Notice of Industry Forum and One-on-One Sessions
Back Office System and Customer Service Center Operations
Louisville-Southern Indiana Ohio River Bridges Project
Louisville, KY / Jeffersonville, IN

The Joint Board for the Louisville-Southern Indiana Ohio River Bridges (LSIORB) project is conducting a virtual Industry Forum on September 1, 2020, to discuss the planned procurement for a Back Office System (BOS) and Customer Service Center (CSC) Operations for the RiverLink all-electronic toll system. A Request for Proposals (RFP) is being developed to establish a contract with a single proposer to install, operate and maintain a BOS and provide CSC Operations for ten years. The RFP is scheduled to be published in late September 2020 and will include BOS services, CSC operations, walk-up center operations, image review, tag fulfillment, account management and other related services.

Following the Industry Forum, there will be an opportunity for potential proposers to participate in one-on-one virtual sessions with representatives of the Joint Board to ask questions and receive clarification on information presented during the Forum. The closed-door sessions will be limited to potential prime contractors and major subcontractors. They will be conducted as one-hour sessions on September 2, 2020, and September 3, 2020. Information shared by potential proposers during the one-on-one sessions will remain confidential.

Participation in the Industry Forum and one-on-one sessions is mandatory for submitting a proposal in response to the RFP. Each individual desiring to participate in the Industry and/or one-on-one session will need to register, not just a representative for the company.

During the Industry Forum, representatives of the Joint Board will provide an overview of the procurement, including information on the following:
- General scope of the project
- General RFP schedule
- General project schedule
- Contract length and terms
- Payment terms
- Key performance indicators
- Liquidated damages and incentives

Representatives of the Joint Board expect proposer teams will bring individuals capable of discussing the following topics to the one-on-one sessions:
- Feedback to Industry Forum information
- Data migration
- Transition
- Financial system and related reporting

WebEx Industry Forum registration:
https://hntb.webex.com/hntb/onstage/g.php?MTID=e315b4c8fb119e32e4836cbf0df2075f5

Please click the Register button and fill out the form.
Draft Industry Forum Agenda:

Tuesday, September 1st
1:00 pm ET    Welcome and introductions
1:15 pm ET    Procurement overview presentation
2:00 pm ET    Q&A
2:15 pm ET    Adjournment

Wednesday, September 2nd
8:00 am – 5:00 pm ET    One-on-one sessions (with potential primes and major subcontractors)

Thursday, September 3rd
8:00 am – 5:00 pm ET    One-on-one sessions (with potential primes and major subcontractors)

One-on-One Session
Please R.S.V.P. and request a one-on-one session by sending an email to Brandon Rich at brich@hntb.com. The deadline to R.S.V.P is August 26, 2020, at 4:00 pm ET. In your email, please identify a primary contact for your firm/team and provide the number of attendees (limited to four per firm/team).