

PUBLIC NOTICE
The Illinois State Toll Highway Authority
Schedule of Committee Meetings
September 18, 2012

Public Notice is hereby given of the schedule for the Customer Service Committee Meeting to be held during the month of September 2012.

Customer Service Committee Meeting
September 20, 2012 – 12:00 p.m.
Central Administration Building

ILLINOIS STATE TOLL HIGHWAY AUTHORITY

CUSTOMER SERVICE COMMITTEE MEETING AGENDA September 20, 2012 12:00 p.m.

1. CALL TO ORDER

2. ROLL CALL

3. COMMITTEE CHAIR

1. Approval of Minutes of the Customer Service Committee held on May 16, 2012.
2. Additional Items

4. EXECUTIVE DIRECTOR

1. Committee Work Plan Re-cap
2. Presentation of Call Center Space and Call Center Transition
3. Discussion of Settlement Guidelines
4. Additional Items

5. BUSINESS SYSTEMS

1. Contract Extension No. 06-0164 for six months for Consolidated Customer Service Center (CCSC) contract with TransCore, increasing the contract upper limit by \$5,310,000 from \$80,790,870 to \$86,100,870 (Tollway RFP)
2. Contract award for five years with five renewal options for

Call and Payment Processing Center, with Chicago Lighthouse in the amount not to exceed \$ tbd (State Use Contract)

3. Sole Source contract for one year for facility space for the consolidated customer service center (CCSC) with Lisle Center Associates LLP, in the amount not to exceed \$200,000. (Sole source)

6. PUBLIC COMMENT

7. UNFINISHED BUSINESS

8. NEW BUSINESS

9. EXECUTIVE SESSION

10. ADJOURNMENT