

# Notice



## Identification

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Reference 22037864  
 Number:  
 Request ID: 16-95741  
 Date First Offered 08/02/2016  
 Title: THA - 15-0170 \*999 Cellular Express Line Call Center Services

Agency Reference THA - 16-95741  
 Number:  
 Agency: THA - Toll Highway Authority  
 Purchasing THA - Toll Highway Authority  
 Agency:  
 Purchasing Agency Victoria Santiago  
 SPO:

Status: Closed

## Overview

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### Description and Specifications:

The Illinois Tollway is giving notice of intent to award contract 15-0170 \*999 Cellular Express Line Call Center Services to Marketing Alternatives, Inc. Award is being given to the sole responsive and responsible bidder. A determination was made that anticipated cost will be fair and reasonable, and in the best interest of the Tollway.

This contract provides a source for the operation of a 24/7 call center (including weekends and holidays) with operators who respond to calls from motorists who are using the Tollways, Expressways, and arterial roadways in the six-county Chicago metropolitan area in northeastern Illinois (Cook, DuPage, Kane, Will, Lake, and McHenry).

This contract has a BEP goal of 20%.

The initial term of this contract shall not exceed \$1,839,194.64 without

a formal change order.

The contract start date is an estimate and will start upon execution of the contract.

### Key Information

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Notice Type:	Contract Award Notice
Published:	11/18/2016
Notice Expiration Date:	12/02/2016
Professional & Artistic:	No
Small Business Set-Aside:	No
Does this solicitation contain a BEP or DBE requirement?:	Yes
Does this solicitation contain a Veteran requirement?:	Yes
Relevant Category:	General Services
Total Amount of Award:	\$3,113,132.20 (Total Dollar Value Only/Includes Any Renewal Options)
Estimated/Actual Value Description:	
Length of Initial Term:	60
Contract Begin Date:	03/01/2017
Contract End Date:	02/28/2022
Renewal Terms:	Up to five (5) Years

### Bidder(s)

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Number of Responding Bidders:	1
Number of Unsuccessful Bidders:	0

Total Number Awarded: 1

Listing of All Bidders/Offerors Considered But Not Selected:

N/A

Source Selection: RFP

### Vendor(s) Selected for Award

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<b>Vendor Name</b>	<b>Amount of Award</b>	<b>BEP Goal %</b>	<b>D</b>
<u>Marketing Alternatives, Inc.</u>	\$3,113,132.20	20%	0'

### Notice Contact

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Name: Diane Titone  
 Street Address: 2700 Ogden Avenue  
 City: Downers Grove  
 State: IL  
 Zip Code: 60515  
 Phone: 630/241-6800  
 Fax Number: 630/505-9270  
 EMail Address: dtitone@getipass.com

### Class Code

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Class Codes:

### NIGP Code

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NIGP	204 28 Data Entry and Remote Job Entry
Commodity/Service	Devices; Voice Activated: Vo...
Code:	915 20 Call Center Services
	920 21 Data Entry Services

### Attachments

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To download file(s), click on filename(s) located below. Not all Notices will have files to download.

File Attachments:

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# Vendor Award Information

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Help

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Created Date: 11/18/2016  
Created By: Linda Morton

## Identification

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Reference Number: 22037864  
Title: THA - 15-0170 \*999 Cellular Express Line

## Vendor Selected for Award

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Vendor Name: Marketing Alternatives, Inc.  
Vendor Contact Name: Ms. Darcy Tudor  
Vendor Street Address: 2550 Northwest Parkway  
Vendor City: Elgin  
Vendor State: IL  
Vendor Zip Code: 60124  
Vendor Phone Number: 847-783-5600  
Vendor Fax Number: 847-783-5601

## Key Information

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Amount of Award: \$3,113,132.20 (Total Dollar Value Only)  
Cost of Initial Term: \$1,532,662.20 (Total Dollar Amount of Initial Term)  
Cost of Renewals: \$1,580,470.00 (Total Dollar Amount of Renewals)  
BEP Goal Amount (Percentage): 20.00%  
DBE Goal Amount (Percentage): 0.00%  
Will Sub-Contractors Be Utilized? Yes