



**NOTICE OF SHORTLISTED FIRMS**

**Solicitation Title:** Customer Service Staffing Optimization

**Solicitation No:** RFQ 27-001

**RFQ Issuing Date:** March 5, 2026

**Notice of Shortlisted Firms Posting Date:** May 6, 2026

**Issuing Officer:** Staci Winston

**Issuing Officer Contact Information:** [swinston@srta.ga.gov](mailto:swinston@srta.ga.gov)

The State of Georgia, State Road & Tollway Authority (SRTA) has shortlisted the following firms in alphabetical order:

**SHORTLISTED FIRMS:**

**Emovis  
Harris & Harris  
SWC Group  
TTEC  
ViaPlus**

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