

REQUEST FOR PROPOSALS FOR

Enterprise eLearning Business Requirements Definition

ISSUING OFFICE

Pennsylvania Turnpike Commission

Human Resources Department

RFP NUMBER

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Enterprise eLearning Business Requirements Definition

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PART I

OVERVIEW

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 520,000 vehicles per day, 13% of which are commercial vehicles. E-ZPass tags account for approximately 50% of all transactions. The PTC currently has approximately 2,200 full-time employees.

The PTC has recently successfully implemented SAP's enterprise resource planning (ERP) system including the core public sector modules for finance, logistics and human capital management. As part of the SAP implementation project, the Commission created and developed PRIDE University as an online/eLearning training tool for PTC employees to augment and enhance the SAP classroom based training that was also delivered as part of the SAP implementation. As a result of the tremendous success that the PTC experienced on this project utilizing the eLearning concept the Commission would like to leverage it's investment in PRIDE University by expanding its role to become the centralized online destination for all of the PTC's organizational wide training and educational requirements. The PTC requires consulting services to assist the Commission with the transformation of PRIDE University from a single online application focus to a broader, enterprise based training and educational information system platform that will provide value to the organization across all PTC business units.

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 Project Approach. This initiative will have multiple phases. The first phase of the project, the Enterprise eLearning Business Requirements Definition Phase, will be for the selected contractor to evaluate the current state of the PTC's overall training environment and training activities that take place across the enterprise and identify opportunities for efficiency improvements of the PTC training experience through utilization of the eLearning concept.

The Commission anticipates that the subsequent phases of this project that will be necessary include the following:

Phase 2: Detailed Design, Development and Implementation

Phase 3: Post Implementation Stabilization & On-going Maintenance Support

The Commission requires the assistance of a contractor in all phases of the project. In this RFP we are requesting contractors to propose a high-level, general approach and design/implementation methodology that addresses all anticipated phases of the project and identifies all of the major tasks that the contractor believes are necessary to accomplish each respective phase.

The approach to the acquisition of a contractor to perform the work identified is as follows:

1. The Commission issues an RFP (this one) to select a contractor to provide the Commission with professional services for accomplishing Phase 1: Enterprise eLearning Business Requirements Definition.
2. In Phase 1: Enterprise eLearning Business Requirements Definition Phase, the contractor selected will work with the Commission to accomplish the activities identified in Part III of this RFP.
3. Once Phase 1 is completed, the Commission and the selected contractor may enter into negotiations for addendums to their contract for any additional phases, the first of which would be an addendum for the services required for Phase 2: Detailed Design, Development and Implementation. The Commission, however, reserves the right to elect not to enter into negotiations with the integrator of the Enterprise eLearning Business Requirements Definition Phase to be prime contractor for any additional phases.
4. Should contract negotiations not yield an agreement, or if the Commission elects not to enter into negotiations with the contractor selected for Phase 1, the Commission may issue an RFP to procure professional services from another qualified vendor for subsequent phases.

I-3 PRIDE University Background. PRIDE University is an online learning center for Commission employees that provides 113 online, eLearning training courses/programs designed to help them efficiently understand and adjust to the new SAP ERP business systems in a user friendly environment.

PRIDE University provides multiple ways for our employees to learn, including:

- Online demos that users can watch and interact with
- Training materials that users can page through on their own PC screen or print out for working at their desk
- Training challenges that make learning memorable and fun for users
- An online glossary for hard to remember acronyms and technical terms
- An online Quick Tips tool that provides time saving methods to do common, recurring tasks in SAP
- An online Help tool that provides users with simulations illustrating step-by-step end user procedures on how to navigate through and complete SAP transactions

PRIDE University learning categories and associated online demos and training materials currently available to employees include the following:

- **SAP Basics**
3 course offerings covering basic SAP navigation and PRIDE Help

- **Human Resources**

28 course offerings covering various topics associated with the following HR categories:

- General HR
- Benefits
- Compensation
- Organizational Management
- Personnel Administration
- Personnel Development
- Payroll
- Employee Self-Service

- **Finance**

39 course offerings covering various topics associated with the following Finance categories:

- Accounts Payable
- Accounts Receivable
- Asset Management
- Budget Processing
- Controlling
- Funds Management
- General Ledger
- Grants Management
- Treasury

- **Logistics**

29 course offerings covering various topics associated with the following Logistics categories:

- Inventory Management
- Plant Maintenance
- Purchasing
- Project Systems

- **Electronic Document Management System**

10 course offerings covering topics associated with scanning, attaching and managing documents

- **Geospatial**

2 course offerings covering basic and advanced mapping skills

- **Safety**

2 course offerings covering fire evacuation and employee safety

The PRIDE University eLearning technical environment was developed using the following tools:

- Microsoft ASP.net 2.0
- Microsoft VB.Net 2.0
- Adobe Flash
- Adobe Dreamweaver
- Adobe InDesign

- Adobe Photoshop
- Sun Micro System Javascript
- HTML/XML
- Cascading Style Sheets (CSS)
- Microsoft SQL 2005

The MS SQL 2005 database environment for PRIDE University consists of two databases, containing 32 tables between them, that house the eLearning site, a scheduling tool, statistical usage information and training challenge results.

PART II

GENERAL INFORMATION / ADMINISTRATIVE REQUIREMENTS

II-1 Issuing Office. The issuing office for this Request for Proposals (RFP) is the Pennsylvania Turnpike Commission, Human Resources Department.

The primary contact for this effort is:

Brian M. Slade
Manager of Training EEO/ADA
Human Resources Department
PA Turnpike Commission
700 South Eisenhower Blvd.
Middletown, PA 17057
(717) 939-9551 x 4202

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

PA Turnpike Commission – Enterprise eLearning Project
Attn: Brian M. Slade Manager of Training EEO/ADA
Central Administration Building
700 South Eisenhower Blvd.
Middletown, PA 17057

Or via email to the following address: elarning@paturnpike.com

Clearly indicate that it is in reference to **RFP 08-10380-1570**

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 project 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 RFP 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 all contracted resources, within the designated work location for the time period envisioned for the duration of the project. 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 project coordination will be:

PA Turnpike Commission
Central Administration Building
700 South Eisenhower Blvd.
Middletown, PA 17057

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 activities under the project. 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 Project Staff. The contractor must further represent and warrant that all staff to be assigned to the project will not be removed from the project without the express written consent of the project directors, including approval of the replacement. Such consent will not be unreasonably withheld.

II-8 Commission Participation. Unless specifically noted in this RFP, contractors must provide all services to complete the identified work.

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 project requires handling of sensitive information. All staff assigned to the project 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 project. 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 project, as well as any remaining information upon the completion of the project.

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 7 of this RFP. 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 initial phase of the contract, Enterprise eLearning Business Requirements Definition, will be a time and materials agreement. Additional phases will be negotiated as fixed price, deliverable based, lump sum addendums to the initial contract and each additional phase will require Commission approval.

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 the 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 project 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 project 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 project.

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 work for Phase 1 that is expected to be performed by the contractor selected to assist the Commission with its overall project.

Approach to Conducting the Enterprise eLearning Business Requirements Definition Phase (Phase 1)

For Phase 1 of the project, the contractor should propose a process to be employed by the project team to research and define the Commission's enterprise eLearning business requirements and to identify the best opportunities for application of the eLearning concept. It is envisioned that a joint Commission and contractor team will perform the requirement gathering and definition process. In each interview or focus group conducted, both a Commission team member and a contractor team member will be present. The contractor will be responsible for documenting the information gathered and for insuring consistency of breadth and depth of information collected. The Commission team members will provide the knowledge and insight of Commission business practices and systems to ensure that the right questions get asked and issues get explored.

Anticipated phase one activities should include, but not be limited to, the following:

- Contractor evaluation and understanding of the current state and technology platform of the Commissions PRIDE University online/eLearning environment.
- Identification and evaluation of all current types of training and training activities that take place across the enterprise.
- Interviews with key enterprise stakeholders and end users to identify and document additional business requirements for training not currently being addressed by/within the enterprise.
- Development of a gap analysis plan that identifies the best options for overall improvement of the Commissions training experience between current training capabilities as they exist today and potential desired state "To-be" online/eLearning training opportunities.
- Development of a high-level conceptual design for each online/eLearning opportunity identified.
- Development of a detailed project plan and corresponding fixed-price cost estimate to complete the next phase of the project that will address detailed design.

In the proposal the contractor should include or respond to the following:

1. Specify an overall approach or methodology for conducting an enterprise eLearning business requirements definition process and describe approaches that have been used successfully by your company in other engagements.

2. Define the process or approach recommended to capture the Commission's business requirements for eLearning, including any tools or software that will be employed, and describe the level of detail to which the eLearning business requirements should be defined.
3. Provide an example of an eLearning business requirements definition document (or an excerpt from one) that you believe is appropriate, and at the right level of detail, for this project.
4. Provide an example of a high-level conceptual design for an online/eLearning opportunity that you believe is appropriate, and at the right level of detail, for this project.
5. Define any other recommended tasks or activities that should be performed in this phase, or information that should be gathered, to prepare for the eLearning design and development phase.
6. Identify the deliverables that will be completed by the contractor as part of the requirements definition.

Approach to conducting subsequent Phases--for Detailed Design, Design Development & Implementation (Phase 2); and Post Implementation Stabilization & On-going Maintenance Support (Phase 3)

The Commission requires the assistance of a contractor in all phases of the project. In this RFP we are also requesting that contractors provide a general approach and design/implementation methodology that addresses all anticipated subsequent phases of the project and that identifies all of the major tasks and steps that the contractor believes are necessary to design, implement and support the eLearning training requirements identified in this phase of the project.

In the proposal the contractor should include or respond to the following:

7. Specify the high-level approach and design/implementation methodology that you will follow to develop and implement the eLearning content defined as a result of the business requirements definition process.
8. Identify the high-level tasks or activities that will be necessary to accomplish the design, development and implementation phase and the high-level deliverables that will be completed as a result of those tasks/activities.
9. Specify the high-level approach and methodology that you will follow in addressing post implementation stabilization support & on-going maintenance of the implemented eLearning solution environment.

Information to Assist with Scoping/Sizing the Level of Effort for Phase 1

Requirements will need to be defined for all applicable business units within the Commission organization who have training or educational requirements for their day-to-day to business operations. For the purpose of

sizing the level of effort required to complete the Enterprise eLearning Business Requirements Definition Phase, the contractor should assume that requirements will need to be researched and defined, at a minimum, for the following specific business areas/departments who currently conduct various types of training and training activities across the enterprise:

- **Human Resources (HR)**
48 course offerings covering various topics associated with the following HR categories:
 - Supervisory Development
 - Communication
 - Professional Development
 - HIPAA

- **Maintenance**
14 course offerings covering various topics associated with the following Maintenance categories:
 - Bridge Inspection
 - Equipment Operation

- **Fare Collection**
3 course offerings covering various topics associated with the following Fare Collection categories:
 - Toll Collection
 - Customer Service

- **Engineering**
4 course offerings covering various topics associated with the following Engineering categories:
 - Construction Management
 - Inspection Standards

- **Information Technology (IT)**
14 course offerings covering various topics associated with the following IT categories:
 - Microsoft software
 - Telephone functionality
 - Voice mail usage

- **Safety**
5 course offerings covering various topics associated with the following Safety categories:
 - Defensive Driving
 - Hazardous Materials

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 6; (II) Cost Proposal, in response to Section IV-1, Item 7.

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 project and be signed by an individual authorized to commit the company to a contract 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 Scope of Work/Work Statement

The contractor should present their specific approach to how they would perform the work defined in Part III – Scope of Work/Work Statement of the RFP. The contractor should provide an overview of how their services would be performed and the advantages of the recommended approach.

5. Proposed Support Team

The contractor should present, in the form of resumes, the professional qualifications of specific individuals they would propose to assist the Commission in Phase 1 of the project scope of work specifically identified in Part III - Scope of Work/Work Statement of this RFP. The resumes must be organized and formatted in a concise and consistent manner so that qualifications can be clearly understood. 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”.

The contractor should identify any subcontractors that will be utilized to fulfill the requirements of Phase 1 of the project.

The contractor should also present, based on the Planned Schedule of RFP Activities outlined on pages 21-22 of this RFP, their proposed schedule/timeframe and approach to having the full contingent of project resources in place after a contract has been fully executed.

6. 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, transportation agency or public sector client, similar in size to the Commission, in an eLearning project similar to the scope of work identified in this RFP.

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.

7. Cost Proposal

The information requested in this section shall constitute your cost submittal. The cost proposal is only to be for the work to be performed as part of Phase 1 of the project, Enterprise eLearning Business Requirements Definition. **The Cost Submittal shall be placed in a separate sealed envelope within the sealed proposal, separate from the technical submittal.**

Proposers should not include any assumptions in their cost submittals. If the Proposer includes assumptions in its cost submittal, the Issuing Office may reject the proposal.

Proposers should direct in writing to the Issuing Office pursuant to Part II-1 of this RFP any questions about whether a cost or other component is included or applies. All Proposers will then have the benefit of the Issuing Office's written answer so that all proposals are submitted on the same basis.

The total cost you are proposing must be broken down into the following components:

- a. **Direct Labor Costs.** Itemize to show the following for each category of personnel with a different rate per hour:
 - (1) Category: e.g., partner, project manager, analyst, programmer, research associate.
 - (2) Estimated hours.
 - (3) Rate per hour.
 - (4) Total cost for each category and for all direct labor costs.
- b. **Labor Overhead.** Specify what is included and rate used. If there is no labor overhead costs in your quote, so state.
- c. **Travel and Subsistence.** Itemize transportation, lodging and meals per diem costs separately. Travel and subsistence costs must conform to the requirements of the most current version of the Commission's Travel Guidelines.
- d. **Consultant Costs.** Itemize as in (a) above. If there are no consultant costs in your quote, so state.
- e. **Subcontract Costs.** Itemize as in (a) above. If there are no subcontract costs in your quote, so state.
- f. **Cost of Supplies and Materials.** Itemize. If there are no supplies and materials costs in your quote, so state.
- g. **Other Direct Costs.** Itemize. If there are no other direct costs in your quote, so state.
- h. **General Overhead Costs.** Specify what is included and rate used. If there are no general overhead costs in your quote, so state.
- i. **Fee or Profit.** If there are no fee or profit costs in your quote, so state.
- j. **Total Cost.**

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.

IV-2 Submittal Procedure. To be considered, proposals should arrive at the address listed below, **on or before 12:00 PM, ET, October 8, 2008.** Contractors should submit proposals in sealed envelopes or cartons clearly identifying the RFP number (which is 08-10380-1570) 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 and the Cost submittal in Adobe Acrobat 7.0 or Microsoft Word 2003 format. **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: Fran Furjanic

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 **September 17, 2008**. The Commission will make every attempt to answer each question no later than September 24, 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: Brian M Slade Manager of Training EEO/ADA
Central Administration Building
700 South Eisenhower Blvd.
Middletown, PA 17057

Or

Questions can be sent via electronic mail to: elarning@paturnpike.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.paturnpike.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. 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 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:

August 28, 2008: Post the RFP on the Commission's website.

September 17, 2008: Contractor Questions are Due

September 24, 2008: Answers to Contractor Questions Posted to PTC Website

October 8, 2008: Contractor Proposals Due (By 12:00 PM ET)

December 2, 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.

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 project. 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 Part IV-1 Paragraph 6, Qualifications and References.

c. Personnel Qualifications. This refers to the competence of professional personnel who would be assigned to the project by the contractor. Qualifications of professional personnel will be measured by experience and education, with particular reference to experience on delivering services similar to that described in Part III-1 of this RFP. Particular emphasis will be placed on contractor experience working with either a toll agency or 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 of the factors in the evaluation methodology.