



Orange County Transportation Authority

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Title: Approval to Release Request for Proposals for Back-Office System and Customer Service Center Operations Services for the 405 Express Lanes in Orange County

Sponsors: Kirk Avila, Darrell E. Johnson

Indexes:

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Attachments: 1. Staff Report, 2. Attachment A.1, 3. Attachment A.2, 4. Attachment A.3, 5. Attachment A.4

Date	Ver.	Action By	Action	Result
6/22/2020	1	Board		

Approval to Release Request for Proposals for Back-Office System and Customer Service Center Operations Services for the 405 Express Lanes in Orange County

Staff has developed a request for proposals to initiate a competitive procurement process to retain contractor services to provide a back-office system and customer service center operations for the 405 Express Lanes in Orange County.

- A. Approve the proposed evaluation criteria and weightings for Request for Proposals 0-2352 for selection of a contractor to provide the back-office system and customer service center operations services for the 405 Express Lanes in Orange County.
- B. Approve the release of Request for Proposals 0-2352 to provide the back-office system and customer service center operations services for the 405 Express Lanes in Orange County.