for further information regarding this Non-Solicitation Provision.

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Director of Procurement