


CENTRAL FLORIDA EXPRESSWAY AUTHORITY

MEMORANDUM

TO: Authority Board Members

FROM: Claude Miller 
Director of Procurement

DATE: February 24, 2015

RE: Authorization to Advertise
E-PASS and Violation Enforcement Operations
Contract No. 001105

Board authorization is requested to advertise for Requests for Proposals for qualified firms to operate and manage the Authority's E-PASS Customer Service Centers and the Violations Enforcement Section. The current Contract renewal with Xerox State and Local Solutions, Inc., expires on July 31, 2015.

Operations will include servicing customers and processing account maintenance through walk-in service centers, the phone center, mail, e-mail, fax, and all other back office activities. In addition, the selected firm will provide all personnel required to perform all the Violation Enforcement activities including image review, noticing, issuing of Uniform Traffic Citations (UTC), correspondence, support of Toll Enforcement Officers, research for court cases, defending court cases and other back office support.

cc: Joe Berenis, Deputy Executive Director, Engineering, Operations, Construction and Maintenance
Laura Kelley, Deputy Executive Director, Finance and Administration
Dave Wynne, Director of Toll Operations
Contract File