



STATE OF GEORGIA

Brian P. Kemp, Governor
Chairman

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SRTA Customer Service System (CSS) Procurement Update

The State Road and Tollway Authority (SRTA) intends to post a solicitation for the procurement of a new Customer Service System (CSS) and award a contract for the provision of the selected CSS to replace SRTA's Legacy System. The intent of the replacement is to accommodate new and additional features required by the State's Major Mobility Investment Program (MMIP).

In preparation for the procurement of a new CSS, SRTA released a Request for Discussion (RFD) in February 2023 to request feedback from the toll industry on the planned procurement approach and timelines, as well as learn more about Customer Service Systems currently in production and collecting revenue. SRTA appreciates the industry interest and participation and is, at this time, considering all feedback received through Written Feedback, Procurement One-on-Ones, and System Presentations.

It is currently anticipated that the start of formal CSS procurement will occur by the fourth quarter of Calendar Year 2023. This schedule is subject to change.

Additional requests and guidelines for interested vendors will be posted on <https://www.srta.ga.gov/procurement/> as available.