

REQUEST FOR PROPOSALS FOR

**A Services Agreement for SAP Post Implementation Support
for the
Pennsylvania Turnpike Commission**

ISSUING OFFICE

Pennsylvania Turnpike Commission
Office of the Chief Information Officer

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PART I

OVERVIEW OF THE SERVICES AGREEMENT

I-1 Introduction. The Pennsylvania Turnpike Commission (PTC) is a key transportation route within the Commonwealth of Pennsylvania and a vital link in the network of the eastern United States. The Turnpike is currently 531 miles in length with 57 fare collection facilities, 21 maintenance facilities, 5 twin tunnels, 8 State Police barracks, 20 service plazas and two traveler information centers. The PTC handles a traffic volume of approximately 516,000 vehicles per day, 13% of which are commercial vehicles. E-ZPass tags account for approximately 40% of all transactions.

The PTC has successfully completed the implementation of SAP's core financial, human capital management and logistic systems. The Commission is in the process of establishing an **Enterprise Solution Support group (ESSg)** that will provide business application and technical support for the entire organization. The Commission requires consulting services to augment the Commission's staff in the post implementation support. The Commission may (optional) require additional consulting services to implement new business functionality as defined and approved by the Commission.

This RFP document will define the approach for procurement of services, the scope of the work to be performed, the requirements the contractor must address, instructions governing the proposals to be submitted and the material to be included therein, requirements which must be met to be eligible for consideration, how the responses will be evaluated, and the other administrative requirements to be met by each proposal.

I-2 Services Agreement Approach. This services agreement may have multiple tracks. The primary track will be to supplement the Commission's staff in the formulation of the ESSg. The Commission will be responsible for the overall management of the ESSg, including the consultant resources provided under this services agreement.

Secondary tracks, which are optional at this time, will be referred to as New Projects. New Projects will be defined as the work effort to implement future business functionality contained within the SAP public sector solution or potentially third party products that integrate with SAP. For New Projects the selected contractor will be responsible for providing the Commission with overall systems integration and project management services including assisting the Commission in the following:

- Defining enterprise business requirements for an SAP solution or third party system
- Defining software and hardware requirements for an SAP solution or third party system
- Defining an approach for addressing business process change during/within the SAP or third party system implementation
- Defining data conversion and integration requirements
- Evaluation of third party software that integrates with SAP

- Evaluation of short-term and long-term PTC staffing requirements resulting from the implementation project and subsequent production SAP or third party system
- Developing a detailed project plan for the base system implementation phase of the project and a corresponding cost estimate to complete the implementation

I-3 Services Agreement Objectives. The Commission plans to address both the business and technology needs of the enterprise through the ESSg, as it is the sole post implementation support organization for the SAP solution.

The following are the objectives of the services agreement as it relates to the major business objectives of the ESSg:

1. Provide business process support for the existing SAP modules that have been implemented in the production environment.
2. Provide technical support for the existing SAP modules that have been implemented in the production environment.
3. Provide knowledge transfer to the Commission staff, over the period of the agreement so that Commission staff will be fully self sufficient.
4. Provide input on continuous improvement for established business best practices that were a result of the base SAP implementation.

I-4 Services Agreement Scope. The ESSg is responsible for the business and technical support of the SAP and third party software solution. The following list identifies the entire scope of the implemented solution.

ESSg SAP Solution Scope - MySAP 2005 Public Sector Version (ECC 6.0)

Finance & Accounting

Finance and Controlling (FI/CO)
 General Ledger/Chart of Accounts
 Accounts Payable
 Accounts Receivable
 Projects Accounting (Capital and Operating)
 Assets Accounting
 Financial Reporting
 Budgeting and Forecasting

Treasury

Funds Management
 Cash Management
 Investment Management
 Debt Management
 Cash Requirements Forecasting

Logistics

Supply Relationship Management (SRM) 5.5
Purchasing
Materials Management
Inventory Control & Accounting
Bid Contracts
Plant Maintenance/Work Orders
Project Systems
Asset Management (limited)

Human Capital Management

Personnel Administration
Organization Management
Benefits
Time Entry
Payroll
Risk Management
Employee/Manager Self Service

Document and Data Management

Hyland OnBase 6.4 (EDMS)
Hyland SAP Archive Link Connector 2.0
RWD uPerform 2.0

Business Intelligence/Business Warehouse

SAP Business Intelligence 7.0 (BI)
SAP Business Warehouse 7.0 (BW)
Executive Information System (EIS)

Technical Architecture Landscape

SAP Basis
SAP Netweaver
Microsoft SQL Server/DB
Microsoft Windows Server
Microsoft Exchange Server
HP Blade Technology
SAP ABAP/BAPI/LSMW
SAP Workflow
SAP Enterprise Portal
SAP Application Security

SAP Solution Management/Administration

SAP Solution Manager 4.0
HP/Mercury Quality Center 9.0
BMC Remedy 6.3

New Projects Scope

The scope of new projects is currently developed at a high level. As a result of the SAP implementation, new business functionality has been proposed by the business units. As the Commission staff develops business case justifications and they are approved by the Commission, only then will the New Project be initiated.

The contractor will provide a cost estimate of the design (SAP's ASAP methodology called Blueprint). If the Commission approves the cost estimate for the design, the design phase of the project will be initiated. At the end of the design (Blueprint) process, the contractor will be responsible to provide a fixed price, deliverable based statement of work for the build (ASAP methodology called Realization) phase of the New Project. If the Commission approves the fixed price, deliverable based statement of work, then the Realization phase will be initiated and the project will continue through the Go-Live process.

Currently, business case justifications are in various states of completeness by the operational business units. They include Roadway Pavement Management, cProjects and HCM Employee Life Cycle Management.

Roadway Pavement Management overview

The Commission currently maintains approximately 530 linear miles of roadway pavement as part of our overall infrastructure. Associated with those 530 miles of roadway pavement are literally thousands of other linear roadway assets that the Commission needs to track, manage and report on such as signage, guardrails, bridges, retaining walls, tunnels, drains, culverts, fences and mile markers. The Commission wants to supplement the linear asset tracking capabilities currently provided within the SAP solution with a system that can fully integrate with SAP and provide the Commission with the following additional benefits:

- Provide a complete roadway pavement support solution that the Commission can utilize to establish requirements, based on industry standard metrics, for preventive and predictive roadway maintenance planning, as well as emergency, safety related, and any other unplanned maintenance requirements.
- Provide a decision making tool for pavement capital improvement recommendations and pavement condition assessments based upon the use of pavement related inventory, condition, traffic, and construction history data.
- Provide the Commission with the capability of tracking both the linear position and the history of attributes or assets along the roadway and provide "date-in-time" views of attribute data, locations, histories and condition event schematics, while also supporting true dynamic segmentation.
- Provide powerful analysis process and procedures for determining pavement deterioration characteristics and project future pavement maintenance, rehabilitation, and reconstruction needs.
- Provide a fully integrated solution to overall life cycle management of our roadway infrastructure assets that will provide detailed data regarding all of the pavements and

associated assets in the Commission's infrastructure in a manner that is easily accessible for review and analysis by all users across the enterprise.

- Provide a solution that not only fully integrates with our existing SAP solution but one that we can also easily integrate with other technologies and systems that we currently utilize to run our roadway operation such as our existing Geospatial technologies and Operations Center dispatching technologies. The solution will also need to be capable of fully integrating with and incorporating data from other external systems such as video logging that the Commission would like to utilize to assist in the identification of existing assets along our roadway infrastructure.

cProjects overview

The Commission currently manages hundreds of millions of capital and operational dollars that are being spent on roadway, facility and other infrastructure projects. The Commission manages projects at many different levels and at many different locations scattered throughout the Commonwealth. While project management duties may be executed at the Central, Eastern or Western regional offices, construction management is done at the field level, often exclusively at the construction trailer for a given job. The Commission project managers, construction managers and inspectors interact on a daily basis. With the implementation of SAP Project Systems and SRM (Supplier Relationship Management), many of the technical challenges once faced in managing cost, scope and schedules on large projects has been significantly diminished. The functionality exists within the SAP solution to close the information flow gaps in major construction projects. This functionality will provide a mechanism for field staff to efficiently perform their work and update projects in near real time.

HCM Employee Life Cycle Management overview

The Commission's greatest asset is its very strong and diverse work force. One of our three enterprise strategic goals is to invest in Turnpike employees in order to maximize employee productivity and open more career development opportunities for them. A key enabler of accomplishing this goal has been accomplished with the implementation of the HCM module of the SAP system. The Commission wishes to continue to build on that foundation by implementing additional SAP HCM functionality such as Appraisals, eRecruitment and the Learning Solution that will help the Commission to continue moving forward towards achieving a more complete HCM hire-to-retire employee life cycle in one unified, integrated environment.

I-5 Services Agreement Governance and Roles. The service agreement is governed by an executive steering committee. This committee is chaired by the Chief Operating Officer (COO) and the Chief Information Officer (CIO), its members are the Chief of Staff (COS), representing the Executive management team, the Chief Financial Officer (CFO), representing the Finance and Administration Department, the Chief Engineer (CE), representing the Engineering and Facilities departments, the Director of Maintenance, representing the Maintenance Department, the Director of Fare Collection, representing the Fare Collection Department, the Director of Human Resources, representing the Human Resources Department and the Director of Operations Review, representing internal controls and audit. The committee will approve all New Project decisions, resolve or decide issues that are raised to it and monitor overall agreement status.

The support work required by the ESSg will be performed by a joint Commission/Contractor team. The Commission will manage and direct the work of the contractor staff.

For the New Projects work, the integrator will be in charge of day-to-day project management and be responsible for producing the deliverables specified in the agreed upon statement(s) of work. Overall project management, including quality assurance, will be the responsibility of the project directors representing the Commission and the Contractor.

I-6 Services Agreement Timeframe. The services agreement will encompass a five (5) year period.

PART II

GENERAL INFORMATION / ADMINISTRATIVE REQUIREMENTS

II-1 Issuing Office. The issuing office for this Request for Proposal (RFP) is the Pennsylvania Turnpike Commission, Office of the Chief Information Officer, Information Technology Department.

The Primary contact for this effort is:

Mr. Timothy S. Delp
Director of Technology Planning & Standards
Information Technology Department

PA Turnpike Commission
Central Administration Building
700 South Eisenhower Blvd.
Middletown, PA 17057
(717) 939-9551 ext. 4430

All questions and other communications pertaining to this RFP must either be directed in writing to the following address:

PA Turnpike Commission – SAP Support Agreement
Attn: Timothy S. Delp, I.T. Department
Central Administration Building, 2nd Floor
700 South Eisenhower Blvd.
Middletown, PA 17057

Or via email to the following address: PTCESSG@paturndpike.com

Clearly indicate that it is in reference to **PTC RFP #08-10340-3609**.

II-2 Contractor Responsibilities. The selected contractor will be required to assume responsibility for all services offered in its proposal whether or not it produces them. Further, the Commission will consider the selected contractor to be the sole point of contact with regard to contractual matters.

II-3 Subcontracting. Any use of subcontractors by a prime contractor must be identified in the quote. During the services agreement use of any subcontractors by the selected prime contractor, that were not previously identified in the quote, must be approved in writing by the Commission prior to any work being done.

A firm that responds to this solicitation as a prime may not be included as a designated sub contractor to another firm that responds to the same solicitation. Multiple responses under any of the foregoing situations may cause the rejection of all responses of the firm or firms involved. This does not preclude a firm from being set forth as a designated sub contractor to more than one prime contractor responding to the services agreement advertisement.

II-4 M/W/DBE Participation. The Commission encourages the inclusion of small, disadvantaged, minority and woman-owned firms. Responding proposers should be creative in identifying minority firms, whom they expect to utilize in the performance of this contract. The Commission recognizes the following small, disadvantaged, woman and minority-owned business certifications for this RFP:

PA Unified Certification Program www.paucp.com

PA Department of General Services www.dgs.state.pa.us

National Minority Supplier Development Council www.nmsdcus.org

Women Business Enterprise National Council www.wbenc.org

U.S. Small Business Administration small disadvantaged businesses or 8(a) small disadvantaged business concerns

Prime contractors should include the certifying agency and proof of certification of the small, disadvantaged, minority or woman business as part of their proposal.

II-5 Minimum Contractor Background Checks. The prime contractor must, at its expense, arrange for a background check for each of its employees, as well as the employees of any of its subcontractors, who will have access to Commission IT facilities, either through on-site access or through remote access. Background checks are to be conducted via the Request for Criminal Record Check form and procedure found at <http://www.psp.state.pa.us/psp/lib/psp/sp4-164.pdf>. The background check must be conducted prior to initial access and on an annual basis thereafter.

Before the Commission will permit access to the contractor, the contractor must provide written confirmation that the background checks have been conducted. If, at any time, it is discovered that a contractor employee has a criminal record that includes a felony or misdemeanor involving terroristic behavior, violence, use of a lethal weapon, or breach of trust/fiduciary responsibility or which raises concerns about building, system or personal security or is otherwise job-related, the contractor shall not assign that employee to any Commission facilities, shall remove any access privileges already given to the employee and shall not permit that employee remote access unless the agency consents to the access, in writing, prior to the access. The agency may withhold its consent in its complete discretion. Failure of the contractor to comply with the terms of this paragraph may result in default of the contractor under its contract.

II-6 Resources. The Commission is planning to provide space for an ESSg office, large enough to accommodate the entirety of the PTC ESSg staff and all contracted services agreement resources, within the designated work location for the time period envisioned for the duration of the agreement. The Commission's intent is for all contractor resources to conduct business on-site at the designated work location identified below and contractors should assume there will be no remote access to Commission computer systems.

The designated work location and location for services agreement coordination will be:

PA Turnpike Commission
Technology Industrial Park Building
2850 Turnpike Industrial Park Drive
Middletown, PA 17057

The Commission will provide contractor resource(s) access to a Commission standard personal computer system(s) and Commission standard desktop software and any other equipment, software, office supplies or support materials, as deemed necessary by the Commission, that are required to perform post implementation support under the agreement. The contractor will be responsible for providing any and all other needed equipment, software, office supplies, clerical assistance and/or administrative support not provided by the Commission. Only Commission owned and licensed software will be permitted to be installed on Commission computer systems and only Commission owned computers and computer systems will be permitted to directly connect to the Commission's network.

II-7 Services Agreement Staff. The contractor must further represent and warrant that all staff to be assigned to the services agreement will not be removed from the agreement without the express written consent of the agreement directors, including approval of the replacement. Such consent will not be unreasonably withheld.

II-8 Commission Participation. The Commission will manage and lead the ESSg, the contractor will be expected to participate on a full time basis and will provide the specific services outlined within this RFP.

II-9 Policies and Procedures. The contractor awarded this contract will be responsible for adhering to all applicable Commission Policies and Procedures including, but not limited to, the Commission's policies on Electronic Communications Acceptable Use and Sexual Harassment and Sexual Discrimination. These policies and procedures will be provided to the contractor and their resources prior to commencement of actual work under this contract. Violation of any of these policies and procedures by the contractor resources, while performing work under this contract, may result in immediate termination of the contract.

II-10 Information Handling. The nature of this agreement requires handling of sensitive information. All staff assigned to the services agreement by the selected contractor will be required to sign a confidentiality statement to ensure this information is not used by the selected contractor or given to another contractor for the purpose of competitive advantage in current and future business activities with the Turnpike Commission. The selected contractor is responsible for ensuring that adequate measures are in place to minimize the access, copying and distribution of such information during work under this agreement. The selected contractor is responsible for proper disposal (i.e. shred, surrender) of both hard and electronic working copies of such sensitive information during work under this agreement, as well as any remaining information upon the completion of the services contract.

II-11 Proposals. To be considered, contractors should submit a complete response to this RFP, using the format provided in Part IV – Proposal Requirements and Process. No other distribution of proposals will be made by the contractor. Contractors must conform with all RFP instructions and conditions when responding to this RFP. The Commission, at its discretion, may reject as nonconforming any proposal that deviates significantly from the specifications of this RFP. Proposals must be signed by an official authorized to bind the contractor to its provisions and include the contractor's Federal Identification Number. For this RFP, the proposal must remain valid for at least 90 days. Moreover, the contents of the proposal of the selected contractor will become contractual obligations if a contract is entered into.

Each and every contractor submitting a proposal specifically waives any right to withdraw or modify it, except as hereinafter provided. Proposals may be withdrawn by written or telefax notice (telefax number: (717) **986-8714**) received at the Commission's address for proposal delivery prior to the exact hour and date specified for proposal receipt. However, if the contractor chooses to attempt to provide such written notice by telefax transmission, the Commission shall not be responsible or liable for errors in telefax transmission. A proposal may also be withdrawn in person by a contractor or its authorized representative, provided its identity is made known and it signs a receipt for the proposal, but only if the withdrawal is made prior to the exact hour and date set for proposal receipt. A proposal may only be modified by the submission of a new sealed proposal or submission of a sealed modification, which complies, with the requirements of this RFP.

II-12 Cost Submittal. Contractors who submit proposals should prepare their cost submittals according to the cost proposal requirements and process outlined in section IV-1, Item 8 of this RFP. Please refer to the Cost Proposal Form Instructions, outlined on pages 34-35 of this RFP, for specific instructions on the use of the Microsoft Excel spreadsheet that contains the templates for the cost proposal forms Appendix A and Appendix B. The cost submittal shall be placed in a separately sealed envelope within the sealed proposal and kept separate from the technical submittal. **Failure to meet this requirement may result in disqualification of the proposal.**

II-13 Exclusion of Taxes from Prices. The Commission is exempt from the payment of excise and sales taxes imposed by the Federal Government and the Commonwealth of Pennsylvania.

II-14 Economy of Preparation. Proposals should be prepared simply and economically, providing a straightforward, concise description of the contractor's ability to meet the requirements of the RFP. Each proposal page should be numbered for ease of reference and should include index tabs denoting each section.

II-15 Rejection of Proposals. The Commission reserves the right to reject any and all proposals received as a result of this request, or to negotiate separately with competing contractors.

II-16 Incurring Costs. The Commission is not liable for any cost or expenses incurred by contractors prior to issuance of a contract.

II-17 Amendment or Cancellation of RFP. The Commission reserves the right to amend or cancel this RFP at any time if it deems it to be in the best interest of the Commission to do so.

II-18. Addenda to the RFP. If it becomes necessary to revise any part of this RFP before the proposal response date, addenda will be posted to the Commission's website under the original RFP document. It is the responsibility of the Proposer to periodically check the website for any new information or addenda to the RFP.

The Commission may revise a published advertisement. If the Commission revises a published advertisement less than ten days before the RFP due date, the due date will be extended to maintain the minimum ten-day advertisement duration if the revision alters the project scope or selection criteria. Firms are responsible to monitor advertisements/addenda to ensure the submitted proposal complies with any changes in the published advertisement.

II-19 Discussions for Clarification. Contractors who submit proposals may be required to make an oral or written clarification of their proposals to the Commission to ensure thorough mutual understanding and contractor responsiveness to the solicitation requirements. The Issuing Office will initiate requests for clarification.

II-20 Best and Final Offers. To obtain best and final offers from contractors whose proposals are determined by the Commission, in its sole discretion, to be reasonably susceptible of being selected for award, the Commission may (a) enter into discussions; (b) schedule oral presentations; and (c) request revised proposals. The Issuing Office will limit any discussions to responsible Proposers whose proposals the Issuing Office has determined to be reasonably susceptible of being selected for award.

II-21 Proposal Contents. Proposals will be held in confidence and will not be revealed or discussed with competitors, unless disclosure is required to be made (i) under the provisions of any Commonwealth or United States statute or regulation; or (ii) by rule or order of any court of competent jurisdiction. If a contract is executed, however, the successful proposal submitted in response to this RFP shall be subject to disclosure. All material submitted with the proposal becomes the property of the Pennsylvania Turnpike Commission and may be returned only at the Commission's option. Proposals submitted to the Commission may be reviewed and evaluated by any person other than competing contractors at the discretion of the Commission. The Commission has the right to use any or all ideas presented in any proposal. Selection or rejection of the proposal does not affect this right.

II-22 Execution of Contract. This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. Once the evaluation of the proposals is complete and a contractor is selected, the selected proposal and this RFP then serve as the basis for a contract that will be negotiated and executed between the Commission and the selected contractor. This RFP and the proposal will be attached and become part of the contract.

If for some reason the Commission fails to reach consensus on the issues relative to the contract, then the Commission may commence contract negotiations with the contractor who submitted the next best proposal and so on until either a contract is executed or the Commission decides to start the RFP process again.

The contract may include a liquidated damages clause.

II-23 Type of Contract. It is proposed that if a contract is entered into as a result of this RFP, the primary track of the contract, support for the ESSg, will be a time and materials agreement. Any work approved through the New Projects process outlined within this RFP will be handled as a fixed price, deliverable based, lump sum addendum and will require Commission approval. Each New Project will be negotiated as addendums to the contract resulting from this RFP.

II-24 Term of Contract. The term of the contract will commence on the Effective Date (as defined below) and will end five (5) years from that date. The Effective Date shall be fixed by the Commission after the contract has been fully executed by the contractor and by the Commission and all approvals required by Commission contracting procedures have been obtained.

II-25 Debriefing Conferences. Contractors whose proposals are not selected will be notified of the name of the selected contractor and will be given the opportunity to be debriefed, at the Contractor's request. The Issuing Office will schedule the time and location of the debriefing. The contractor will not be compared with other contractors, other than the position of its proposal in relation to all other proposals for each criterion for selection.

II-26 Oral Agreement or Arrangements. Any alleged oral agreements or arrangements made by contractors with any Commission business unit or employee will be disregarded in any Commission proposal evaluation or associated award.

II-27 Insurance. The successful contractor and any subcontractors shall, at its (their) own expense, carry the following insurance; the insurance will be obtained from an insurance company licensed by the Commonwealth of Pennsylvania and rated B+ or better by Best Rating Group. It will remain in effect throughout the duration of the contract period. Any and all of the certificates of insurance requirements must be furnished to the Commission upon request.

9.1 Comprehensive General Liability Insurance - in an amount of \$1,000,000 with an aggregate of \$10,000,000. The successful contractor will also carry a Broad Form CGL Endorsement and a Non-owned and Hired Auto Endorsement.

9.2 Directors and Officers Insurance- in the amount of \$1,000,000.

9.3 Professional Liability Insurance- in the amount of \$2,000,000.

9.4 Worker's Compensation and Employer Liability –

Bodily injury by accident - \$100,000 (each accident)

Bodily injury by disease - \$500,000 (policy limit)

Bodily injury by disease - \$100,000 (each employee)

9.5 Auto Liability- in the amount of \$1,000,000 combined single limit.

II-28 Vendor Presentation of Supporting Evidence/Surety. Vendors must be prepared to provide any evidence of experience, performance ability, and/or financial surety that the Commission deems to be necessary or appropriate to fully establish the performance capabilities represented in their proposals.

II-29 News Releases. News releases pertaining to this services agreement will not be made without prior Commission approval, and then only in coordination with the Issuing Office.

II-30 Inspection of Work Performed. During the course of the services agreement the Commission and its authorized representatives shall be allowed access to inspect all contractor materials, documents, work papers, equipment or products, deliverables, or any such other items which pertain to the scope of work for this RFP and contract. This requirement also applies to any subcontractors who may be engaged by the vendor. The Commission will retain ownership of all work products developed by the contractor as a result of the agreement.

II-31 Restrictions on Contacts with Commission Personnel. From the date of release of this RFP until a contract is awarded as a result of this RFP, all contacts with personnel employed by

or under contract to the Commission are restricted. During the same period, no prospective vendor shall approach personnel employed by or under contract to the Commission or any other entity participating in the evaluation of proposals, or any other related matters. An exception to the foregoing will be made for contractors who, in the normal course of work under a valid contract with the Commission, need to discuss legitimate business matters concerning the relationship of their work.

Violation of these conditions may be considered sufficient cause by the Commission to reject a contractor's proposal, irrespective of any consideration.

II-32 Offer of Gratuities. The vendor warrants, represents, and certifies that no appointed official or employee of the Commission has or will benefit financially or materially from this procurement. Any contract and/or award arising from this RFP may be terminated by the Commission if it is determined that gratuities of any kind were either offered to or received by any of the aforementioned officials or employees from the contractor, the contractor agent(s), representative(s) or employee(s).

II-33 Contractor's Representations and Authorizations. Each contractor by submitting its proposal understands, represents, and acknowledges that:

- a. All information provided by, and representations made by, the contractor in the proposal are material and important and will be relied upon by the Issuing Office in awarding the contract(s). Any misstatement shall be treated as fraudulent concealment from the Issuing Office of the true facts relating to the submission of this proposal. A misrepresentation shall be punishable under 18 Pa. C.S. 4904.
- b. The price(s) and amount of this proposal have been arrived at independently and without consultation, communication or agreement with any other contractor or potential contractor.
- c. Neither the price(s) nor the amount of the proposal, and neither the approximate price(s) nor the approximate amount of this proposal, have been disclosed to any other firm or person who is a contractor or potential contractor, and they will not be disclosed on or before the proposal submission deadline specified in the cover letter to this RFP.
- d. No attempt has been made or will be made to induce any firm or person to refrain from submitting a proposal on this contract, or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal or other form of complementary proposal.
- e. The proposal is made in good faith and not pursuant to any agreement or discussion with, or inducement from, any firm or person to submit a complementary or other noncompetitive proposal.
- f. To the best knowledge of the person signing the proposal for the contractor, the contractor, its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four (4) years been convicted or found liable for any act prohibited by State or

Federal law in any jurisdiction, involving conspiracy or collusion with respect to bidding or proposing on any public contract, except as disclosed by the contractor in its proposal.

- g. To the best of the knowledge of the person signing the proposal for the contractor and except as otherwise disclosed by the contractor in its proposal, the contractor has no outstanding, delinquent obligations to the Commonwealth including, but not limited to, any state tax liability not being contested on appeal or other obligation of the contractor that is owed to the Commonwealth.
- h. The contractor is not currently under suspension or debarment by the Commonwealth, or any other state, or the federal government, and if the contractor cannot certify, then it shall submit along with the proposal a written explanation of why such certification cannot be made.
- i. The contractor has not, under separate contract with the Issuing Office, made any recommendations to the Issuing Office concerning the need for the services described in the proposal or the specifications for the services described in the proposal.
- j. Each contractor, by submitting its proposal, authorizes all Commonwealth agencies to release to the Commission information related to liabilities to the Commonwealth including, but not limited to, taxes, unemployment compensation, and workers' compensation liabilities.

PART III

SCOPE OF WORK/WORK STATEMENT

III-1 Scope of Work. This section describes the scope of the work, for both the support of the ESSg as well as the potential work effort associated with New Projects.

A. Approach to Augmenting the Commission staff for a fully functioning Enterprise Solution Support group (ESSg)

As stated prior in this RFP, the Commission has completed the implementation of several high level business areas of the SAP MySAP 2005 public sector solution. Those areas include major portions of the Human Capital Management, Financial, Logistics and Business Intelligence modules.

The following list provides detailed information as to the specific areas currently implemented and supported in the Commission's production environment and therefore under the responsibility of the ESSg.

- **Finance & Accounting**
 - Finance and Controlling (FI/CO)
 - General Ledger/Chart of Accounts
 - Accounts Payable
 - Accounts Receivable
 - Projects Accounting (Capital and Operating)
 - Assets Accounting
 - Financial Reporting
 - Budgeting and Forecasting
- **Treasury**
 - Funds Management
 - Cash Management
 - Investment Management
 - Debt Management
 - Cash Requirements Forecasting
- **Logistics**
 - Supply Relationship Management (SRM) 5.5
 - Purchasing
 - Materials Management
 - Inventory Control & Accounting
 - Bid Contracts
 - Plant Maintenance/Work Orders
 - Project Systems
 - Asset Management (limited)

- **Human Capital Management**
 - Personnel Administration
 - Organization Management
 - Benefits
 - Time Entry
 - Payroll
 - Risk Management
 - Employee/Manager Self Service
- **Document and Data Management**
 - Hyland OnBase 6.4 (EDMS)
 - Hyland SAP Archive Link Connector 2.0
- **Business Warehouse and Business Intelligence**
 - SAP Business Intelligence 7.0
 - SAP Business Warehouse 7.0
- **Technical Architecture Landscape**
 - SAP Basis
 - SAP Netweaver
 - Microsoft SQL Server/DB
 - Microsoft Windows Server
 - Microsoft Exchange Server
 - HP Blade Technology
 - SAP ABAP/BAPI/LSMW
 - SAP Workflow
 - SAP Enterprise Portal
 - SAP Application Security

The Commission has also implemented and integrated other tools, specific to our SAP implementation, that are supported in the production environment. These tools represent products supplied by SAP as well as third party products. These products are outlined as further background information in order for the contractor to provide the best qualified consultants.

- **SAP Solution Management/Administration**
 - SAP Solution Manager 4.0
 - HP/Mercury Quality Center Testing Suite 9.0
 - RWD uPerform 2.0
 - BMC Remedy 6.3

The Commission requires consulting services in specific areas of SAP expertise, in relationship to the currently implemented solution defined above, and has identified twenty (20) specific services agreement support positions that are required to augment the ESSg organization in support of the solution.

The following are the minimum requirements for professional qualifications and skills that the Commission believes are required for each of those twenty (20) positions. The contractor is encouraged to propose individuals for each position that exceed the minimum skill level. If the qualifications and skills of the individuals proposed by the contractor do not meet minimum requirements they will not be given further consideration.

In the proposal the contractor should include the full name and a clearly formatted resume for each proposed individual. The resume format will be at the contractor's discretion but it should be consistent across all resumes submitted and each resume should minimally include all SAP project and support experience, all relevant education and all relevant related professional experience.

The contractor should propose the professional qualifications of specific individuals that would be assigned to the Commission's services agreement. The Commission understands the dynamic nature of the consulting industry, however, the Commission requires the contractor to make every possible effort to provide the professional qualifications of named resources rather than "representative resumes".

All positions are considered to be on-site, full time support resources unless otherwise noted within the description.

Position ID#: 1

Director of SAP Support Services Team. This person will be responsible to assist and support the Commission's ESSg leadership team. This person must provide overall management support to the ESSg support team and should have experience in managing SAP implementations and support. This person will assist the ESSg leadership team by setting support priorities, communicating to and updating the executive steering committee, as well as adherence to all PTC and ESSg standards, procedures and objectives.

This person will also be responsible to assist and support the ESSg support team in the management and development of strategies and plans for periodic enterprise solution upgrades and releases and for planning and directing all major ESSg activities related to change requests, system upgrades, functionality releases and projects.

Minimum Qualifications:

6 years of overall SAP project management experience required

Required Experience in each of the following areas:

Project Management

Microsoft Project

SAP Solution Manager

Optional Experience areas:

Experience working in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll agency

Position ID#: 2

Support Agreement Administration Assistant. This person will be responsible to assist and support the consultant's SAP Support Services Team Director and the Commission's ESSg leadership team by handling day to day support agreement administration duties. This includes organizing and tracking consultant time sheets and expenses, following all entry and exit procedures for consultants and coordinating all applicable consultant travel arrangements. This person will assist in meeting setup and documentation, phone coverage, supplies management and assist in the overall support agreement administration activities.

Minimum Qualifications:

3 years of Microsoft Office Suite experience required

Optional Experience areas:

Experience working with Microsoft Visio

Position ID#: 3

SAP System Release Manager. This person will be responsible to assist and support the Commission's ESSg leadership team. This person will assist the ESSg leadership team in the management and development of strategies and plans for periodic enterprise solution upgrades and releases and for planning and directing all major ESSg activities related to change requests, system upgrades, functionality releases and projects.

This person will also assist the ESSg leadership team in the continued effort to fully develop and integrate the SAP Solution Manager, SAP CHARM, HP Quality Center, RWD uPerform and BMC Remedy tools into the fabric of the overall SAP ERP solution.

Minimum Qualifications:

3 years of overall SAP Release Management experience required

Required Experience in each of the following areas:

Project Management

Microsoft Project

SAP Solution Manager

Optional Experience areas:

Experience working in SAP ERP2005 ECC 6.0

SAP CHARM

HP/Mercury Quality Center

RWD uPerform

BMC Remedy

Position ID#: 4

SAP Customer Care Lead. This person will be responsible to assist and support the Commission's ESSg customer care team. This position is considered a working supervisory role, in that, this person must have both supervisory experience as well as hands on experience in the design, development and delivery of training and knowledge management in an SAP ERP environment.

This person will be responsible to assist and support the ESSg customer care team in the ongoing maintenance, support and delivery of the SAP training program for the currently implemented solution, as well as, the design, development and support of any new training courseware required as a result of any significant changes or enhancements made to the existing functionality.

Minimum Qualifications:

6 years of overall SAP Training and Knowledge Management experience
Required

Required Experience in each of the following areas:

Team Leadership

SAP Training experience

Optional Experience

Experience working/training in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll
agency

Position ID#: 5

eLearning Web Application Designer. This person will be under the direction of the Commission's ESSg customer care team. This person will be responsible to assist and support the ESSg customer care team in the management and development of the PTC's web-based PRIDE University eLearning environment for the SAP system. This person will be responsible for maintaining all existing online, web-based courseware designed to educate PTC users in the use of the Commission's currently implemented SAP HCM, Finance and Logistics functionality, as well as, the design, development and support of any new eLearning courseware required as a result of any significant changes or enhancements made to the existing functionality.

Minimum Qualifications:

3 years of overall Web Design and Development experience required

Required Experience in each of the following areas:

ASP.net 2.0

VB.Net 2.0

Adobe Flash

Optional Experience areas:

HTML

Javascript

Dreamweaver

Indesign

PhotoShop
CSS
SQL Server

Position ID#: 6

SAP Logistics Business Process Lead. This person will be responsible to assist and support the Commission's ESSg Logistics business process team. This position is considered a working supervisory role, in that, this person must have both supervisory experience as well as hands on configuration experience in SAP logistic modules.

This person will provide overall evaluation and analysis of potential change requests to the ESSg Logistics business process team. This person will also assist the ESSg Logistics business process team in the development and coordination activities required for functional release plans, sequencing and prioritization of change requests and provide input on additional business functionality capabilities of the SAP Logistics modules.

This person will develop business process procedures (BPP's), perform Logistics module configuration, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

6 years of overall SAP Logistics experience required

Required Experience in each of the following areas:

Project Systems

Professional Engineering background

Optional Experience areas:

Plant Maintenance

Supplier Relationship Management (SRM) 5.5

Experience working in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll agency

Position ID#: 7

SAP Logistics Business Process Specialist. This person will be under the direction of the Commission's ESSg Logistics business process team and will be responsible for developing business process specifications. This person will develop and maintain business process procedures (BPP), perform Logistics module configuration, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

3 years of overall SAP Logistics experience required

Required Experience in each of the following areas:

Plant Maintenance
Optional Experience
Experience working in SAP ERP2005 ECC 6.0
Experience working in public sector or transportation agency or toll agency

Position ID#: 8

SAP Logistics Business Process Specialist. This person will be under the direction of the Commission's ESSg Logistics business process team and will be responsible for developing business process specifications. This person will develop and maintain business process procedures (BPP), perform Logistics module configuration, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

3 years of overall SAP Logistics experience required

Required Experience in each of the following areas:

Supplier Relationship Management (SRM) 5.5

Optional Experience

Experience working in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll agency

Position ID#: 9

SAP HCM Business Process Lead. This person will be responsible to assist and support the ESSg HCM business process team. This position is considered a working supervisory role, in that, this person must have both supervisory experience as well as hands on configuration experience in SAP HCM modules.

This person will provide overall evaluation and analysis of potential change requests to the ESSg HCM business process team. This person will also assist the ESSg HCM business process team in the development and coordination activities required for functional release plans, sequencing and prioritization of change requests and provide input on additional business functionality capabilities of the SAP HCM modules.

This person will develop business process procedures (BPP's), perform HCM module configuration, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

6 years of overall SAP HCM experience required

Required Experience in each of the following areas:

Personnel Administration

- Benefits
- Organization Management
- Time Management
- Payroll
- Optional Experience areas:
 - Training and Events Management
 - E-Recruiting
 - Employee/Manager Self Service (ESS/MSS)
 - Experience working in SAP ERP2005 ECC 6.0
 - Experience working in public sector or transportation agency or toll agency

Position ID#: 10

SAP HCM Business Process Specialist. This person will be under the direction of the Commission's ESSg HCM business process team and will be responsible for developing business process specifications. This person will develop and maintain business process procedures (BPP), perform HCM module configuration, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

- 3 years of overall SAP HCM experience required
- Required Experience in each of the following areas:

- Time Management
- Organization Management
- Training and Events Management
- HCM Workflow
- HCM Role based Security mapping

Optional Experience

- Experience working in SAP ERP2005 ECC 6.0
- Experience working in public sector or transportation agency or toll agency

Position ID#: 11

SAP HCM Business Process Specialist. This person will be under the direction of the Commission's ESSg HCM business process team and will be responsible for developing business process specifications. This person will develop and maintain business process procedures, perform HCM module configuration, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

- 6 years of overall SAP HCM experience required
- Required Experience in each of the following areas:

- Benefits

Payroll
ESS/MSS
Optional Experience
Experience working in SAP ERP2005 ECC 6.0
Experience working in public sector or transportation agency or toll
agency

Position ID#: 12

SAP Finance Business Process Lead. This person will be responsible to assist and support the Commission's ESSg Finance business process team. This position is considered a working supervisory role, in that, this person must have both supervisory experience as well as hands on configuration experience in SAP Finance modules.

This person will provide overall evaluation and analysis of potential change requests to the ESSg Finance business process team. This person will assist the ESSg Finance business process team in the development and coordination activities required for functional release plans, sequencing and prioritization of change requests and provide input on additional business functionality capabilities of the SAP Finance modules.

This person will also develop and maintain business process procedures (BPP's), perform Finance module configuration, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

6 years of overall SAP Finance experience required

Required Experience in each of the following areas:

Finance & Controlling (FI/CO)

Accounts Payable, Accounts Receivable, General Ledger

Funds Management

Project Accounting

Asset Accounting

Financial Reporting

Budgeting and Forecasting

Optional Experience areas:

Experience working in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll
agency

Position ID#: 13

SAP Finance Business Process Specialist. This person will be under the direction of the Commission's ESSg Finance business process team and will be responsible for developing business process specifications. This person will develop and maintain business process procedures, perform Finance module configuration, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover

activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

3 years of overall SAP Finance experience required

Required Experience in each of the following areas:

Finance & Controlling (FI/CO)

Accounts Payable, Accounts Receivable, General Ledger

Funds Management

Project Accounting

Asset Accounting

Financial Reporting

Budgeting and Forecasting

Optional Experience

Experience working in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll agency

Position ID#: 14

SAP Finance Business Process Specialist. This person will be under the direction of the Commission's ESSg Finance business process team and will be responsible for developing business process specifications. This person will develop and maintain business process procedures, perform Finance module configuration, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

3 years of overall SAP Finance experience required

Required Experience in each of the following areas:

Treasury

Optional Experience

Experience working in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll agency

Position ID#: 15

SAP Business Intelligence Analyst. This person will be under the direction of the Commission's ESSg business intelligence team and will be responsible for developing and maintaining standard and custom cubes and for developing and maintaining custom BI reports and for providing post implementation support via the Commission's service desk call center.

Minimum Qualifications:

3 years of overall SAP Business Intelligence/Business Warehouse experience required

Required Experience in each of the following areas:

SAP BI/BW 7.0

Optional Experience

Experience with XI Portal

Experience with BI Java

Experience with ABAP/BAPI

Experience working in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll agency

Position ID#: 16

SAP Basis Infrastructure Lead. This person will be responsible to assist and support the ESSg Basis infrastructure team. This position is considered a working supervisory role, in that, this person must have both supervisory experience as well as hands on BASIS infrastructure experience. **This position is considered a partial on-site and part time role (up to 20 hours per week is estimated).**

This person will assist the ESSg BASIS Infrastructure team in performance monitoring and maintenance of the technical environment. This person will assist and provide input on the evaluation and impacts of the SAP service packs. This person will provide assistance, research and input as to specific SAP OSS notes and recommendations.

Minimum Qualifications:

3 years of overall SAP BASIS Infrastructure experience required

Required Experience in each of the following areas:

SAP system administration in the ECC 6.0 Netweaver environment

Team Leadership Experience

Optional Experience

Experience working in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll agency

Position ID#: 17

Network Engineer. This person will be under the direction of the Commission's ESSg Basis infrastructure team. This person will assist the ESSg Basis infrastructure team in the maintenance and monitoring of the Microsoft Windows server environment. This person will assist the Commission's staff in disaster recovery procedures, technical infrastructure upgrades, installation and support of HP blade technology.

Minimum Qualifications:

6 years of overall Microsoft Windows server configuration and support

Experience in the setup, configuration, monitoring and maintenance of HP server technology

Optional Experience

Experience in the installation and configuration of MS SQL

Position ID#: 18

Network Engineer. This person will be under the direction of the Commission's ESSg Basis infrastructure team. This person will assist the ESSg Basis Infrastructure team in the maintenance and monitoring of the Microsoft Windows server environment. This person will assist the Commission's staff in disaster recovery procedures, technical infrastructure upgrades, installation and support of HP blade technology.

Minimum Qualifications:

6 years of overall Microsoft Windows server configuration and support
Experience in the setup, configuration, monitoring and maintenance of HP server technology

Optional Experience

Experience in the installation and configuration of MS SQL

Position ID#: 19

SAP Enterprise Development Lead. This person will be responsible to assist and support the ESSg enterprise development team. This position is considered a working supervisory role, in that, this person must have both supervisory experience as well as hands on FRICE (Forms, Reports, Interfaces, Conversions, Extensions) development and maintenance experience.

This person will provide overall evaluation and analysis of potential change requests to the ESSg enterprise development team. This person will assist the ESSg's enterprise development team in the development and coordination activities required for release plans, sequencing and prioritization of change requests as they relate to FRICE objects.

This person will perform FRICE object development and maintenance, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

6 years of overall SAP FRICE experience Required
Required Experience in each of the following areas:

Team Leadership experience
ABAP development and maintenance

Optional Experience

Experience working in SAP ERP2005 ECC 6.0
Experience working in public sector or transportation agency or toll agency

SAP Enterprise Development Analyst. This person will be under the direction of the Commission's ESSg enterprise development team and will be responsible for the development and maintenance of FRICE (Forms, Reports, Interfaces, Conversions, Extensions) objects. This person will perform FRICE object development and maintenance, perform unit testing, perform regression testing, perform integration testing, perform Go-Live cutover activities and provide post implementation support via the Commission's service desk call center.

Minimum Qualifications:

3 years of overall SAP FRICE experience Required

Required Experience in each of the following areas:

ABAP development and maintenance

Optional Experience

Experience working in SAP ERP2005 ECC 6.0

Experience working in public sector or transportation agency or toll agency

B. Approach for New Business functionality

As stated earlier in this RFP, the New Project functionality is in the process of evaluation at this time. The contractor will have the overall project management responsibility for each New Project approved by the Commission under this services agreement. If a New Project is approved by the Commission, then the contractor will provide a written estimate as to the number of hours and cost to perform the initial design/SAP Blueprint phase of the project. The contractor will be expected to follow SAP's ASAP methodology on all new projects. The ASAP methodology must include the following five phases:

- Project Preparation
- Business Blueprint
- Realization
- Final Preparation
- Go Live & Support

After the Blueprint documentation is complete and accepted by the Commission staff, the contractor will be responsible for writing a detailed statement of work for the remaining phases of the project. The statement of work must contain interim deliverables that will be reviewed and accepted by the Commission staff at regular intervals. The statement of work and interim deliverables will be part of the fixed price, deliverable based addendum to the contract. If the statement of work is approved then work will begin in the Realization and all subsequent phases of implementation.

The contractor should submit their qualifications and performance history using the SAP ASAP methodology.

The contractor should also submit their qualifications and performance history implementing projects similar to those currently under consideration by the Commission staff. The following potential projects have been described earlier in this RFP.

- Roadway Pavement Management
- cProjects
- SAP HCM Employee Life Cycle Management

Personnel requirements are not known at this time and should not be submitted as part of the response to this RFP. Project personnel will be evaluated and approved when the project is initiated.

PART IV

PROPOSAL REQUIREMENTS AND PROCESS

IV-1 Proposal Format. For consistency and to facilitate evaluation of all responses, contractor proposals must be submitted in the format, including heading descriptions, outlined below. To be considered, the proposal must respond to all requirements in this part of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. Each proposal shall consist of two (2) separately sealed submittals. The submittals are as follows: (i) Technical Submittal, in response to Sections IV-1, Items 1 thru 7; (ii) Cost Proposal, in response to Section IV-1, Item 8.

The Commission reserves the right to request additional information which, in the Commission's opinion, is necessary to assure that the contractor's competence, number of qualified employees, business organization, and financial resources are adequate to perform according to the contract.

The Commission may make such investigations as deemed necessary to determine the ability of the contractor to perform the work, and the contractor shall furnish to the Commission all such information and data for this purpose as requested by the Commission. The Commission reserves the right to reject any proposal if the evidence submitted by, or investigation of, such contractor fails to satisfy the Commission that such contractor is properly qualified to carry out the obligations of the agreement and to complete the work specified.

1. Transmittal Letter

The letter should contain a brief statement of the contractor's understanding of the work to be done. The letter should also identify any requirements that the contractor has not addressed in the proposal and the justification.

The letter should indicate the name, title, address, e-mail address, fax number, and telephone number of the contractor's primary contact for the services agreement and be signed by an individual authorized to commit the company to a services agreement of this scope.

2. Table of Contents

Provide a table of contents listing each section of the proposal, including the attachments specified in this RFP and any additional materials submitted.

3. Executive Summary

The executive summary should provide a concise summarization of the services being offered to meet the Commission's needs, the contractor's approach to providing the services, and why it is the approach the Commission should decide to follow. The contractor should summarize their qualifications to assist the Commission and why the contractor is best qualified to perform this engagement.

4. Approach to Performing the Support for the Enterprise Solution Support group (ESSg)

The contractor should explain their specific approach to post implementation support efforts similar in size or installed functionality.

The contractor should explain their qualifications and experience in supporting organizations of this type.

5. Approach to Performing New Projects

The contractor should present how their approach to project implementations of this type.

The contractor should present their qualifications and experience utilizing SAP's ASAP methodology on other projects of similar size or business functionality.

The contractor should present their qualifications and experience in project work similar to those projects currently being considered by the Commission. They specifically include Roadway Pavement Management, cProjects and SAP HCM Employee Life Cycle Management.

6. Proposed Support Team

The contractor should present the named resumes of those individuals they would propose to assist the Commission in the support functions specifically listed on pages 19-29 of this RFP. The resumes must be organized and formatted in a concise and consistent manner so that minimum qualifications can be clearly understood. The resumes should be indexed in this section, for easy reference, by the Position ID # identified for each position in Section III-1 A, pages 19-29 of this RFP.

The contractor should identify any subcontractors that will be utilized to fulfill the requirements of the support organization.

The contractor should also present, based on the Planned Schedule of RFP Activities outlined on pages 36-37 of this RFP, their proposed schedule/timeframe and approach to having the full contingent of support resources in place after a contract has been fully executed.

7. Qualifications and References

Provide a description of your company including the scope of the business, organizational structure, office locations, personnel, company history, and financial information to establish your company's financial viability.

List no more than three engagements where your company has assisted a toll agency, Enterprise Fund, transportation agency or public sector client in supporting an SAP ERP environment.

Provide the names of three references from the above engagements. Provide the person's title, address, phone number, e-mail address, and role performed on the project.

Identify any business partner or alliance relationships you have with SAP. Describe the nature of the partnership or alliance.

8. Cost Proposal

The cost proposal is only to be for the work to be performed as part of the ESSg support organization detailed in section III-1 A. The template for submitting the cost proposal is attached to this RFP in the form of a Microsoft Excel 2003 spreadsheet that provides two appendices of information (Appendix A and Appendix B) for submitting the cost proposal.

Appendix A - Resource Identification is to be used to identify the proposed resource name and subcontractor designation for each of the twenty (20) support positions identified in Section III-1 A, pages 19-29 of this RFP.

Appendix B - Resource Cost is to be used to identify the proposed hourly rate for each of the twenty (20) support positions identified in Section III-1 A, pages 19-29 of this RFP for each year of the five (5) year duration of the service agreement. The hourly rate identified for each position should be an "all-inclusive" hourly rate that includes all direct, indirect and expense costs. (Note: All expenses such as travel, lodging and meals that may be incurred by the consultant for the duration of the project must be included in the hourly rate proposed.)

The hours listed in **Appendix B - Resource Cost** represent the number of service hours the Commission is anticipating requiring for each year of the support agreement, for each of the twenty (20) positions listed, and cannot be modified for the purposes of this cost proposal.

The prices quoted should be good for 90 days after the proposal has been submitted and for one year after the contract is signed.

Any costs not provided in the cost proposal will be assumed as no charge to the Commission.

Only work satisfactorily performed after execution of a written contract, after the contractor's receipt of a notice to proceed from the Commission and after the contract term has begun will be reimbursed.

Pennsylvania Turnpike Commission
A Services Agreement for SAP Post Implementation Support
RFP#: 08-10340-3609
Cost Proposal

INSTRUCTIONS FOR PREPARING COST PROPOSAL

COST PROPOSAL FORM INSTRUCTIONS

The preferred method is for the Contractor to specify the actual employees who will work on this engagement.

Appendix A - Resource Identification

For each of the twenty (20) consultant positions identified in Section III-1 A, pages 19-29 of this RFP, the contractor should provide the following information for each of the corresponding positions identified in Appendix A:

(Note: The Position ID # (Column B of Appendix A) correlates to the Position ID # and corresponding position descriptions and qualifications identified in Section III-1 A, pages 19-29 of this RFP)

- In Column D, enter the full name of the person being submitted for the position.
- In Column E, enter a “Y” or “N” designation for the resource indicating whether the resource is an employee of a subcontracting firm or not.
- In Column F, enter the full name of the subcontracting firm of the resource if the resource subcontractor designation in column E is identified as a “Y”.

Appendix B - Resource Cost

For each of the twenty (20) consultant positions identified in Section III-1 A, pages 19-29 of this RFP, the contractor should provide the following information for each of the corresponding positions identified in Appendix B:

(Note: The Position ID # (Column B of Appendix B) correlates to the Position ID # and corresponding position descriptions and qualifications identified in Section III-1 A, pages 19-29 of this RFP)

- In Column E, enter the all-inclusive hourly rate for **Year 1** of the agreement for the resource being proposed for each of the twenty (20) identified positions.
- In Column G, enter the all-inclusive hourly rate for **Year 2** of the agreement for the resource being proposed for each of the twenty (20) identified positions.

- In Column I, enter the all-inclusive hourly rate for **Year 3** of the agreement for the resource being proposed for each of the twenty (20) identified positions.
- In Column K, enter the all-inclusive hourly rate for **Year 4** of the agreement for the resource being proposed for each of the twenty (20) identified positions.
- In Column M, enter the all-inclusive hourly rate for **Year 5** of the agreement for the resource being proposed for each of the twenty (20) identified positions.

1. Submittal Procedure. To be considered, proposals should arrive at the address listed below, **on or before 12:00 PM, ET, April 23, 2008.** Contractors should submit proposals in sealed envelopes or cartons clearly identifying the RFP number (which is 08-10340-3609) in accordance with the requirements outlined in this document. The contractor should include the following items within their sealed proposal:

- Six (6) hard copies of the Technical submittal, including one (1) original master copy, signed in ink.
- Six (6) hard copies of the Cost submittal, including one (1) original master copy, signed in ink, **in a sealed envelope separate from the technical submittal.**
- One (1) CDROM containing electronic copies of both the Technical submittal in Adobe Acrobat 7.0 or Microsoft Word 2003 format and a copy of the Microsoft Excel 2003 Cost Proposal spreadsheet (Appendix A and Appendix B). **The CDROM should be placed within the sealed envelope that contains the Cost submittal.**

The hard copies and disk should be submitted to:

Contracts Administration Department

Attn: Donald S. Klingensmith, PE

Manager, Contracts Administration

PA Turnpike Commission (Mailing Address)	or	PA Turnpike Commission (Land Address)
P.O. Box 67676		700 South Eisenhower Blvd.
Harrisburg, PA 17106-7676		Middletown, PA 17057

Contractors mailing proposals should allow sufficient mail delivery time to ensure timely receipt of their proposals. Proposals received after the response date and time may be rejected and will be considered only if the Commission determines it is in its best interests to do so. If, due to weather, natural disaster, or any other cause, the Commission office location to which proposals are to be returned is closed on the proposal response date, the deadline for submission shall be automatically extended until the next Commission business day on which the office is open, unless the contractors are notified otherwise by the Commission. The time for submission of proposals shall remain the same.

Contractors may submit their proposal any time prior to the above stated deadline.

2. Activities Conducted after Release of the RFP.

Questions to this RFP

Questions must be submitted no later than April 4, 2008. The Commission will make every attempt to answer each question no later than April 11, 2008. Questions may be submitted either in writing or via electronic mail in the following manner:

Written Questions can be sent via U.S. Postal Service or express courier to:

PA Turnpike Commission
Attn: Timothy S. Delp, I.T. Department
Central Administration Building, 2nd Floor
700 South Eisenhower Blvd.
Middletown, PA 17057

Or

Questions can be sent via electronic mail to: PTCESSG@paturndpike.com.

All contractors will be provided with the answers to all questions as an Addendum to the RFP which will be posted on the Commission's Internet web-site at the following address:
<http://www.paturndpike.com/procurement/Bidlist.aspx>

Initial Review of RFP Responses

The Commission will open only those proposals received by the due date and time specified within this RFP, unless the Commission determines it would be in its best interest to review a late proposal. Immediately upon opening, the Commission will review each proposal for contractor compliance with the instructions and conditions applicable to this RFP. The Commission, at its option, may seek contractor retraction and clarification of any discrepancy/contradiction found during its review of proposals. The Commission will evaluate only proposals complying with the administrative requirements of this RFP.

Evaluate Proposals

The Commission will evaluate the proposals (including information which is appended, attached, and/or enclosed) against all RFP requirements, using a methodology and criteria developed specifically for this contractor selection.

Notification of Awards

The Commission will notify contractors who submit proposals about any award issued by the Commission as a result of this RFP. Contractors not selected may request a debriefing from the Commission. Such a request should be made within two weeks of the notification of award.

Planned Schedule of RFP Activities

It is the Commission's intention to comply with the following procurement schedule:

March 25, 2008: Issue the RFP - Post on the Commission's website

April 4, 2008: Contractor Questions are Due

April 11, 2008: Answers to Contractor Questions Posted to PTC Website
(By 12:00 PM ET)

April 23, 2008: Contractor Proposals Due (By 12:00 PM ET)

June 18, 2008: Selection of Contractor/Proposal Announced
Start of Contract Negotiations

NOTE: The above dates represent a tentative schedule of events. The Commission reserves the right to modify these dates at any time, with appropriate notice to prospective contractors.

PART V

CRITERIA FOR SELECTION

V-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal should be (a) timely received from a contractor; (b) properly signed by the contractor; and (c) formatted such that all cost data is kept separate from and not included in the Technical Submittal.

V-2. Proposal Evaluation and Contractor Selection Approach. The Commission intends to select the best contractor for this services agreement. Proposals will be reviewed and evaluated by a committee of qualified personnel selected by the Commission. This committee will recommend for selection the proposal, which most closely meets the requirements of the RFP and is deemed by the evaluation committee to be the most advantageous to the Commission, in accordance with criteria set forth in the request for proposals, including price and evaluation factors.

V-3. The following evaluation factors will be used by the evaluation team to evaluate the proposals and to determine the best contractor:

a. Understanding the Problem. This refers to the contractor's understanding of the Commission needs that generated the RFP, of the Commission's approach, objectives, scope and strategies in asking for the services and of the nature and scope of the work involved.

b. Contractor Qualifications. This refers to the ability of the contractor to meet the terms outlined in the RFP, especially the consultant qualifications listed in section IV-1 Paragraph 7, Qualifications and References.

c. Personnel Qualifications. This refers to the competence of professional personnel who would be assigned to the services agreement by the contractor. Qualifications of professional personnel will be measured by experience and education, with particular reference to experience on delivering support services similar to that described in Section III-1 of this RFP. Particular emphasis will be placed on proposed service teams experience in SAP as well as experience in a Toll Agency/Enterprise Fund/Public Sector transportation industry client similar to the Commission.

d. Soundness of Approach. Emphasis here is on the whether the technical approach is completely responsive to all written specifications and requirements contained in the RFP and if it appears to meet Commission needs.

e. Cost. While this area may be weighted heavily, it will not normally be the deciding factor in the selection process. The Commission reserves the right to select a proposal based upon all the factors listed above, and will not necessarily choose the firm offering the best price. The Commission will select the firm with the proposal that best meets its needs, at the sole discretion of the Commission.

The order in which the above factors are presented is no indication of the relative weight the factors have been assigned in the evaluation methodology.