



## Florida Department of Transportation

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### Florida's Turnpike Enterprise Announces RFI for SunPass System

**For Immediate Release**

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**Ocoee, Fla.** – The Florida Department of Transportation, Florida's Turnpike Enterprise is advertising a Request for Information (RFI) for services and solutions to support its SunPass system and replace its current back-office structure.

The RFI is seeking module commercial-based solutions and services that will allow for future upgrades and outsourcing measures related to the processing of customer toll and financial transactions. The purpose of the request is to gather information from vendors with experience in commodities or contractual services and to secure general or technical specifications that should be included in a potential future competitive solicitation for the development of a tolling back-office system.

The RFI can be accessed here <https://bit.ly/2kuZWfW>.

The Turnpike invites vendors with experience in complex transaction processing and account management systems to offer solutions, which may form the development of a solicitation. The Turnpike is looking for recommendations on innovative, field-proven concepts and approaches, which currently may be in use within other industries, that can meet an aggressive timeline.

Currently, Florida's Turnpike processes four to five million toll transactions daily. A new back-office system would be expected to manage customer accounts, which include 9 million SunPass accounts and more than 12 million Toll-By-Plate accounts, as well as process in real-time customer payments received through multiple channels. Any new system would also be tasked with creating and servicing management tools to bring customers exceptional care and service.

Responses to the RFI will be reviewed for informational purposes and any advertisement for a competitive solicitation as a result from the RFI will be posted on the Florida Vendor Bid system.

Florida's Turnpike is one of the Top 5 toll agencies in the country and the Turnpike system collected revenues exceeding \$1 billion for the 2018-2019 Fiscal Year.

*A vendor's response to a RFI is not an offer and the agency may not use a vendor's submission to justify a contract with that vendor without otherwise complying with Chapter 287, Florida Statutes, and Rule 60A-1.042, F.A.C.*

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