Customer Service System (CSS)

Request for Discussion (RFD) - Procurement Approach

FEBRUARY 2023

Disclaimer

The content provided herein is for informational purposes only and may vary from what is ultimately included in the forthcoming solicitation. Prospective proposers shall not rely on any information provided herein to prepare a response to the forthcoming solicitation. All prospective proposers are advised to read the forthcoming solicitation, once published, in its entirety prior to submission of any response.

Acronyms

- SRTA – State Road and Tollway Authority

- RFD – Request for Discussion

- CSS – Customer Service System

- MMIP– Major Mobility Investment Program

CSS Scope

State Road and Tollway Authority (SRTA)

Request for Discussion

Customer Service System

Contract Procurement Approach

- **Description:** The State Road and Tollway Authority (SRTA) has posted a Request for Discussion (RFD) to the SRTA procurement website in support of the solicitation for a Customer Service System (CSS). The CSS would replace SRTA's Legacy System to accommodate new and additional features required by the State's Major Mobility Investment Program (MMIP). This additional functionality includes a Missed-A-Toll payment portal, a new transaction fee structure, additional daily reconciliation, and configurable workflows for violation processing.

- **Due Date:** Please send all inquiries and requests for a one-on-one to SRTA_RFD@srta.ga.gov by Noon **EST on February 24, 2023,** and submit written feedback in accordance with the RFD instructions by **3:00 PM EST on March 1, 2023.** SRTA invites vendors to participate in written feedback and one-on-one discussions to provide input on the topics presented in the RFD document. The one-on-ones are scheduled to be held **March 6, 2023**, **through March 17, 2023**, virtually via MS Teams. SRTA is also offering optional System Presentation opportunities in combination with the RFD one-on-one sessions.

- **Additional guidelines, as well as the RFD Request document, can be found online at https://www.srta.ga.gov/procurement/**

CSS Procurement RFD Schedule

RFD Release

February 9, 2023

RFD participation request deadline

February 24, 2023

RFD Written Feedback

March 1, 2023

RFD one-on-ones and System Presentations

March 6-17, 2023

* This schedule is subject to change