

TxDOT RFI for Customer Service Center

Q&A Release #1

		Questions and TxDOT Responses concerning RFI for Customer Service Center
1	Question	Is there a vendor under contract for the current staffing and management of the CSC or is it currently handled in-house?
	Answer	All TxTag Customer Service Center and Back Office operations are currently provided under a turnkey contract.
2	Question	Do you have any estimate of when an RFP may follow the RFI responses if the state moves forward with a solicitation?
	Answer	It is likely that a solicitation for Customer Service Center operations will appear during the 2nd or 3rd Quarter 2018.
3	Question	Is there an anticipated date for the RFP to be issued for the Customer Service Center?
	Answer	Please see the response to #2 above.
4	Question	I was reviewing the RFI noted above and I see a due date and time but not how you would like to receive the package and if not being submitted electronically, how many copies would you like to receive?
	Answer	TxDOT understands and appreciates the effort required in response to an RFI. Accordingly, we will accept RFI responses in any form convenient to the responder. Pages 2-3 of the RFI provide some guidance as to our preferred response organization. Electronic delivery via email attachment or FTP link is acceptable, as is bound hard copy via mail or courier. If sending hard copy, two sets will be appreciated.
5	Question	Can you verify the format that vendors are required to submit the RFI for Customer Service Center Staffing and Operations Services? Are we supposed to email our final documents to you directly by the due date specified in the RFI or are hard copies required to be submitted?
	Answer	Please see the response to #4 above.
6	Question	Are you accepting appointments for in-person presentations?
	Answer	Prior to the RFI closing date TxDOT will not be taking any meetings or presentations. After the RFI responses have been received and reviewed we will reconsider the need for meetings or presentations.
7	Question	Could you please tell me whether this project will likely be procured through the DIR or directly by TxDOT?
	Answer	The CSC services will be procured through an open market solicitation administered by TxDOT.