

NOTICE OF CANCELLATION
REQUEST FOR PROPOSAL
FOR
INTELLIGENT INTERACTIVE VOICE RESPONSE (IVR) SYSTEM
CONTRACT NO. 001666

May 4, 2020

Based on the evaluation committee's decision, it is in the best interest of CFX to cancel the IVR procurement and instead leverage the built-in capabilities under the Contact Center as a Service (CCaaS) contract. In the event CFX wishes to pursue more advanced capabilities in later years a new solicitation will be advertised.

Any person who is adversely affected by this notice and who wants to protest must comply with the proper procedures in the Central Florida Expressway Authority's Procedure for Resolution of Protests, Policy: PROC 3.1, which is available for review upon request at the CFX Office, 4974 ORL Tower Road, Orlando, Florida. Failure to comply with Policy: PROC 3.1 shall constitute a waiver of a right to initiate protest proceedings. A protest bond in the amount of \$5,000.00 or 1% of the lowest bid submitted, whichever is greater, will be required to protest this decision to award.

Aneth Williams
Director of Procurement

The posting of this Notice, while believed to be accurate, is unofficial and is offered strictly for the convenience of interested persons. The Central Florida Expressway Authority shall not be liable for any errors or omissions involved in the posting of this online Notice. The official Notice has been, or will be, posted in the lobby of CFX's office at 4974 ORL Tower Road, Orlando, Florida, and shall be the sole version of the Notice upon which interested persons may rely for all intents and purposes.