



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

682 Prospect Street
Berea, OH 44017
(440) 234-2081

**REQUEST FOR PROPOSALS
FOR A
CUSTOMER SERVICE CENTER SYSTEM**

The Ohio Turnpike and Infrastructure Commission (“Commission”) has issued a Request for Proposals (“RFP”) for a Customer Service Center System supporting its existing and future toll collection systems, as more fully described in its RFP. The Commission seeks proposals from Respondents to deliver significant advancements in improved customer experience, communication methods, data availability and security in accordance with the following schedule:

Inquiry End Date: 5:00 PM (EASTERN) on August 17, 2018

Proposal Deadline: 2:00 PM (EASTERN) on August 31, 2018

Please submit any requests for copies of the RFP or questions regarding the same to purchasing@ohioturnpike.org.