



NOTICE INVITING PROPOSALS

NOTICE IS HEREBY GIVEN that sealed proposals will be received in the Office of the Secretary of the District, Golden Gate Bridge, Highway and Transportation District (District) either by U.S. Postal Service addressed to its mailing address, P.O. Box 9000, Presidio Station, San Francisco, CA 94129-0601; or by courier or personal delivery to the Administration Building, Golden Gate Bridge Toll Plaza, San Francisco, CA, on **Tuesday, July 12, 2011, by 4:00 p.m., Pacific Standard Time**, for the following:

REQUEST FOR PROPOSALS (RFP) NO. 2012-D-1, CUSTOMER COMMUNICATION SERVICES PLATFORM UTILIZING INTERACTIVE VOICE TECHNOLOGY

The District seeks proposals from qualified firms to provide a customer communication services platform utilizing interactive voice technology, interface components, and associated services, to augment the existing functions of its Customer Services Call Center. This platform will intercept calls placed to the existing Customer Services Call Center and provide certain automated information services to customers on a 24/7/365 schedule. It will also preserve access to Customer Service agents during that department's regularly scheduled operating hours.

A Pre-Proposal Conference will be held in the Conference Room at the Golden Gate Transit Administration Offices, District Division Administration Building, 1011 Andersen Drive, San Rafael, CA on **Monday, June 27, 2011, at 2:00 p.m., Pacific Standard Time**. Firms may participate by telephone upon request at least three days in advance of the Pre-Proposal Conference.

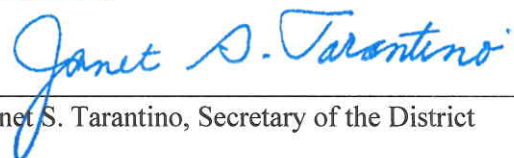
The District hereby notifies all Proposers that it is the policy of the District to ensure nondiscrimination on the basis of race, color, national origin or sex in the award and administration of contracts. Proposers are strongly encouraged to obtain Disadvantaged Business Enterprise (DBE) participation on this project, although there is no contract-specific DBE goal. For DBE assistance, contact Gail Jackson, DBE Program Administrator, at (415) 257-4581.

Requests for modifications or clarifications of any requirement must be submitted in writing on **Tuesday, July 5, 2011, by 4:30 p.m., Pacific Standard Time**.

Proposals will be evaluated and reported to the District Board of Directors within one hundred and twenty (120) calendar days after the proposals have been opened. The District reserves the right to reject any and all proposals; or to waive any irregularities or informalities in any proposal or in the proposal procedure; or to postpone the proposal opening for good cause. No Proposer may withdraw its proposal for a period of 120 calendar days after the date of opening of the proposals. Each Proposer will be notified of award of contract, if award is made.

The RFP Documents are available for download on the District's web site. To download the documents, go to the District's web site home page at <http://www.goldengate.org>, click on Contract Opportunities, scroll down to District Division and look for 2012-D-1. For those who wish to download the RFP Documents from the District's web site, your name will not appear on the District's "List of Potential Proposers" unless you notify the Office of the Secretary of the District. The District requests that all potential Proposers who download RFP Documents complete the "List of Potential Proposers" form in Word format, posted with the RFP Documents, and return the form to the Office of the Secretary of the District. Ultimately, it is the responsibility of the Proposer to check the District's web site for any Addenda that may be issued relative to this RFP.

To inspect and obtain the RFP Documents, please contact the Office of the Secretary of the District, Administration Building, Golden Gate Bridge Toll Plaza, San Francisco, CA, by telephone at (415) 923-2223, by facsimile at (415) 923-2013, or by e-mail at districtsecretary@goldengate.org.


Janet S. Tarantino, Secretary of the District

Dated at San Francisco, this 22nd day of June 2011.