



OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

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

RFP NO. 15-2025

REQUEST FOR PROPOSALS (RFP)

**TO SELECT A FIRM TO PERFORM CUSTOMER SERVICE CENTER
OPERATION ASSESSMENT CONSULTING SERVICES**

ISSUED: August 7, 2025

The Ohio Turnpike and Infrastructure Commission (“Commission”) has issued a Request for Proposals to select a firm to perform customer service center operation assessment consulting services, as more fully described in the RFP.

Any inquiries or requests for copies of the Request for Proposals must be submitted to purchasing@ohioturnpike.org before **5:00 P.M. on August 22, 2025**.

Proposals must be submitted by 5:00 p.m. (Eastern Time) on **September 5, 2025**, in softcopy format only to purchasing@ohioturnpike.org.

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D.R. 8(11) & (18)2025