



Statewide Centralized Customer Service System (CCSS)

July, 2013

CCSS STATUS UPDATE

Development of technical, operational and project management requirements for the Centralized Customer Service System is complete.

Final document review and industry scan to be completed within the next 8 weeks.

Procurement mechanism will be an Invitation to Negotiate (ITN) in order to preserve the agencies' ability to negotiate the best terms possible.

The draft ITN will be released for industry review and comment prior to the initiation of the formal procurement.

In furtherance of interoperability, Florida's Turnpike is in the process of eliminating an old version of its SunPass transponder and replacing them with the more current technology. This process started in June and should be complete in 12 months.

Executive Directors will continue to meet to develop cost-sharing model and governance policy.
