



Orange County Transportation Authority

Legislation Text

File #: 19-1906, Version: 1

Approval to Release Request for Proposals for Back-Office System and Customer Service Center Operations Services for the 91 Express Lanes in Orange and Riverside Counties

The existing three-party agreement for joint operations of the combined 91 Express Lanes facility expires in June 2021. 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 91 Express Lanes in Orange and Riverside Counties.

- A. Approve the proposed evaluation criteria and weightings for Request for Proposals 9-1177 for selection of a contractor to provide the back-office system and customer service center operations services for the 91 Express Lanes in Orange and Riverside Counties.
- B. Approve the release of Request for Proposals 9-1177 to provide the back-office system and customer service center operations services for the 91 Express Lanes in Orange and Riverside Counties.