

REQUEST FOR PROPOSALS FOR

Telecommunications Expense Management (TEM) Solution Services

ISSUING OFFICE

Pennsylvania Turnpike Commission

Office of Executive Operations, Information Technology Department

RFP NUMBER

16-10350-7384

DATE OF ISSUANCE

March 29, 2016

REQUEST FOR PROPOSALS FOR

RFP 16-10350-7384

Telecommunications Expense Management (TEM) Solutions Services

TABLE OF CONTENTS

Part I	- GENERAL INFORMATION FOR PROPOSERS	1
Part II	- INFORMATION REQUIRED FROM PROPOSERS	7
Part III	- CRITERIA FOR SELECTION	10
Part IV	- WORK STATEMENT	12

Appendix A– Contractual Agreement

Appendix B – Proposal Cover Sheet

Appendix C – Insurance Requirements

Appendix D – Diverse Business (DB) Requirements

Appendix E – Proposer Questionnaire

Appendix F – Cost Submittal

PART I

GENERAL INFORMATION FOR PROPOSERS

I-1. Purpose. This request for proposals (RFP) provides interested Proposers with sufficient information to enable them to prepare and submit proposals for consideration by the Pennsylvania Turnpike Commission (Commission) to satisfy a need for Telecommunications Expense Management Services (TEM) Managed Services.

I-2. Issuing Office. This RFP is issued for the Commission by Information Technology Department.

I-3. Scope. This RFP contains instructions governing the proposals to be submitted and the material to be included therein; a description of the service to be provided; requirements which must be met to be eligible for consideration; general evaluation criteria; and other requirements to be met by each proposal.

I-4. Problem Statement. The Commission is issuing this Request for Proposal (RFP) to procure managed Telecommunications Expense Management services to review all invoices for accuracy and contract compliance and process their invoices for approval and payment in a timely manner.

I-5. Type of Contract. It is proposed that if a contract is entered into as a result of this RFP, it will be a fee for services contract. The Commission may in its sole discretion undertake negotiations with Proposers whose proposals as to price and other factors show them to be qualified, responsible, responsive and capable of performing the work. A sample Contractual Agreement is provided in Appendix A.

I-6. Contractor Integrity Provisions. Contractor Integrity Provisions will apply to this contract upon award and the awarded vendor may be required to complete a Background Qualifications Questionnaire prior to entering into an Agreement with the Commission and attend annual ethics training provided by the Commission. Proposers can find these two documents on the Commissions website at www.paturnpike.com (Doing Business, General Information, Integrity Provisions).

Include full disclosure of any potential conflict with the State Adverse Interest of State Advisor or Consultant Statute by the prime or any subconsultant. If there is no adverse interest you shall include the following statement: "I have reviewed the State Adverse Interest Statute and determined that there is no adverse interest for anyone on this Agreement team." This information should be included in your transmittal letter/cover page or executive summary.

I-7. 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 Proposers.

I-8. Subcontracting. Any use of subcontractors by a Proposer must be identified in the proposal. During the contract period use of any subcontractors by the selected Proposer, which were not previously identified in the proposal, must be approved in advance in writing by the Commission.

If a Joint Venture responds to this RFP, the Commission will not accept separate proposals from joint venture constituents. A firm will not be permitted to submit a proposal on more than one (1) joint venture for the same RFP. Also, a firm that responds to this RFP as a prime may not be included as a designated subconsultant to another firm that responds to the same RFP. Multiple responses under any of the forgoing situations will 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 subconsultant to more than one prime consultant responding to the RFP.

I-9. Incurring Costs. The Commission is not liable for any costs the Proposer incurs in preparation and submission of its proposal, in participating in the RFP process or in anticipation of award of contract.

I-10. Questions and Answers. Written questions may be submitted to clarify any points in the RFP which may not have been clearly understood. Written questions should be submitted by email to RFP-Q@paturndpike.com with **RFP 16-10350-7384** in the Subject Line to be received no later than **2:00 PM** local time on **Thursday, April 14, 2016**. All questions and written answers will be posted to the website as an addendum to and become part of this RFP.

I-11. 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.

I-12. Response. To be considered, proposals must be delivered to the Pennsylvania Turnpike Commission's Contracts Administration Department, Attention: Stephanie Newbury, on or before **2:00 PM** local time on **Thursday, May 5, 2016**. The Pennsylvania Turnpike Commission is located at 700 South Eisenhower Boulevard, Middletown, PA 17057 (Street address). Our mailing Address is P. O. Box 67676, Harrisburg, PA 17106.

Please note that use of U.S. Mail, FedEx, UPS, or other delivery method, does not guarantee delivery to the Contracts Administration Department by the above listed time for submission. Proposers mailing proposals should allow sufficient delivery time to ensure timely receipt of their proposals. If the Commission office location to which proposals are to be delivered is closed on the proposal response date, due to inclement weather, natural disaster, or any other cause, the deadline for submission shall be automatically extended until the next Commission business day on which the office is open. Unless the Proposers are otherwise notified by the Commission, the time for submission of proposals shall remain the same.

I-13. Proposals. To be considered, Proposers should submit a complete response to this RFP, using the format provided in PART II. Each proposal should be submitted in four (4) hard copies of the Technical Submittal, four (4) hard copies of the Diverse Business (DB) participation submittal, and four (4) hard copies of the Cost Submittal. In addition to the hard copies of the proposal, two **complete and exact copies** of the Technical, Cost and DB submittals, along with all requested documents on CD-ROM or Flash Drive in Microsoft Office or Microsoft Office-compatible format. The electronic copy must be a mirror image of the hard copy. Proposer should ensure that there is no costing information in the technical submittal. The CD or Flash drive should clearly identify the Proposer and include the name and version number of the virus scanning software that was used to scan the CD or Flash drive before it was submitted. The Proposer shall present the proposal to the Contracts Administration Department only. No other distribution of proposals will be made by the Proposer. Each proposal page should be numbered for ease of reference.

An official authorized to bind the Proposer to its provisions must sign the proposal. If the official signs the Proposal Cover Sheet (Appendix B to this RFP) and the Proposal Cover Sheet is attached to the proposal, the requirement will be met. For this RFP, the proposal must remain valid for at least **180** days. Moreover, the contents of the proposal of the selected Proposer will become contractual obligations if a contract is entered into.

Each and every Proposer submitting a proposal specifically waives any right to withdraw or modify it, except as hereinafter provided. Proposals may be withdrawn by written or fax notice (fax number (717) 986-8714) received at the Commission's address for proposal delivery prior to the exact hour and date specified for proposal receipt.

Overnight Delivery Address:

Contracts Administration Department
Attn: Stephanie Newbury
PA Turnpike Commission
700 South Eisenhower Blvd.
Middletown, PA 17057

US Mail Delivery Address:

Contracts Administration Department
Attn: Stephanie Newbury
PA Turnpike Commission
P.O. Box 67676
Harrisburg, PA 17106

However, if the Proposer chooses to attempt to provide such written notice by fax transmission, the Commission shall not be responsible or liable for errors in fax transmission. A proposal may also be withdrawn in person by a Proposer or its authorized representative, provided his/her identity is made known and he/she 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 solicitation.

I-14. Economy of Preparation. Proposals should be prepared simply and economically, providing a straightforward, concise description of the Proposer's ability to meet the requirements of the RFP.

I-15. Discussions for Clarification. Proposers who submit proposals may be required to make an oral or written clarification of their proposals to the Issuing Office through the Contract Administration Department to ensure thorough mutual understanding and Proposer responsiveness to the solicitation requirements. The Issuing Office through the Contract Administration Department will initiate requests for clarification.

I-16. Best and Final Offers. The Issuing Office reserves the right to conduct discussions with Proposers for the purpose of obtaining "best and final offers." To obtain best and final offers from Proposers, the Issuing Office may do one or more of the following: a) enter into pre-selection negotiations; 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.

I-17. Prime Proposer Responsibilities. The selected Proposer 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 Proposer to be the sole point of contact with regard to contractual matters.

I-18. 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. 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 Proposers 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.

In accordance with the Pennsylvania Right-to-Know Law (RTKL), 65 P.S. § 67.707 (Production of Certain Records), Proposers shall identify any and all portions of their Proposal that contains confidential proprietary information or is protected by a trade secret. Proposals shall include a written statement signed by a

representative of the company/firm identifying the specific portion(s) of the Proposal that contains the trade secret or confidential proprietary information.

Proposers should note that “trade secrets” and “confidential proprietary information” are exempt from access under Section 708(b)(11) of the RTKL. Section 102 defines both “trade secrets” and “confidential proprietary information” as follows:

Confidential proprietary information: Commercial or financial information received by an agency: (1) which is privileged or confidential; **and** (2) the disclosure of which would cause substantial harm to the competitive position of the person that submitted the information.

Trade secret: Information, including a formula, drawing, pattern, compilation, including a customer list, program, device, method, technique or process that: (1) derives independent economic value, actual or potential, from not being generally known to and not being readily ascertainable by proper means by other persons who can obtain economic value from its disclosure or use; **and** (2) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy. The term includes data processing software by an agency under a licensing agreement prohibiting disclosure.

65 P.S. §67.102 (emphasis added).

The Office of Open Records has determined that a third party must establish a trade secret based upon factors established by the appellate courts, which include the following:

- the extent to which the information is known outside of his business;
- the extent to which the information is known by employees and others in the business;
- the extent of measures taken to guard the secrecy of the information;
- the value of the information to his business and to competitors;
- the amount of effort or money expended in developing the information; and
- the ease of difficulty with which the information could be properly acquired or duplicated by others.

See Crum v. Bridgestone/Firestone North Amer. Tire., 907 A.2d 578, 585 (Pa. Super. 2006).

The Office of Open Records also notes that with regard to “confidential proprietary information the standard is equally high and may only be established when the party asserting protection shows that the information at issue is either ‘commercial’ or ‘financial’ and is privileged or confidential, and the disclosure **would** cause substantial competitive harm.” (emphasis in original).

For more information regarding the RTKL, visit the Office of Open Records’ website at www.openrecords.state.pa.us.

I-19. Debriefing Conferences. Proposers whose proposals are not selected will be notified of the name of the selected Proposer and given the opportunity to be debriefed, at the Proposer’s request. The Issuing Office will schedule the time and location of the debriefing. The Proposer will not be compared with other Proposers.

I-20. 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.

I-21. Commission Participation. Unless specifically noted in this section, Proposers must provide all services to complete the identified work.

I-22. Cost Submittal. The cost submittal shall be placed in a separately sealed envelope within the sealed proposal and kept separate from the technical submittal.

I-23. Term of Contract. The term of the contract will commence on the Effective Date (as defined below) and will end three (3) years after the Effective Date, with two (2) one year renewal options. The Commission shall fix the Effective Date 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.

I-24. Proposer's Representations and Authorizations. Each Proposer by submitting its proposal understands, represents, and acknowledges that:

- a. All information provided by, and representations made by, the Proposer in the proposal are material and important and will be relied upon by the Issuing Office in awarding the contract(s). Any misstatement, omission or misrepresentation 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 Proposer or potential Proposer.
- 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 Proposer or potential Proposer, and they will not be disclosed on or before the proposal submission deadline specified in the response section of 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 Proposer, the Proposer, 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 Proposer in its proposal.
- g. To the best of the knowledge of the person signing the proposal for the Proposer and except as otherwise disclosed by the Proposer in its proposal, the Proposer 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 Proposer that is owed to the Commonwealth.
- h. The Proposer is not currently under suspension or debarment by the Commonwealth, or any other state, or the federal government, and if the Proposer cannot certify, then it shall submit along with the proposal a written explanation of why such certification cannot be made.
- i. The Proposer 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 Proposer, 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.

I-25. Indemnification. The Proposer shall be responsible for, and shall indemnify, defend, and hold harmless the Commission and its Commissioners, officers, employees, and agents from any claim, liability, damages, losses, causes of action, and expenses, including reasonable attorneys' fees, arising from damage to life or bodily injury or real or tangible personal property caused by the negligence or other tortious acts, errors, and omissions of Proposer, its employees, or its subcontractors while engaged in performing the work of the Agreement or while present on the Commission's premises, and for breach of the Agreement regarding the use or nondisclosure of proprietary and confidential information where it is determined that Proposer is responsible for any use of such information not permitted by the Agreement. The indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for Contractor or its subcontractors under Workers' Compensation Acts, Disability Benefits Acts, or other Employee Benefit Act.

I-26. Insurance. Proposer will comply with the Insurance requirements as described in Appendix C - Insurance Specification.

I-27. Diverse Business (DB) Requirements. Proposer will comply with the DB Requirements as described in Appendix D – Diverse Business (DB) Requirements.

PART II

INFORMATION REQUIRED FROM PROPOSERS

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. All cost data relating to this proposal and all Diverse Business cost data should be kept separate from and not included in the Technical Submittal. Each proposal shall consist of three separately sealed submittals:

1. Technical Submittal, which shall be a response to RFP **Part II, Sections II-1.A through II-1.G;**
2. Diverse Business Participation Submittal, in response to RFP **Part II, Section II-2;** and
3. Cost Submittal, in response to RFP **Part II, Section II-3.**

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

The Commission may make such investigations as deemed necessary to determine the ability of the Proposer to perform the work, and the Proposer shall furnish to the Issuing Office 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 Proposer fails to satisfy the Commission that such Proposer is properly qualified to carry out the obligations of the agreement and to complete the work specified.

II-1 Technical Submittal.

A. Proposal Cover Sheet (Appendix B)

Show the name of your firm, Federal I.D. number, address, name of contact person, contact person's email and telephone number date and the subject: **Telecommunications Expense Management (TEM) Solution Services, RFP 16-10350-7384.** Appendix A must be signed by an individual who is authorized to negotiate terms, render binding decisions and commit your firm's resources. In addition it is required that all information requested in Appendix A be provided including information pertaining to location of office performing the work, contact information, listing of all Pennsylvania offices and total number of Pennsylvania employees, and location of company headquarters.

B. Executive Summary (Limit 2 pages)

Summarize your understanding of the work to be done and make a positive commitment to perform the work necessary. This section should summarize the key points of your submittal. Include in this section or in a transmittal letter/cover page a statement regarding full disclosure of any potential conflict with the State Adverse Interest of State Advisor or Consultant Statute as instructed in Proposal Section 1.6 Contractor Integrity Provisions.

C. Table of Contents

Include a clear identification of the material by section and by page number.

D. Firm Overview (Limit 4 pages)

Provide a brief history and description of your firm's business organization and its TEM solution services expertise and experience as it relates to the requirements discussed in Part IV of this RFP. Include the location of offices and the number and types of consultants or other relevant professional

staff in each office. Discuss your firm's presence in and commitment to the Commonwealth of Pennsylvania. Include a discussion of the specific expertise and services that distinguish your firm.

E. Personnel

Provide the names, proposed roles, background and experience, current professional licenses, office location and availability of the consulting personnel that would perform the TEM solution services as described in Section IV of this RFP. Specifically identify the primary person(s) who will be responsible for managing the relationship with the Commission during this endeavor. Proposer must submit a current resume for all proposed staff listing relevant experience and applicable professional affiliations.

F. Relevant Experience and Expertise

Provide a narrative statement regarding TEM solution services expertise and experience as it relates to Part IV of this RFP. Additionally include a statement regarding your understanding of the requirements as outlined in this RFP and your ability to provide TEM solution services in accordance with the same.

Describe your firm's experience in providing similar TEM solution services to other clients, especially other governmental entities and/or similar public/private sector transportation organizations. Describe the business practices that enable you to complete these tasks in an efficient, timely and, at times, expeditious manner.

Provide a list of three references of clients for which your firm has performed similar work, as described in this RFP, within the past three years.

G. Approach

Provide a description of the proposed approach/methodology that you will follow in the integration/implementation and ongoing services along with a project plan and realistic timeline that identifies the phases and tasks required to complete the integration/implementation and ongoing services. Include in this section the deliverables and reports that will be provided, the project controls that will be used, and the tasks that will be performed.

Proposer will provide their response to Appendix E, Proposer Questionnaire.

Note: The Commission is interested in conducting the assessment as expeditiously as possible and would favor an approach that moves aggressively to complete the assessment while still providing a thorough assessment that fully meets all of the requirements of the RFP.

Provide a description of all of the deliverables that you will provide as an output of the integration/implementation and ongoing services, including samples and, at a minimum, a table of contents for each deliverable.

Provide relevant samples of deliverables from similar engagements that your firm was primarily responsible for providing TEM solution services.

II-2 Diverse Business (DB) Requirements (Appendix D).

The Commission's Diverse Business (DB) Requirements for this procurement and a resulting contract are identified in Appendix D. There is no minimum participation level (MPL) for DBs established for this contract. However, the utilization of DBs are encouraged and will be considered as a criteria in the evaluation of proposals and may be considered as a factor in the Commission's selection of a firm for this contract.

The Proposer must include in its DB participation submittal that it meets the requirements set forth in the Commission's DB Requirements - Appendix D. In particular, the proposer shall address the section of the DB Requirements labeled, "Actions Required by Proposer during the procurement/consultant selection phase". In addition, the DB participation submittal shall indicate the amount of DB participation incurred in the proposal in terms of dollars committed or percentage of total contract amount.

II-3 Cost Submittal.

The information requested in this section shall constitute your cost submittal. **THE COST SUBMITTAL SHALL BE PLACED IN A SEPARATE SEALED ENVELOPE WITHIN THE SEALED PROPOSAL AND ON A CD-ROM OR USB DRIVE, SEPARATE FROM THE TECHNICAL SUBMITTAL. THE CD OR USB DRIVE SHOULD CLEARLY IDENTIFY THE PROPOSER AND INCLUDE THE NAME AND VERSION NUMBER OF THE VIRUS SCANNING SOFTWARE THAT WAS USED TO SCAN THE CD OR USB DRIVE BEFORE IT WAS SUBMITTED.**

The Proposer must complete **Appendix F** (Cost Submittal.) Any costs not provided in the cost proposal will be assumed as no charge to the Commission.

The Commission requires that the contract include rate stability for the life of the contract. More precisely, the Commission requires that the contract stipulate that base rates will not increase for the life of the contract and any negotiated discounts will not decrease for the life of the contract.

All pricing must be clearly stated in the contract for all services offered and provided, including any and all ancillary services with incremental costs.

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 I-9, Questions and Answers 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 Contractor shall only perform work on the Contract after the Effective Date is affixed and the fully-executed contract sent to the selected Proposer. The Commission shall issue a written Notice to Proceed to the selected Proposer authorizing the work to begin on a date which is on or after the Effective Date. The Contractor shall not start the performance of any work prior to the date set forth in the Notice of Proceed and the Commission shall not be liable to pay the Contractor for any service or work performed or expenses incurred before the date set forth in the Notice to Proceed. No Commission employee has the authority to verbally direct the commencement of any work under the Contract.

PART III

CRITERIA FOR SELECTION

III-1. Mandatory Responsiveness Requirements. To be eligible for selection, a proposal shall be (a) timely received from a Proposer; and (b) properly signed by the Proposer.

III-2. Technical Nonconforming Proposals. The two (2) Mandatory Responsiveness Requirements set forth in Section III-1 above (a&b) are the only RFP requirements that the Commission will consider to be non-waivable. The Issuing Office reserves the right, in its sole discretion, to (1) waive any other technical or immaterial nonconformities in the proposal, (2) allow the Proposer to cure the nonconformity, or (3) consider the nonconformity in the evaluation of the proposal.

III-3. Proposal Evaluation. Proposals will be reviewed, evaluated, and rated by a Technical Evaluation Team (TET) of qualified personnel based on the evaluation criteria listed below. The TET will present the evaluations to the Professional Services Procurement Committee (PSPC). The PSPC will review the TET's evaluation and provide the Commission with the firm(s) determined to be highly recommended for this assignment.

The Commission will select the most highly qualified firm for the assignment or the firm whose proposal is determined to be most advantageous to the Commission by considering the TET's evaluation and the PSPC's determination as to each firm's rating. In making the PSPC's determination and the Commission's decision, additional selection factors may be considered taking into account the estimated value, scope, complexity and professional nature of the services to be rendered and any other relevant circumstances. Additional selection factors may include, when applicable, the following: geographic location and proximity of the firm, firm's Pennsylvania presence or utilization of Pennsylvania employees for the assignment; equitable distribution of work; diversity inclusion; and any other relevant factors as determined as appropriate by the Commission.

Award will only be made to a Proposer determined to be responsive and responsible in accordance with Commonwealth Management Directive 215.9, Contractor Responsibility Program.

III-4. Evaluation Criteria. The following criteria will be used, in order of relative importance from the highest to the lowest, in evaluating each proposal:

1. Proposer and Personnel Qualifications and Experience
 - a. Proposer's relevant experience and expertise in conducting TEM solution services as it relates to the requirements discussed in Part IV of this RFP.
 - b. Qualifications, experience and competency of professional personnel who will be assigned to the contract by the Proposer including tenure with firm, length of time in the industry and type of experience.
 - c. Financial ability of the Proposer to undertake a project of this size, nature, and scope.
 - d. Response of references if the Commission elects to solicit them.
2. Approach
 - a. Understanding of the Commission's needs and scope of work.
 - b. The robustness of Proposer's proposed TEM platform and ease of use by Commission's employees
 - c. Soundness of proposed approach, methodology, and deliverables for conducting TEM solution services as it relates to the requirements discussed in Part IV of this RFP.
 - d. Responsiveness to the Commission's desire for expeditious timeline for completion.
 - e. Quality, completeness and applicability of sample deliverables provided.
 - f. Responsiveness, organization, and clarity of Proposal.

3. 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.

4. Commitment to Diversity and Inclusion.

This refers to the inclusion of DB firms, as described in Part II-2. Participation may be measured in terms of total dollars committed or percentage of total contract amount to certified DB firms.

PART IV

WORK STATEMENT

IV-1. Objectives.

- a. General.** The Pennsylvania Turnpike Commission (Commission) is issuing this Request for Proposal (RFP) to procure managed Telecommunications Expense Management (TEM) Solution Services in order to enhance the capability to review all invoices for accuracy, contract compliance, and process their invoices for approval and payment in a timely manner. This RFP has been specifically designed to address functionality, financial and contractual concerns that Commission recognizes as constituting a market-based offer with the intent of structuring an agreement that is calibrated appropriately against Commission's ongoing TEM inventory needs.
- b. Specific.**
- The Commission strongly prefers an existing, established software platform solution. It is not the intent of this RFP to procure a custom-developed software solution.
 - The Commission requires that the solution be an off-premise hosted solution.

IV-2. Nature and Scope of the Project.

The Commission currently manages wireline and wireless telecommunications expenses with fifteen providers through more than 300 invoices per month with an annual spend of more than \$2.1 million. The Commission intends to select one qualified company to provide managed TEM solution services that include:

- An off-premise, hosted robust yet flexible reporting system that provides workflow support for ordering, approval, and fulfillment of service orders, validation of the inventories and billing, and tracking and management of disputes.
- Data Privacy complying with local legislation and Commission policy requirements.
- Contractual commitments for the process and timely presentation of billings on a monthly basis.
- Service Level Agreements (SLAs) that will support the delivery and quality of the information and deliverables on a monthly basis, including but not limited to both planned and unplanned system maintenance and system uptime.

IV-3. Requirements. (Appendix E will contain Specific information)

The Commission is seeking a hosted integrated tool suite that provides the following modules:

- Enterprise Module – Supports the Commission's corporate structure
 - Contracts Module – Be able to audit against client's service provider contracts and addendums
 - Inventory Module – Allow the client to effectively manage their Telecom inventory
 - Provisioning Module - Process Telecom requests for circuits and services, and allow for contract verification and financial approvals and Telecom order placement and tracking
 - Invoice Processing Module - Telecom invoice processing, review/audit and payment
 - Reporting – Reporting and analysis
 - Allocation – Allow Clients to allocate expenses across its internal users
- Billing must be provided on a monthly basis for documented charges with sufficient detail for Clients to identify and verify the charges against the contract. Client will not pay for disputed charges until the dispute has been settled and, in the event that the dispute was a result of error or omission on the part of the bidder, no late charges or interest will be assessed. Client expects payment terms to be net 45 from date of invoice. Requirements for the tool, hosting, and integration are defined in more detail within Appendix E, Proposer Questionnaire.

IV-4. Tasks.

The awarded Proposer will be expected to perform the following tasks in conjunction with satisfaction of the tool and services requirements defined within Appendix E, Proper Questionnaire of this RFP:

1. Lead and coordinate data gathering efforts for any information required to configure the TEM solution.
2. Training of the Commission's technical and business users on the various modules included within the TEM solution.
3. Configuration, testing, integration, and implementation of the TEM solution in the vendor provided hosting environment.
4. Ongoing services (including but not limited to analysis, reporting, the Commission system interface files, and dispute resolution), support and maintenance of the TEM solution in compliance with agreed upon SLAs.

IV-5. Reports and Project Control.

- a. **Task Plan.** A work plan for each task that identifies the work elements of each task, the resources assigned to the task, and the time allotted to each element and the deliverable items to be produced.
- b. **Status Report.** A periodic weekly progress report covering activities, problems, and recommendations; the report should be keyed to the work plan developed by the Proposer in its proposal, as amended or approved by the Commission.
- c. **Problem Identification Report.** An "as required" report, identifying problem areas. The report should describe the problem and its impact on the overall project and on each affected task. It should list possible courses of action with advantages and disadvantages of each, and include Proposer recommendations with supporting rationale.
- d. **Quarterly Stewardship Meeting.** The account team must agree to a quarterly Stewardship meeting. The content of the meeting will be jointly determined however; the Proposer must agree to administer the SLA's as part of the Stewardship.

AGREEMENT

This **AGREEMENT** is made this _____ day of _____, 2016, between the **Pennsylvania Turnpike Commission** (“**COMMISSION**”), an instrumentality of the Commonwealth of Pennsylvania, with principal offices at 700 South Eisenhower, Blvd., Middletown, Pennsylvania 17057 (mailing address: P. O. Box 67676, Harrisburg, PA 17106-7676);

AND

(name of contractor) (“**CONTRACTOR**”), a **(state)** corporation, with its principal office at **(address)**.

WITNESSETH:

WHEREAS, the **COMMISSION** desires to satisfy a need for the **(name of solicitation)**;

WHEREAS, by Act No. 211 of the General Assembly of the Commonwealth of Pennsylvania, approved May 21, 1937, and its amendments, the **COMMISSION** is authorized and empowered to enter into an Agreement with the **CONTRACTOR**;

WHEREAS, the **COMMISSION** desires to retain the services of **CONTRACTOR** upon the following terms; and

NOW, THEREFORE, in consideration of these mutual covenants, and intending to be legally bound, the parties agree as follows:

Contractor’s Scope of Work

The **CONTRACTOR** will perform the work described in **(solicitation identification, i.e. RFP number)** dated **(date of solicitation)**, titled **(Title of solicitation)** and the **CONTRACTOR’S** proposal dated **(date of contractor’s proposal)**. These documents are made a part of this Agreement by reference.

Compensation

For the work, services, and material as defined in this Agreement, the **CONTRACTOR** shall be paid a not-to-exceed amount of **(agreement dollar value)**.

The **CONTRACTOR** agrees that the **COMMISSION** may set off the amount of any state tax liability or other obligation of the **CONTRACTOR** or its subsidiaries to the Commonwealth against any payments due the **CONTRACTOR** under any contract with the **COMMISSION**.

Duration of Agreement

The term of this Agreement shall be for a period of **(agreement term)** and shall commence on the Effective Date as defined below.

The Effective Date shall be fixed by the **COMMISSION** after the Agreement has been fully executed by the **CONTRACTOR** and by the **COMMISSION**, and after all approvals required by the **COMMISSION** contracting procedures have been obtained. Each contract will also include an end date for the original term of the contract. This date will be the same for all contracts as a result of this RFP and will be determined by adding (*agreement term*) to the effective date of the first fully executed contract.

This Agreement will not terminate until the **COMMISSION** accepts all work as complete and tenders final payment to the **CONTRACTOR**.

Termination

Either party may terminate this Agreement at any time upon thirty- (30) calendar days written notice. If this notice is given, the **CONTRACTOR** shall be paid only for the services already rendered upon the date of the notice and for the services rendered to the date of termination, subject to all provisions of this Agreement. The notice will be effective on the date of receipt. The right to cancel may be exercised as to the entire project, or as to any particular phase or phases, part or parts, and upon one or upon several occasions, but any termination may not be revoked except upon written consent of the parties through a supplemental Agreement to this Agreement.

Insurance

The **CONTRACTOR**, prior to execution of this Agreement, shall furnish to the **COMMISSION** the certificates of insurances as required in attached **Exhibit “X”** and made a part of this Agreement.

Diverse Business (DB) Requirements

The **CONTRACTOR** agrees to comply with the requirements set forth in the **COMMISSION’S** DB Requirements - **Exhibit X**, attached and made part of this Agreement. In particular, the **CONTRACTOR** agrees to comply with section (d) Consultant Requirements During Performance of Services.

Assignment and Delegation

The **CONTRACTOR** may not transfer, assign, or delegate any terms of this Agreement, in whole or in part, without prior written permission from the **COMMISSION**.

Governing Law

This Agreement will be interpreted according to the laws of the Commonwealth of Pennsylvania.

Observance of Laws

The **CONTRACTOR** agrees to observe all relevant federal, state, and local laws and to obtain in its name all necessary permits and licenses.

Work for Hire

Except for hardware, third party licensed software, and software previously developed by **CONTRACTOR**, all Deliverables, including but not limited to source code, software, specifications, plans, designs and engineering, drawings, data, information or other written, recorded, photographic, or visual materials, trademarks, service marks, copyrights or other Deliverables produced by **CONTRACTOR** or any supplier in the performance of this Agreement shall be deemed "Work Product". All Work Product shall be considered services for hire. Accordingly, except as set forth earlier in this paragraph, all Work Product shall be the exclusive property of the **COMMISSION**.

The **CONTRACTOR** agrees to notify the **COMMISSION** in writing before using any of **CONTRACTOR's** previously developed software for services provided under this Agreement.

The **CONTRACTOR** and the **COMMISSION** will honor all applicable preexisting licenses, copyrights, trademarks, service marks, and patents. If as part of an expense item under this Agreement, the **CONTRACTOR** purchases the right to any license, the agreements for the use or ownership of such license will be placed in the name of the **COMMISSION** along with all other rights and obligations. In addition, the **CONTRACTOR** will mark all Turnpike content or previously unprotected work product designated by the **COMMISSION** with a notice as follows: "Pennsylvania Turnpike Commission, (Year)".

Virus, Malicious, Mischievous or Destructive Programming

Licensor warrants that the licensed product as delivered by Licensor does not contain any viruses, worms, Trojan Horses, or other malicious or destructive code to allow unauthorized intrusion upon, disabling of, or erasure of the licensed products (each a "Virus").

The Commission's exclusive remedy, and Licensor's sole obligation, for any breach of the foregoing warranty shall be for Licensor to (a) replace the licensed products with a copy that does not contain Virus, and (b) if the Commission, has suffered an interruption in the availability of its computer system caused by Virus contained in the licensed product, reimburse the Commission for the actual reasonable cost to remove the Virus and restore the Commission's most recent back up copy of data provided that:

- the licensed products have been installed and used by the Commission in accordance with the Documentation;
- the licensed products has not been modified by any party other than Licensor;
- the Commission has installed and tested, in a test environment which is a mirror image of the production environment, all new releases of the licensed products and has used a generally accepted antivirus software to screen the licensed products prior to installation in its production environment.

Under no circumstances shall Licensor be liable for damages to the Commission for loss of the

Commission's data arising from the failure of the licensed products to conform to the warranty stated above.

Liquidated Damages

- (a) By accepting this Contract, the Contractor agrees to the delivery and acceptance requirements of this Contract. If a Contract schedule is not met, the delay will interfere with the Commission's program. In the event of any such delay, it would be impractical and extremely difficult to establish the actual damage for which the Contractor is the material cause. The Commission and the Contractor therefore agree that, in the event of any such delay the amount of damage shall be the amount set forth in this Section "Liquidated Damages" and agree that the Contractor shall pay such amount as liquidated damages, not as a penalty. Such liquidated damages are in lieu of all other damages arising from such delay.
- (b) The Commission and Contractor agree that the Deliverables identified in the Payment Schedule set forth in this Contract as "Major Deliverables" (the "Major Deliverables") shall be those for which liquidated damages shall be applicable in the event of delay of their completion beyond the delivery date specified in the Contract. If Major Deliverables are not identified in the Contract, liquidated damages shall apply to the total value of the Contract.
- (c) The amount of liquidated damages for any such Major Deliverable not completed by the deliverable schedule set out in the Contract shall be three-tenths of a percent (0.3%) of the price of the specifically identified Major Deliverable for each calendar day following the scheduled completion date of such Major Deliverable. Liquidated damages shall be assessed each calendar day until the date on which the Contractor completes such Major Deliverable, up to a maximum of thirty (30) calendar days. Contractor may recoup the total amount of liquidated damages assessed against previous Major Deliverables if the Contractor accelerates progress towards future Major Deliverables and meets the final project completion date set out in the Contract.
- (d) If, at the end of the thirty (30) day period specified in "Liquidated Damages - (c)" above, the Contractor has not met the schedule for completion of the Major Deliverable, then the Commission, at no additional expense and at its option, may either:
 - (1) immediately terminate the Contract and all software, documentation, reports, Developed Materials and any other materials provided for or created for the Commission as a result of this Contract shall be given to the Commission, and the Commission shall be entitled to its remedies under "Termination"; or
 - (2) order the Contractor to continue with no decrease in effort until the work is completed in accordance with the Contract and accepted by the Commission or until the Commission terminates the Contract. If the Contract is continued, any liquidated damages will also continue until the work is completed.
- (e) At the end of the Contract term, or at such other time(s) as identified in the Contract, liquidated damages shall be paid by the Contractor and collected by the Commission by deducting them from the invoices submitted under this Contract or any other contract Contractor has with the Commission, by collecting them through the performance security, if any, or by billing the Contractor as a separate item.

- (f) To the extent that the delay is caused by the Commission, no liquidated damages will be applied.
- (g) If the delays are caused by the default of a Subcontractor, and if such default arises out of causes beyond the control of both the Contractor and Subcontractor, and without their fault or negligence, the Contractor shall not be liable for liquidated damages for delays, unless the supplies or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule.

Audit/Retention of Records

CONTRACTOR and its subcontractors shall maintain books and records related to performance of this Agreement or subcontract and necessary to support amounts charged to the **COMMISSION** in accordance with applicable law, terms and conditions of this Agreement, and generally accepted accounting practice. **CONTRACTOR** shall maintain these books and records for a minimum of three (3) years after the completion of the Agreement, final payment, or completion of any contract, audit or litigation, whichever is later. All books and records shall be available for review or audit by the **COMMISSION**, its representatives, and other governmental entities with monitoring authority upon reasonable notice and during normal business hours. **CONTRACTOR** agrees to cooperate fully with any such review or audit. If any audit indicates overpayment to **CONTRACTOR**, or subcontractor, the **COMMISSION** shall adjust future or final payments otherwise due. If no payments are due and owing to **CONTRACTOR**, or if the overpayment exceeds the amount otherwise due, **CONTRACTOR** shall immediately refund all amounts which may be due to the **COMMISSION**. Failure to maintain the books and records required by this Section shall establish a presumption in favor of the **COMMISSION** for the recovery of any funds paid by the **COMMISSION** under this Agreement for which adequate books and records are not available to support the purported disbursement.

Dispute Resolution

All questions or disputes regarding any matter involving this Agreement or its breach shall be referred to the Board of Claims of the Commonwealth of Pennsylvania pursuant to 62 Pa.C.S.A. § 1701 *et seq.* If the Board of Claims either refuses or lacks jurisdiction, these questions or disputes shall proceed as provided in 42 Pa.C.S.A. § 7301 *et seq.* (Statutory Arbitration).

The panel of arbitrators will consist of a representative of each of the parties and a third party chosen by the representatives, or if the representatives are unable to choose, by the American Arbitration Association.

Indemnification

The **CONTRACTOR** shall be responsible for, and shall indemnify, defend, and hold harmless the **COMMISSION** and its Commissioners, officers, employees, and agents from any claim, liability, damages, losses, causes of action, and expenses, including reasonable attorneys' fees, arising from damage to life or bodily injury or real or tangible personal property caused by the negligence or other tortious acts, errors, and omissions of **CONTRACTOR**, its employees, or its subcontractors while engaged in performing the work of this Agreement or while present on the

COMMISSION's premises, and for breach of this Agreement regarding the use or nondisclosure of proprietary and confidential information where it is determined that **CONTRACTOR** is responsible for any use of such information not permitted by this Agreement. The indemnification obligation shall not be limited in any way by any limitation on the amount or type of damages, compensation or benefits payable by or for Contractor or its subcontractors under Workmen's Compensation Acts, Disability Benefits Acts, or other Employee Benefit Act.

Contractor Integrity Provisions

The Contractor Integrity Provisions are attached as **Exhibit X** and made a part of this Agreement.

Confidentiality Provisions

1. As a consequence of the performance of its duties with the **COMMISSION**, **CONTRACTOR** may learn, be given, or become aware of certain information, including, but not limited to, matters pertaining to internal communications, information, proprietary information, individually identifiable health information, trade practices, business operations, or other sensitive information collectively known as Confidential Information. Regardless of how transmitted or received by **CONTRACTOR**, whether by receipt, sending, or merely becoming available to **CONTRACTOR** through its relationship to the **COMMISSION**, **CONTRACTOR** agrees to maintain and treat as proprietary and confidential to the **COMMISSION** all such Commission Confidential Information, and shall not discuss, reveal, or use for any purpose outside the performance of its contract with the **COMMISSION** such Commission Confidential Information. Confidential Information shall not include any information that (i) is or becomes available to the public other than as a consequence of a breach by any individual, a partnership, a corporation, an association, a limited liability company, a joint stock company, a trust, a joint venture, an unincorporated organization (each a "Person") of any fiduciary duty or obligation of confidentiality, including, without limitation, catalogues, publications, product descriptions and sales literature that the **COMMISSION** has distributed to the public generally; or (ii) information which at the time of disclosure to the **CONTRACTOR** is in the public domain; or (iii) is disclosed as required by a final, unappealable court order and no suitable protective order, or equivalent remedy, is available, or (iv) the **CONTRACTOR** was aware of prior to its disclosure to the **CONTRACTOR** by the **COMMISSION** from a source not bound by a confidential obligation and the **CONTRACTOR** provides the **COMMISSION** written notice of such fact prior to the execution of this Agreement or promptly upon the **CONTRACTOR's** learning that the information was Confidential Information; or (v) information which the **CONTRACTOR** can demonstrate with competent written evidence was independently developed by or for the **CONTRACTOR** without use of or reliance on the Confidential Information.

2. With respect to its employees, **CONTRACTOR** agrees

- a) to require all of its employees to maintain confidentiality;
- b) to prosecute its employees, officers, and subcontractors for any and all violations of this Agreement;
- c) to keep such agreements in full force and effect;

d) to obtain from the **COMMISSION** its approval, which shall not be unreasonably withheld, of the terms of such agreements; and

e) to permit the **COMMISSION** to inspect such agreements and other documents for compliance with these requirements.

3. With respect to any subcontractors that **CONTRACTOR** wishes to employ to perform any of its obligations under any agreement with the **COMMISSION**, **CONTRACTOR** agrees to require any such approved subcontractor to execute written confidentiality agreements that require each such **CONTRACTOR** and its employees to comply with all the requirements set forth above.

4. **CONTRACTOR** agrees that any breach of these Confidentiality Provisions may result in civil and/or criminal penalties, for **CONTRACTOR**, its officers and employees, and subcontractors.

5. Notwithstanding any other provision to the contrary, **CONTRACTOR** agrees that these provisions shall survive the termination of this and any and all agreements between the **CONTRACTOR** and the **COMMISSION**.

6. **CONTRACTOR** agrees to treat the information in the same way **CONTRACTOR** treats its own most confidential information and to inform each such person of these provisions.

7. **CONTRACTOR** agrees to immediately notify the **COMMISSION** of any information which comes to its attention which does or might indicate that there has been any loss of confidentiality or information.

8. **CONTRACTOR** shall return to the **COMMISSION** upon demand any and all Confidential Information entrusted to it by the **COMMISSION** pursuant to this Agreement (including any and all copies, abstracts, compilations or analyses thereof and memoranda related thereto or incorporating the Confidential Information) or the **CONTRACTOR** may request permission from the **COMMISSION**, which permission may be granted or denied in the **COMMISSION**'s sole discretion, to destroy all such Confidential Information and provide a certificate of destruction to the **COMMISSION** signed by the **CONTRACTOR**. The **CONTRACTOR** further agrees that neither itself nor its employees or representatives will copy, in whole or in part, any such Confidential Information without the prior written consent of the **COMMISSION**.

9. **CONTRACTOR** agrees that if they have had or will have an SSAE16 audit that they will comply with and abide by the findings of such audit to protect **COMMISSION** information.

Entire Agreement

This Agreement, together with any writings either attached as exhibits or incorporated by reference, constitutes the entire understanding between the parties and there are no other oral or extrinsic understandings of any kind between the parties.

Modification

This Agreement may be modified only by a writing signed by both parties.

[SIGNATURES ARE SET FORTH ON THE NEXT PAGE]

IN WITNESS WHEREOF, the **Pennsylvania Turnpike Commission** and **(Contractor Name)**
have executed this Agreement by their duly authorized officers on the date written above.

ATTEST:

PENNSYLVANIA TURNPIKE COMMISSION

Ann Louise Edmunds
Assistant Secretary-Treasurer

Date

Sean Logan
Chairman

Date

APPROVED AS TO FORM AND LEGALITY:

Albert C. Peters II
General Litigation & Contracts Counsel

Date

Pennsylvania Attorney General

Date

ATTEST:

(Contractor Name)

Signature_____

Date

Signature_____

Date

Name_____

Name_____

Title_____

Title_____

Federal Tax ID No._____

APPENDIX B – PROPOSAL COVER SHEET
Pennsylvania Turnpike Commission
Telecommunications Expense Management (TEM) Solution Services

RFP# 16-10350-7384

Enclosed in three separately sealed submittals is the proposal for the Proposer identified below for the above referenced RFP:

Proposer Information:	
Proposer Name	
Proposer Mailing Address	
Proposer Website	
Proposer Contact Person/Title	
Contact Person's Phone Number	
Contact Person's Fax Number	
Contact Person's Email Address	
Proposer Federal ID Number	
Location of Headquarters	
Location of Office(s) Performing the Work	
Listing of all Pennsylvania Offices and Total Number of Pennsylvania Employees	

Submittals Enclosed and Separately Sealed:

<input type="checkbox"/> Technical Submittal <input type="checkbox"/> Diverse Business Participation Submittal <input type="checkbox"/> Cost Submittal
Signature
Signature of an official authorized to bind the Proposer to the provisions contained in the Proposer's proposal: _____
Print Name
Title

FAILURE TO COMPLETE, SIGN AND RETURN THIS FORM WITH THE PROPOSAL MAY RESULT IN THE REJECTION OF THE PROPOSAL.

Appendix C- Insurance Specifications

INSURANCE SPECIFICATION "C"

MINIMUM INSURANCE REQUIREMENTS

The Pennsylvania Turnpike Commission

Prior to the commencement of any work and until completion and final payment is made for the work / final acceptance of the work, the Professional Service Contractor will provide and maintain the following minimum levels of insurance at Professional Service Contractor's own expense. The cost of the required insurance shall be included in the Professional Service Contractor's cost proposal and no adjustment shall be made to the contract price on account of such costs. The term Professional Service Contractor shall include Subcontractors and Sub-Subcontractors of every tier. Professional Service Contractor shall furnish Certificates of Insurance evidencing and reflecting the effective date of coverage as outlined below. In no event shall Work be performed until the required evidence of Insurance is provided in accordance with the terms of the contract. If found to be non-compliant, the Pennsylvania Turnpike Commission (the "Commission") may purchase the required insurance coverage(s) and the cost will be borne by the Professional Service Contractor through direct payment/reimbursement to the Commission or the Commission may withhold payment to the Professional Service Contractor for amounts owed to them.

- a) All insurance shall be procured from insurers permitted to do business in the State in which the project is taking place and having an A.M. Best Rating of at least "A-, Class VIII".
- b) Professional Service Contractor shall not have a Self Insured Retention (SIR) on any policy greater than \$25,000, which is the responsibility of the Professional Service Contractor. If Professional Service Contractor's policy(ies) has a Self Insured Retention exceeding this amount, approval must be received from the Commission prior to starting work. In the event any policy includes an SIR, the Professional Service Contractor is responsible for payment within the SIR of their policy(ies) and the Additional Insured requirements specified herein shall be offered within the SIR amount(s).
- c) All insurance required herein, with the exception of the Professional Liability Insurance, shall be written on an "occurrence" basis. Claims-Made coverage must include:
 - i. The retroactive date must be on or prior to the start of work under this contract; and
 - ii. The Professional Service Contractor must purchase "tail coverage/an extended reporting period" or maintain coverage for a period of three years, subsequent to the completion of their work / final payment.
- d) The Professional Service Contractor's insurance carrier (s) shall agree to provide at least thirty (30) days prior written notice to the Commission in the event coverage is canceled or non-renewed. In the event of cancellation or non-renewal of coverage(s), it is the Professional Service Contractor's responsibility to replace coverage to comply with the Contract requirements so there is no lapse of coverage for any time period.

In the event the insurance carriers will not issue or endorse their policy(s) to comply with the above it is the responsibility of the Professional Service Contractor to report any notice of cancellation or non-renewal at least thirty (30) days prior to the effective date of this notice.

Appendix C- Insurance Specifications

INSURANCE SPECIFICATION "C"

MINIMUM INSURANCE REQUIREMENTS

The Pennsylvania Turnpike Commission

- e) Professional Service Contractor shall provide the Commission with Certificates of Insurance, evidencing the insurance coverages listed below, ten days prior to the start of work of this Project and thereafter upon renewal or replacement of each coverage. The Professional Service Contractor shall not begin any work until the Commission has reviewed and approved the Certificate of Insurance.

Failure of the Commission to demand such certificate or other evidence of full compliance with these insurance requirements or failure of the Commission to identify a deficiency from evidence that is provided shall not be construed as a waiver of Professional Service Contractor's obligation to maintain such insurance.

With respect to insurance maintained after final payment in compliance with a requirement below, an additional certificate(s) evidencing such coverage shall be provided to the Commission with final application for payment and thereafter upon renewal or replacement of such insurance until the expiration of the time period for which such insurance must be maintained.

- f) The Commission, (including the Commission's Parent, Subsidiaries, and Affiliates) shall be added as ADDITIONAL INSURED(S) on all liability policies (except Workers' Compensation and Professional Liability Policy, where applicable), for ongoing operations and completed operations on a primary noncontributory basis. Coverage to include ongoing and completed operations using ISO Endorsements CG 2010 and CG 2037, or their equivalents. Each of the Additional Insured's respective members, employees, agents and representatives shall also be afforded coverage as an Additional Insured. Coverage should be provided for a period of three years subsequent to the completion of work/final payment.

If you are operating in a state that has implemented the "Anti-Indemnity" Additional Insured Endorsements, you are required to provide the state specific additional insured endorsements for ongoing and completed operations. These states include but are not limited to: Montana, New Mexico, Oregon, Colorado, Kansas, California, Louisiana, and Texas.

The Commission reserves the right to require Professional Service Contractor to name other parties as additional insureds as required by the Commission.

There shall be no "Insured versus Insured Exclusion" on any policies; all policies will provide for "cross liability coverage".

- g) Waiver of Rights of Subrogation: Professional Service Contractor shall waive all rights of recovery against the Commission and all the additional insureds for loss or damage covered by any of the insurance maintained by the Professional Service Contractor.

Appendix C- Insurance Specifications

INSURANCE SPECIFICATION "C"

MINIMUM INSURANCE REQUIREMENTS

The Pennsylvania Turnpike Commission

- h) The amount of insurance provided in the aforementioned insurance coverages, shall not be construed to be a limitation of the liability on the part of the Professional Service Contractor.
- i) The carrying of insurance described shall in no way be interpreted as relieving the Professional Service Contractor of any responsibility or liability under the contract.
- j) Any type of insurance or any increase in limits of liability not described above which the Professional Service Contractor requires for its own protection or on account of statute shall be its own responsibility and at its own expense.
- k) Professional Service Contractor shall promptly notify the Commission and the appropriate insurance company(ies) in writing of any accident(s) as well as any claim, suit or process received by the insured Professional Service Contractor arising in the course of operations under the contract. The Professional Service Contractor shall forward such documents received to his insurance company(ies), as soon as practicable, or as required by its insurance policy(ies).

REQUIRED COVERAGES - the following may be provided through a combination of primary and excess policies in order to meet the minimum limits set forth below:

1. **Workers' Compensation and Employer's Liability:**

Provided in the State in which the work is to be performed and elsewhere as may be required and shall include:

- a) Workers' Compensation Coverage: Statutory Requirements
- b) Employers Liability Limits not less than:
 - Bodily Injury by Accident: \$500,000 Each Accident
 - Bodily Injury by Disease: \$500,000 Each Employee
 - Bodily Injury by Disease: \$500,000 Policy Limit
- c) Includes sole proprietorships and officers of corporation who will be performing the work.
- d) Where applicable, if the Professional Service Contractor is lending or leasing its employees to the Commission for the work under this contract, it is the Professional Service Contractor's responsibility to provide the Workers Compensation and Employer's Liability coverage and to have their policy endorsed with the proper Alternate Employer Endorsement.

Appendix C- Insurance Specifications

INSURANCE SPECIFICATION "C"

MINIMUM INSURANCE REQUIREMENTS

The Pennsylvania Turnpike Commission

2. **Commercial General Liability:**

Provided on ISO form CG 00 01 12 07 or an equivalent form including Premises - Operations, Independent Contractors, Products/Completed Operations, Broad Form Property Damage, Contractual Liability, and Personal Injury and Advertising Injury.

- a) Occurrence Form with the following limits:
 - (1) General Aggregate: \$2,000,000
 - (2) Products/Completed Operations Aggregate: \$2,000,000
 - (3) Each Occurrence: \$1,000,000
 - (4) Personal and Advertising Injury: \$1,000,000
- b) Products/Completed Operations Coverage must be maintained for a period of at least three (3) years after final payment / completion of work (including coverage for the Additional Insureds as set forth in these Insurance Requirements).
- c) The General Aggregate Limit must apply on a **Per Project basis**.
- d) No Exclusions for development, construction, building conversion, etc with respect to the project's location and / or where the work is to be completed by the Professional Service Contractor.
- e) Coverage for "Resulting Damage".
- f) No sexual abuse or molestation exclusion.
- g) No amendment to the definition of an "Insured Contract" except as noted below.
- h) The definition of an "Insured Contract" must be amended to provide coverage for all work on or within 50 feet of a railroad. A stand alone Railroad Protective Liability policy may be required based on the scope of this project.

3. **Automobile Liability:**

- a) Coverage to include All Owned, Hired and Non-Owned Vehicles (or "Any Auto"), if you do not have any Owned Vehicles you are still required to maintain coverage for Hired and Non-Owned Vehicles as either a stand alone policy or endorsed onto the Commercial General Liability policy above
- b) Per Accident Combined Single Limit \$1,000,000

4. **Commercial Umbrella Liability:**

- a) Policy(ies) to apply on a Following Form Basis of the following:
 - (1) Commercial General Liability,
 - (2) Automobile Liability, and
 - (3) Employers Liability Coverage.
- b) Minimum Limits of Liability
 - Occurrence Limit: \$5,000,000
 - Aggregate Limit (where applicable): \$5,000,000

Appendix C- Insurance Specifications

INSURANCE SPECIFICATION "C"

MINIMUM INSURANCE REQUIREMENTS

The Pennsylvania Turnpike Commission

5. **Professional Liability Insurance:**

- a) Minimum Limits of Liability
Per Claim Limit: \$5,000,000
Aggregate Limit: \$5,000,000
- b) The Definition of "Covered Services" shall include the services required in the scope of this contract.

6. **Privacy Liability:**

- a) Professional Service Contractor shall maintain coverage for third party liability arising out of breach of privacy, inclusive of confidential and proprietary business information, HIPAA violations and other breaches of personally identifiable information and/or protected health information that may arise from their work with this contract.
- b) Minimum Limits of Liability:
Per Claim: \$1,000,000
Aggregate: \$1,000,000
- c) Privacy Breach Notification and Credit Monitoring: \$250,000 Per Occurrence

Pennsylvania Turnpike Commission DIVERSE BUSINESS (DB) REQUIREMENTS

Diverse Business Participation. The Commission is committed to Diverse Business (DB) participation on competitive contracting opportunities. Firms or entities that have not previously performed work or provided services to the Commission are encouraged to respond to the solicitations. RFPs may include DB participation as part of the criteria for the evaluation of proposals, and the Commission may consider DB participation as a selection factor.

Minimum Participation Level (MPL). The minimum participation level (MPL) for the inclusion of DBs will be established in the RFP/advertisement as a percentage.

(a) General Requirements. Section 303 of Title 74 of the Pennsylvania Consolidated Statutes, 74 Pa.C.S. § 303, requires proposer on contracts funded pursuant to the provisions of Title 74 (Transportation) and 75 (Vehicle Code) administered and issued by the Commission to make Good Faith Efforts to solicit subconsultants that are Diverse Businesses (DBs) as defined in Section 303. The DB requirements of Section 303 apply to this contract.

Section 303 requires proposers to make Good Faith Efforts, as described below, to solicit subconsultants that are DBs during the proposal process to maximize participation of DBs in competitive contracting opportunities.

The Commission is committed to participation by DBs and will enforce the requirements of Section 303 and this section. Failure to make Good Faith Efforts and demonstrate such Good Faith Efforts in the solicitation of subconsultants may result in the proposer being declared ineligible for the contract.

Proposers shall document and submit to the Commission all Good Faith Efforts, as described in this section, to solicit subconsultants that are DBs during the solicitation process.

Proposers are encouraged to utilize and give consideration to consultants offering to utilize DBs in the selection and award of contracts.

Proposers shall not discriminate on the basis of gender, race, creed or color in the award and performance of contracts in accordance with 62 Pa.C.S. §3701.

Failure to comply with the requirements of Section 303 or this specification may result in the imposition of sanctions as appropriate under section 531 of the Procurement Code, 62 Pa.C.S. § 531 relating to debarment and suspension.

The Commission's Director of the Office of Diversity and Inclusion, or designee, is designated the Responsible Official who shall supervise the DB program and ensure that the Commission complies with the DB program.

(b) Definitions. The following definitions apply to terms used in this specification:

1. Disadvantaged Business – A business that is owned or controlled by a majority of persons, not limited to members of minority groups, who are subject to racial, social, ethnic prejudice or cultural bias.

2. Diverse Business – A disadvantaged business, minority-owned or women-owned business or service-disabled veteran-owned or veteran-owned small business that has been certified by a third-party certifying organization.

3. Minority-owned Business – A business owned and controlled by a majority of individuals who are African Americans, Hispanic Americans, Native Americans, Asian Americans, Alaskans or Pacific Islanders.

4. Professional Services – An industry of infrequent, technical or unique functions performed by independent contractors or consultants whose occupation is the rendering of the services, including: (1) design professional services as defined in 62 Pa.C.S. § 901 (relating to definitions); (2) legal services; (3) advertising or public relations services; (4) accounting, auditing or actuarial services; (5) security consultant services; (6) computer and information technology services; and (7) insurance underwriting services.

5. Pro Forma Effort-The act of completing a form or document identifying efforts to solicit DBs for a project in order to satisfy criteria with little or no expectation that the DBs contacted or identified will perform any of the work.

6. Service-Disabled Veteran-Owned Small Business – A business in the United States which is independently owned and controlled by a service-disabled veteran(s), not dominant in its field of operation, and employs 100 or fewer employees.

7. Subconsultant- Any individual, partnership, firm, or corporation entering into a contract with the prime consultant for work under the contract, including those providing professional and other services.

8. Third-party Certifying Organization – An organization that certifies a small business, minority-owned business, women-owned business or veteran-owned small business as a diverse business. The term includes: (1) the National Minority Supplier Development Council; (2) the Women’s Business Development Enterprise National Council; (3) the Small Business Administration; (4) The Department of Veteran Affairs; (5) the Pennsylvania Unified Certification Program.

9. Veteran-owned Small Business –A small business owned and controlled by a veteran or veterans.

10. Women-Owned Business – A business owned and controlled by a majority of individuals who are women.

(c) Actions Required by Proposer during the procurement/consultant selection phase

1. Submission Requirements – Consultant Responsiveness.

- a. **Minimum Participation Level (MPL) Documentation** - If the documentation submitted with the proposal demonstrates that the proposer has identified DBs sufficient to meet the MPL established for this contract, the proposer will be deemed to have satisfied the DB requirement during this phase. The proposer is required to provide the business name and business address of each DB and supporting documentation that includes proof of certification.

If the consultant’s proposal demonstrates the consultant’s inability to meet the MPL established for this contract, the proposer shall demonstrate Good Faith Efforts with its proposal. Failure to submit the required documentation demonstrating Good Faith Efforts as further described below with the proposal may result in a rejection of the proposal.

- b. If no MPL has been established for this contract, the proposer is required to either provide a statement of intent that it will self-perform 100% of the work for the agreement, or demonstrate Good Faith Efforts to solicit subconsultants that are DBs. In either case documentation shall be provided with the proposal.

Failure to submit the required information identified above with the proposal may result in a rejection of the proposal.

2. Good Faith Effort Requirements: The documentation of Good Faith Efforts must include the business name and business address of each DB considered. Supporting documentation must also include proof of certification and any explanation of Good Faith Efforts the proposer would like the Commission to consider. Any services to be performed by a DB are required to be readily identifiable to the agreement. Good Faith efforts are demonstrated by seeking out DB participation in the project given all relevant circumstances. The Commission requires the proposer to demonstrate more than Pro Forma Efforts. Evidence of Good Faith Efforts includes, but is not limited to:

- a. Consultant solicits through all reasonable and available means the interest of all certified DBs with the capacity to perform the scope of work set forth in the agreement.
- b. The proposer must provide written notification at least 5 business days before proposals are due to allow the DBs to respond to the solicitation.
- c. The proposer must determine with certainty if DBs are interested by taking appropriate steps to follow up initial solicitations.
- d. The proposer must make efforts to select portions of the work to be performed by DBs to include, where appropriate, breaking out contract work into economically feasible units to facilitate DB participation;
- e. It is the proposer's responsibility to make a portion of the work available to DBs and, to select those portions of the work, so as to facilitate DB participation.
- f. The proposer shall provide evidence of such negotiations that include the names, addresses, and telephone numbers of DBs considered; A description of the information provided regarding the required work and services for the work selected for subconsultants; and evidence as to why additional agreements could not be reached for DBs to perform the work.
- g. Proposers cannot reject or withhold solicitation of DBs as being unqualified without sound reasons based on a thorough investigation of their capabilities.
- h. The DB's standing within its industry, membership in specific groups, organizations or associations and political or social affiliations (for example union v. non-union employee status) are not legitimate causes for the rejection or non-solicitation of proposals in the proposer's efforts to meet the Good Faith Efforts requirement.
- i. Efforts to assist interested DBs in obtaining bonding, lines of credit or insurance.

3. Actions Taken by the Commission. As part of the proposal review process, the Commission will review the submissions to determine whether the proposer has complied with Section 303 and this requirement in the selection of DB subconsultants. The Commission will determine whether the proposer has either met the MPL or provided acceptable documentation as noted above. The Commission reserves the right to contact proposers for clarification during the review and negotiation process.

If the Commission determines that the proposer has failed to either meet the MPL or provide acceptable documentation as noted above, the proposal may be rejected.

(d) Consultant Requirements During Performance of Services.

1. Replacement of a DB Subconsultant. Consultant must continue good faith efforts through completion of the contract. The obligation to make Good Faith Efforts to solicit subconsultants for any type of service extends to additional work required for any service which is identified to be performed by a DB. If at any time during the performance of the work, it becomes necessary to replace or add a subconsultant that is a DB, the consultant, as appropriate, shall immediately notify the Commission and seek approval in writing in accordance with the Agreement of the need to replace the DB, which notice shall include the reasons for the replacement. If a prime consultant who originally indicated that it would self-perform all work subsequently decides to use a subconsultant for any work under the contract, the consultant must submit documentation of all Good Faith Efforts as to the work for which a subconsultant is obtained.

2. Records. Maintain project records as are necessary to evaluate DB compliance and as necessary to perform the reporting function addressed below. Maintain all records for a period of 3 years following acceptance of final payment. Make these records available for inspection by the Commission, its designees or agents. These records should indicate:

2.a. The number of DB and non-DB subconsultants and the type of services performed on or incorporated in this project.

2.b. The progress and efforts made in seeking out DB subconsultant organizations and individual DB consultants for work on this project to increase the amount of DB participation and/or to maintain the commitments made at the time of the proposal to DBs.

2.c. Documentation of all correspondence, contacts, telephone calls, and other contacts made to obtain the service of DBs on this project.

3. Reports. Maintain monthly reports and submit reports as required by the Commission concerning those contracts and other business executed with DBs with respect to the records referred to in subsection (e)2. above in such form and manner as prescribed by the Commission. At a minimum, the Reports shall contain the following:

3.a The number of Contracts with DBs noting the type of services provided, including the execution date of each contract.

3.b The amounts paid to each DB during the month, the dates of payment, and the overall amounts paid to date. If no payments are made to a DB during the month, enter a zero (\$0) payment.

3.c Upon request and upon completion of individual DB firm's work, submit paid invoices or a certification attesting to the actual amount paid. In the event the actual amount paid is less than the award amount, a complete explanation of difference is required.

4. Subconsultant Contracts

4.a. Subcontracts with DB firms will not contain provisions waiving legal rights or remedies provided by laws or regulations of the Federal Government or the Commonwealth of Pennsylvania or the Commission through contract provisions or regulations.

4.b. Prime consultant will not impose provisions on DB subconsultants that are more onerous or restrictive than the terms of the prime's contract with non-DBs.

4.c. Executed copies of subcontracts/purchase orders are to be received by the Commission before the commencement of work by the DB.

5. Payments to DB Subconsultants. Payments to DBs are to be made in accordance with the prompt payment requirements of Chapter 39, Subchapter D of the Procurement Code, 62 Pa.C.S. §3931 et seq. Performance of services by a DB subconsultant in accordance with the terms of the contract entitles the subconsultant to payment.

(e) Actions to be Taken by Commission After Performance of Services. Following completion of the Consultant's services, the Director of the Commission's Office of Diversity and Inclusion or his/her designee will review the overall DB participation to assess the Consultant's compliance with Section 303 and this contract. Appropriate sanctions may be imposed under 62 Pa.C.S. § 531 (relating to debarment or suspension) for a Consultant's failure to comply with Section 303 and the requirements of the contract.

General Instructions	
1. Do not alter the questionnaire form. Complete all fields highlighted in yellow.	
2. Provide a detailed explanation of how the requirements are met in the "Bidder Response" column as well as a description of any shortcomings regarding the approach.	
3. Describe functionality which is included in software platforms and is not specifically identified as a requirement in one of the questionnaires.	
4. Identify key assumptions with regards to their technical approach on which their solution is based, if any.	
5. Items are identified as: Required - this is applications feature or capability requires and if not available may be considered as a shortfall in the application's ability to meet the Commission's expectations for a TEM Solution. Desired – an application feature or capability that the Commission would like to have and if not available may be considered as a shortfall in the application's ability to meet the Commission's expectations. Preferred – an application feature or capability that the Commission would like to have, but may not be considered a shortfall in the application's ability to meet the Commission's expectations for a TEM Solution.	
Instructions for Completion	
Spend and Invoice Information	The information on this tab is provided to document the current Invoice count and spend for both Wireline and Wireless services for Pennsylvania Turnpike Commission (Commisson)
Tabs 0 Thru 11	The bidder shall provide a detailed explanation of how the requirements are met in the "Bidder Response" column. For Tab 11, provide also a description of any managed service that is not specifically identified as a requirement in this tab.

Services	Invoices	Average Monthly Spend	Annualized
Total Wireline Spend	335	\$142,872	\$1,714,464
Total Wireless Spend	2	\$33,700	\$404,400
Total No of Invoices and Wireline/Wireless Spend	337	\$176,572	\$2,118,864

Bidder and Solution Information	
Question	Bidder Response
Comission's Evaluation	
If asked, will you participate in Comission's vendor qualification process in which you will be asked to disclose information on your company's financial standing.	
Business Model	
Please describe your business model; premise based, managed service, BPO, etc. As well as provide a illustrative pricing for each option.	
Application flexibility	
Please describe your application's deployment flexibility	
Time to Implement	
What would be your time to implement from the date the contract is awarded? Please provide a sample plan for implementation for customer of Comission size and complexity.	
References	
Please provide client references that would be willing to speak with Comission's about your tool's capabilities. Minimum of 3 that are similar to size and complexity of Comission.	
Software Escrow	
In the case that a contract is awarded, the bidder must place a copy of the tool's source code in software escrow, and the code must be turned over to Comission's in case the bidder can no longer support the software which Comission's has the right to use.	
Public or Private	
Is your company publicly or privately owned?	
Support	
Please describe your support capabilities. Do you provide a help desk? Is it 24 x 7 x 365? Do you provide emergency upgrades and enhancements? Do you provide emergency fixes? Describe your ability to hand off calls to a customer provided level 2 helpdesk or a third party? How do you measure yourself and what reporting is provided by your help desk? Do you consolidate the types of calls and provide proposed options for addressing common issues or conditions?	
Training	

Please describe your training capabilities. Do you have training documentation? Do you provide training classes? How much training is usually required before users are up and running? With Comission being in over 80 countries how do you propose to train them in the use of your system?	
Customization	
Are you able to customize your product? Are you able to add information to drop downs, add fields, and add forms? Do you have experience customizing your product for customers? What is the cost for customization? Please provide examples of customization work that you have done for customers...	
Interfaces	
Please describe your experience and capabilities for interfacing with your client's applications. Do you have experience building interfaces with SAP? Does your tool provide web service interfaces to extract and input data? Does your tool provide toolkits and APIs to proprietary interfaces? Do you provide a published database schema that aids in writing queries and developing manual interfaces? Please describe your abilities to interface with ServiceNow software as well as is this part of your proposed solution or does this require additional development? If so how is this priced?	
Integration	
Please describe the ways in which your tool shares data bi-directionally with other systems. Do you use industry standards, or proprietary systems?	
Single interface to multiple component functions	
Does your tool have a single management interface and database for all components? For example, does the tool have a common single interface for the order, inventory, and invoice processing modules?	
User Interface	
Does the tool provide administrative and user access via a standard web browser? Is a web interface the primary interface?	
Hardware	
Please describe the hardware that is needed to run your application. What are your minimum system requirements?	
Platform	
What platforms can your tool run on?	
Architecture	

Please describe your application's architecture. Please include an architecture diagram in your RFP response.	
Scalability	
Please describe how your platform requirements change as the size of the environment changes? Does your tool cost effectively scale down to small environments, and scale up to support large enterprise environments?	
Application Hosting	
Do you offer application hosting? If so, is the facility SSAE 16 SOC 2 and SOC 3 compliant? Also please describe your system availability and disaster recover plans and timetables.	
Tracking Savings	
Do you offer the ability to track savings? Please explain and provide samples. Our desire here is to capture all of the savings delivered by your service.	
Tracking of contract progression and showing savings through the contract lifecycle.	
Does your system allow the tracking of savings through the execution of new contract amendments. Please show examples.	
Provisioning	
Please describe the provisioning of new products as well description of how you interface with the vendors electronically.	
Receiving Invoices	
Please describe the ways which your systems support the receipt of electronic invoices and how they are loaded into the system. Also please provide a list of all vendors you are set up interface with electrically as well listing of the type of formats.	
Rate Validation	
Please describe the system is capable of rate validation as well the reporting of its findings.	
Dispute management and tracking	
Please describe the ways which your systems support the dispute management and tracking of those disputes.	
Reporting	
Please describe the reports available that support each module; i.e. invoicing, contracts, provisioning, inventory, users, administration, security, traffic, EDI, etc.	
Software Quality assurance	

Please describe the processes and testing your software fixes and releases go through before issue to your customers	
International Data Protection Requirements	
Please describe which regulations / guidelines you adhere to and how you achieve compliance	
Language Support	
Please describe which languages, currencies, keyboard layouts are supported	

1.0	Enterprise Structure	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modifications	Bidder Response
1.1	Ability to maintain business location and enterprise structure within your system for both active and closed locations	TL	Required		
1.2	Ability to import business location and enterprise structure additions, modifications, deletions from Commission System.	TL	Required		
1.3	Ability to import employee detailed list for each business location and enterprise structure from Commission system(s). How often can you take an updated file and upload it into the database. Also how long from your receipt of the file would it take before it can be uploaded? This is expected to be a 100% automated process and not require any manual changes.	TL	Required		
1.4	Ability to maintain multiple business units that reside in each location. Some business units span multiple locations, can this be supported?	TL	Required		
1.5	Ability to maintain multiple cost centers within Commission business units that reside in each location.	TL	Required		
1.6	Ability to maintain list of carriers used at each location by type of service provided.	TL	Required		
1.7	Ability to allow commission to customize data fields to capture unique Commission and Customer information (if so how many fields are open for this process) What are your capabilities to hide some of these fields to certain user groups.	TL	Required		
1.8	Ability to create Commission enterprise hierarchy	TL	Required		
1.9	Ability to query by name, site ID, location address, date, country, active status, employee, custom fields, etc.	TL	Required		
1.10	Ability to track by business location for Commission the following:	TL	Required		
1.10.a	Address	TL	Required		
1.10.b	Site ID	TL	Required		
1.10.c	Contact	TL	Required		
1.10.d	Contracts	TL	Required		
1.10.e	Accounts	TL	Required		
1.10.f	Cost Centers (Business Unit)	TL	Required		
1.10.g	Employees	TL	Required		
1.11	Are all the people involved in your operations your employees? If not please explain the relationships you use to accomplish this.	SM	Required		
1.12	Do you have any suppliers who will not provide you data directly? If so how do you propose we address this situation?	SM	Required		
1.13	Do you have a mobile application? What mobile operations do you offer and what systems do you support? (iPhone, Windows, Android)	SM	Required		
1.14	Do you support the use of SSO (Single Sign On)? How?	SM	Required		
1.15	Describe your hosting infrastructure as well as backup capabilities	SM	Required		
1.16	Describe the system architecture currently used as well as development and testing environments	SM	Required		

1.17	Describe your Change and Release Management process and include how this is communicated. Can you provide a release road map of new capabilities as well as timetables? Once Commission becomes a customer how would they be allowed to participate in future changes and plans?	SM	Required		
1.18	Detail your unplanned system outages over the past 12 months	SM	Required		
1.19	How long will history (CDR, order history, audit trails, etc.) be stored within the system	TL	Required		
1.20	If data is backedup after a certain point what is the process to restoring data when needed	TL	Required		
1.21	How many users are allowed in the system at one time and how are you able to scales to a large international user base?	TL	Required		
1.22	What is your maintance windows for your system and how are those communicated. i.e. Time of Day and weekday?	TL	Required		
1.23	What is the impact of CDR data loading on your reporting tools system performance? Is the process throttled to maintain system performance?	TL	Required		
1.24	Are there any restrictions in the number of queries returned when performing a search in your system, e.g. max 1XXX results	TL	Required		
1.25	How many times has your release process introduced customer affecting system down time in the last 24 months?	SM	Required		
1.26	Can you provide 3 reference customer that are similarly sized?	SM	Required		
1.27	Please provide your system response times for screen refresh.	TL	Required		
1.28	Do you have any licensing implications for your applications that we need to be	TL	Required		

2.0	Contract Management	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modifications	Bidder Response
2.1	Ability to support and maintain contracted rate structures for local voice service, long distance and toll free service, conferencing services and VPN services, wireless services and data services for multiple service providers	TL	Required		
2.1.a	Ability to compare current contracted rates to previous contracted rates to show net savings by rate schedule. If so how many?	TL	Desired		
2.2	Ability to query by contract number, service provider, status (active, pending, and expired)	TL	Preferred		
2.3	Ability for the system to maintain service provider contract fields:	TL			
2.3.a	Effective Date	TL	Required		
2.3.b	Expiration Date	TL	Required		
2.3.c	Rate Expiration Date	TL	Required		
2.3.d	Customer Signature Date	TL	Desired		
2.3.e	Carrier Signature Date	TL	Desired		
2.3.f	Commencement Date	TL	Desired		
2.3.g	Country Coverage	TL	Desired		
2.3.h	Currency	TL	Desired		
2.3.i	Notes Field	TL	Required		
2.4	Ability for the system to maintain account specific information relation to contract:	TL			
2.4.a	Account Number	TL	Required		
2.4.b	Account Name	TL	Preferred		
2.4.c	Service Provider	TL	Required		
2.4.d	Billing System	TL	Preferred		
2.4.e	Master Account Number	TL	Required		
2.5	Ability for the system to maintain contact information specific to contracts	TL	Required		
2.6	Ability to view service provider contracts	TL	Required		
2.7	Ability to maintain and view contracted rate structures for International service providers	TL	Required		
2.8	Ability for the system to maintain multiple rate rounding tables	TL	Required		
2.9	Ability for the system to maintain the following rates: Mobile terminated on network, mobile terminated off network, mobile to fixed line, roaming voice by country, mobile to premium rate	TL	Required		
2.9.a	Advanced Toll Free	TL	Desired		
2.9.b	Conferencing	TL	Desired		
2.9.c	International by country	TL	Desired		
2.9.d	Interstate	TL	Desired		
2.9.e	Interstate, IntraLATA	TL	Desired		
2.9.f	Intralata	TL	Desired		
2.9.g	Intrastate	TL	Desired		
2.9.h	Local	TL	Desired		
2.9.i	Wireless	TL	Required		
2.9.j	Ability for the system to maintain the following Data rates:	TL			

2.0	Contract Management	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modifications	Bidder Response
2.9.k	Frame Relay	TL	Desired		
2.9.l	Private Line	TL	Desired		
2.9.m	ATM	TL	Desired		
2.9.n	VPN	TL	Desired		
2.9.o	MPLS	TL	Desired		
2.9.p	Internet	TL	Desired		
2.9.q	ADSL	TL	Desired		
2.10	The ability to add voice, data and wireless products and rates into the system	TL	Required		
2.11	Ability for the system to maintain the following access rates:	TL			
2.11.a	Circuits	TL	Desired		
2.11.b	Lines	TL	Desired		
2.11.c	Trunks	TL	Desired		
2.12	Ability to track discounts by frequency, amount, currency, date, etc. and provide notification	TL	Preferred		
2.13	Ability to track credits by frequency, amount, currency, date, etc. and provide notification	TL	Preferred		
2.14	Ability to track waivers	TL	Required		
2.15	Ability to import rates into system	TL	Required		
2.16	Ability to track primary volume commitments	TL	Preferred		
2.17	Ability to track secondary volume commitments	TL	Preferred		
2.18	Ability for the system to link to service provider tariffs	TL	Desired		
2.19	Ability for the system to maintain contract renewal information	TL	Required		
2.20	Ability for the system to maintain renegotiation clauses	TL	Required		
2.21	Ability for the system to maintain and notify of termination dates	TL	Required		
2.22	Ability for the system to maintain termination penalties	TL	Required		
2.23	Ability for the system to maintain service provider dispute process	TL	Required		
2.24	Ability for the system to maintain stewardship contractual obligations	TL	Preferred		
2.25	Ability to track contract amendments	TL	Required		
2.26	Ability to Search for Contracts that are uploaded in TIF or PDF Format	TL	Desired		

3.0	Inventory	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
3.1	The inventory tool must keep records, including dates of updates, of any recurring Telecom charges for which Comission can expect to be billed. (Voice Circuits, Data Circuits, Wireless, Managed Services, Remote Access Service User IDs, etc.)	TL	Required		
3.2	Provisioning must drive inventory updates. The inventory must be automatically updated once the order status changes to complete. Date from when the current charge is applicable. For example, a completed circuit install order must add the new circuit to the inventory, and a completed circuit disco order must flag the circuit in the inventory as "disconnected".	TL	Required		
3.3	The system must contain the information necessary to validate the Telco bills and ensure that Comission is being billed accurately. For example: Circuit Number, Circuit Type, Speed, Site Addresses, Billing Account Number, Customer Name, and financial allocation codes etc.	TL	Required		
3.4	The tool must have the ability to identify all of the wireless component's for each device.	TL	Required		
3.5	The inventory must also have a way of tying related service elements together. It should contain the history of the circuit: For example: Commissions, various upgrades/ downgrade, cost with each upgrade/ downgrade and final decommissioning; access and/or routers must be associated with physical circuits, and the various components in a managed service (Class of Service, custom equipment etc.) must all be related and tracked.	TL	Required		
3.6	The inventory module must provide the ability to view a selected portion of the inventory in a specific order; it must provide the ability to limit and sort. For example, it must provide the ability to see all inventory information associated with a certain site and a certain customer. The inventory module must allow users to then export this information in a standard format. (e.g. Excel, CSV etc.)	TL	Required		
3.7	End users must have the ability to view the inventory for their specific account(s), business units, cost centers, etc. though a web browser.	TL	Required		
3.8	Ability to maintain business location and enterprise structure within inventory for Comission and Customers	TL	Required		
3.9	Ability to query by inventory type, details, employees, etc.	TL	Required		
3.10	Ability for the system to maintain the following inventory information but not limited too:	TL			
3.10.a	Lines	TL	Required		
3.10.b	Trunks	TL	Required		
3.10.c	Circuits	TL	Required		
3.10.d	Trunk Groups	TL	Required		
3.10.e	Toll free	TL	Required		
3.10.f	DIDs	TL	Required		
3.10.g	Data	TL	Required		
3.10.h	Equipment	TL	Required		
3.10.i	Extensions	TL	Required		
3.10.j	Wireless	TL	Required		
3.10.k	Calling card	TL	Required		
3.10.l	Remote access	TL	Required		
3.10.m	Cable/Satelite (Dish/Direct)	TL	Required		
3.11	Ability for the system to maintain detailed inventory information such as but not limited too:	TL			

3.0	Inventory	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
3.11.a	Alias inventory	TL	Desired		
3.11.b	Order history including pending order status	TL	Required		
3.11.c	Service providers	TL	Required		
3.11.d	Cost Centers	TL	Required		
3.11.e	Termination information such as floor, building, etc.	TL	Desired		
3.11.f	Provisioning information such as install date, cancel date, disconnect date, bill start and end dates, etc.	TL	Required		
3.11.g	SIM card	TL	Required		
3.11.h	Device Model	TL	Required		
3.11.i	Memory	TL	Required		
3.11.j	Connection Type: Mobile Phone, iPhone, Smart Phone, Data Card, Tablet as well as voice and data type of connections.	TL	Required		
3.11.k	BYOD - ownership	TL	Required		
3.11.l	Manufacture	TL	Required		
3.11.m	Installed date	TL	Required		
3.11.n	Logging inventory data history as well dating of changes	TL	Required		
3.11.o	Equipment upgrade date	TL	Required		
3.12	Ability to link inventory to one or multiple cost centers	TL	Required		
3.13	Does you systems have a method for tracking changes to the inventory i.e. changed the cost center	TL	Required		
3.14	Device inventory and link to people / owner to be maintained via provisioning module but with bulk updates via file possible e.g. for occasional acquisitions or restructures etc.	TL	Required		
3.15	Device inventory should show what tariff plan is linked to that device e.g. a name that be cross referenced to a tariff table held within the tool showing call rates etc. It must be the vendors responsibility to maintain both the tariff table (including mid contract changes).	TL	Required		

4.0	Provisioning	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
4.1	Some Telecom requests will lead to orders being placed with our service provider vendors. The ordering tool must be fed automatically from the service provider request tool, so that the information does not have to be re-keyed. The ordering tool must have the proven ability to integrate with Service Request Management / Service Catalog tools.	TL	Required		
4.2	The ordering tool must have the ability to send attachments to the vendor.	TL	Required		
4.3	The ordering tool must ensure that Comission has a contract with the vendor for the service being ordered, and it must verify that the order has the appropriate financial information for recovery purposes. The tool must provide the ability to capture Comission's internal financial information as well as financial information from Comission clients.	TL	Required		
4.4	Once orders are created and approved they must be submitted to the service provider using the most robust technology available based on the vendor and order type. This may include electronic two-way communication or email. The tool must be able to send orders to different vendor email addresses or other electronic two-way communications depending on location and the service type. Please provide the vendors you have a electronic connection with and describe the type of connection you currently have in place.	TL	Required		
4.5	The system must allow Comission to define milestones and lead time intervals for each service provider and service type, and it must allow Comission users to post comments on the order and / or update / change the milestones. The tool must notify the requester of the status of their order when milestones are met. System must allow Comission to setup & manage alerts for each of the milestones met or not met.	TL	Required		
4.6	The tool must allow Comission users to enter information from the vendor as the order is tracked to completion. At certain milestones the tool must prompt the user to enter information such as the vendor order number and firm order completion date. Where possible, the tool should capture this information automatically from the service provider vendor. The tool must automatically generate a reference number for each order, and it must have the ability to associate this order number with the service provider vendor's order number.	TL	Required		
4.7	The ordering tool must allow Comission users to change, cancel or supplement orders that are in progress. Once an order has been completed, users should not be able to edit it.	TL	Required		
4.8	Once the service provider order has been completed it must feed our inventory and invoice audit processes. Each order must contain a way to reference the request that initiated it, appropriate billing information and any inventory updates that occurred as a result.	TL	Required		
4.9	The system needs to keep searchable records of all historical orders. Once an order has been completed, users must not have the ability to update it. Order revisions are to be allowed prior to completion but with restrictions.	TL	Preferred		

4.0	Provisioning	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
4.10	The tool must provide the ability to view selected groups of orders in a specific order; it must provide the ability to limit and sort. For example it must allow the user to see orders for a specific customer and sort them in order of submission date.	TL	Preferred		
4.11	The tool must measure the service provider's cycle time by service type and compare them to the cycle times in our vendor contracts.	TL	Required		
4.12	The tool must have configurable workflow through the UI allowing provisioning processes to be changed	TL	Required		
4.13	Does the tool support eBonding where offered by a vendor	TL	Preferred		
4.14	The tool must offer Provisioning Management reporting capabilities; i.e. cycle times, lag times, employee/group workload balancing, exceptions, expedites, missed commitments, etc.	TL	Preferred		
4.15	The tool must be bulk data upload capable	TL	Required		
4.16	Describe your ability to interface with ServiceNow for order placement and potential workflow engine.	SM			
4.17	The tool must allow the requestor for service the ability to check the status of their order through the provisioning process. Please detail your capabilities to provide this information.	TL	Required		
4.18	Comission would like to have a catalog of services and only allow user to see option that are approved for their level. How does your system support this option and how is this managed and controlled?	TL	Required		
4.19	If someone wants to buy a device above their approved level and they want to pay the difference how can your system support this actions?	TL	Preferred		
4.20	For Wireless orders can you flag orders that are being requested prior to their upgrade date? When this event happens can we have a different approval process for those orders?	TL	Required		
4.21	How are pending orders tracked and reported on?	TL	Required		
4.22	The tool must have a concept of device refresh date to prevent an end user from being able to order multiple devices	TL	Required		
4.23	The tool should be able to e-bond with an MNO, so that once an order is placed it is fulfilled as a no-touch operation	TL	Preferred		
4.24	The tool must give access to a super user or administrator to override e-bonding where deemed necessary by Comission (as a use case, either through end user or super user misuse of the tool, or a change in Comission mobile policy)	TL	Desired		
4.25	When a number is ported to a new carrier how do you retain the history for that number and how do you present that data so you do not lose the history?	TL	Desired		
4.26	Does a super user ('chooser') have the option to place an order for a user from a fixed inventory list, but if that user doesn't appear in the list, to be able to enter in a freeform field?	TL	Preferred		

5.0	Invoice	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
	Invoice Processing				
5.1	Telco invoices must be loaded into a centralized database so that they can be reviewed for billing errors. The invoices must be in electronic format. The invoice processing tool must have the proven capability to load invoices from multiple vendors, for multiple services in multiple geographies in multiple electronic formats (CD, EDI, Web, etc.).	TL	Required		
5.2	Any variances must be flagged in exception reports, based on variance levels established by Commission, for analysts to investigate and dispute with the carrier.	TL	Required		
5.3	Ability to maintain invoice information for the following types of carriers services: IXC, LEC, Wireless	TL	Desired		
5.4	Ability to generate an Alert when the expected date of an invoice has passed -- "x" business days past the bill cycle day	TL	Required		
5.5	Ability to receive and import invoices in an electronic format per vendor or vendor account per service, per location, per month	TL	Required		
5.6	Ability to receive and import Vendor CDR in an electronic format per vendor or vendor account per location per month	TL	Required		
5.7	Ability to view/manage minimum of 36 (rolling) months of historical summary data	TL	Preferred		
5.8	Ability to view/manage 36 months of invoice detail information	TL	Preferred		
5.9	Ability to manually enter invoices when electronic media is not available from the vendor	TL	Required		
5.10	Ability to select records for review by vendor	TL	Desired		
5.11	Ability to specify the service type(s) present on the invoice	TL	Required		
5.12	Ability to enter invoice number and invoice date	TL	Required		
5.13	Ability to enter "Page 1" level invoice information	TL	Required		
5.14	Ability to enter Total Monthly Recurring Charges	TL	Required		
5.15	Ability to enter Total Usage Charges	TL	Required		
5.16	Ability to enter Total Taxes & Surcharges	TL	Required		
5.17	Ability to enter Total Payments Received	TL	Required		
5.18	Ability to enter Total Past Due Balance	TL	Required		
5.19	Ability to enter Total Invoice Amount	TL	Required		
5.20	Ability to enter Total Usage Amounts by Service Type	TL	Required		
5.21	Ability to enter invoice item detail information	TL	Required		
5.22	Ability to enter Account Number related to the invoice item	TL	Required		
5.23	Ability to select which known inventory item is related to invoice item	TL	Required		
5.24	Ability to enter pertinent usage charges (e.g., Local, Long Distance)	TL	Required		
5.25	Ability to enter pertinent usage amounts, duration in minutes and seconds	TL	Required		
5.26	Ability to enter Monthly, One-Time, Taxes/Surcharges amounts for invoice item	TL	Required		
5.27	Ability to enter Discount amount for an invoice item	TL	Required		
5.28	Ability to enter applied adjustment for an invoice item	TL	Required		
5.29	Ability to place an invoice on "Manual" to indicate that the bill is ready for Bill Validation, but Bill Validation must be done manually	TL	Preferred		
5.30	Ability to enter notes on a specific invoice	TL	Desired		

5.0	Invoice	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
5.31	Invoice Validation				
5.32	Able to maintain validations and perform automatic validations on IXC, LEC and Wireless services	TL	Required		
5.33	Ability to enter "Generic" validation parameters	TL	Desired		
5.34	Ability to automatically validate invoices by the following contract parameters:	TL			
5.34.a	>>>service type	TL	Required		
5.34.b	>>> invoice to vendor contract	TL	Required		
5.34.c	>>> contracted rates	TL	Required		
5.34.d	>>> recurring charges	TL	Required		
5.34.e	>>> non-recurring charges	TL	Required		
5.34.f	>>> discounts	TL	Required		
5.34.g	>>> waived-items	TL	Required		
5.34.h	>>> invoice to inventory	TL	Required		
5.34.i	>>> inventory to invoice	TL	Required		
5.35	Ability to determine when an inventory item is under contract and validate the invoice using the specific parameters from the contract	TL	Required		
5.36	Ability to determine when an inventory item is not under contract and validate using the "Generic" parameters specified within the Validation Parameters	TL	Required		
5.37	Ability to "Enable" or "Disable" specific validations	TL	Required		
5.38	Ability to generate a alert when a contract is to expire within "x" days, where "x" is specified within the validation parameters.	TL	Required		
5.39	Ability to validate that all inventory billed on an invoice exists within the known inventory	TL	Required		
5.40	Ability to validate that all invoices that are normally received and loaded via an electronic media have been imported since "x" days from the last invoice date, where "x" is defined in the validation parameters	TL	Required		
5.41	Validate that the total invoice amount is within "x" percent of the average of the last 3 months invoice amounts, for a particular account, where "x" is defined within the validation parameters	TL	Required		
5.42	Ability to validate that the contracted discounts have been applied correctly on a particular invoice	TL	Required		
5.43	Ability to validate that there is no default allocation being done for any item on an invoice	TL	Required		
5.44	Ability to validate that there are no Late Payment Fees on an invoice	TL	Required		
5.45	Ability to perform and track results of an Automatic Bill Validation	TL	Required		
5.46	Ability to track the results of a Manual Bill Validation	TL	Required		
5.47	Ability to relate validation failures to the lowest entity possible -- the specific inventory item, location, business unit or cost center	TL	Preferred		
5.48	Ability to place a specific invoice item in dispute if a Validation Failure occurs relating to a specific invoice item	TL	Required		
5.49	Ability to place all invoice items for an account in dispute if a Validation Failure occurs relating to an account	TL	Required		
5.50	Ability to place all invoice items relating to a specific contract in dispute if a Validation Failure occurs relating to an a contract	TL	Required		
5.51	Ability to trigger Automatic Bill Validation immediately upon import, when a bill is imported electronically	TL	Required		
5.52	Ability to trigger Automatic Bill Validation immediately when an invoice has been manually input	TL	Required		
5.53	Ability to re-execute Automatic Bill Validation for prior invoice months	TL	Preferred		
5.54	Ability to automatically validate that taxes/surcharges are valid and appropriate	TL	Preferred		

5.0	Invoice	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
5.55	Ability to enter both positive and negative adjustment amounts and the ability to override auto system validation	TL	Required		

5.0	Invoice	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
5.56	Invoice Cost Allocation				
5.57	Ability to allocate only those invoices that have passed validation	TL	Required		
5.58	Ability to allocate partial invoices based upon dispute status --- To withhold the allocation of invoiced items that are still in "Dispute" (that is, still have validation failures that need to be resolved or issues with the vendor resolved), but to all	TL	Required		
5.59	Ability to allocate cost triggered on the initiation of Invoice Payment	TL	Required		
5.60	Ability to allocate cost based on a cost center-specific method that will be charged in entirety to a BU (800#, circuits or lines that can be identified to a user or group)	TL	Required		
5.61	Ability to allocate by a fixed percentage which represents a billable unit allocated amongst one to many cost centers, each cost center with its specific percentage	TL	Required		
5.62	Ability to allocate by a variable method where services would be allocated based on a variable percentage (This percentage may be derived from Headcount, [PBX] CDR data or by real estate)	TL	Required		
5.63	Ability to allocate by flat fee per head count allocation	TL	Required		
5.64	Ability to perform allocation based on each invoiced inventory item, and each invoiced non-inventory item	TL	Preferred		
5.65	Ability to retain allocation results at an invoiced item, cost center level	TL	Preferred		
5.66	Ability to retain historical allocation information for as long as the historical invoice information is retained	TL	Preferred		
5.67	Ability to report allocation results by invoice item, invoice month, cost center, location, business unit, or the combination of any of the above	TL	Preferred		
5.68	Ability to re-execute allocations for a given invoice month	TL	Desired		
5.69	Invoice Approval and Payment				
5.70	Ability to select only those invoices that have passed validation for payment. Allocation does not have to be complete in order for payment to proceed.	TL	Required		
5.71	Ability to manually place the entire invoice in "Dispute"	TL	Required		
5.72	Able to manually place individual invoiced items in "Dispute"	TL	Required		
5.73	Ability to maintain status, comments, and resulting adjustments for each dispute	TL	Required		
5.74	Ability to view disputes by Carrier/Vendor, Invoice Number, Invoice Date, Inventory Item, Dispute Status, or any combination of the above	TL	Required		
5.75	Ability to create an electronic payment file for transmittal to A/P that includes invoice number, invoice date, amount to pay and coding for allocations (includes general ledger number, business unit and cost center)	TL	Required		
5.76	Ability to export electronic payment files in a format usable by Comission Accounts Payable financial application	TL	Required		
5.77	Ability to track that an electronic payment request has been received by Comission Accounts Payable financial application	TL	Required		
5.78	Ability to accept an import from Comission Accounts Payable financial application that identifies that a check has been cut for a particular payment request, with the check number	TL	Required		
5.79	Ability to generate accruals based on a financial close schedule and provide to Comission in Excel format	TL	Required		
5.80	Ability to report payment summary information by Carrier/Vendor, range of Invoice Month, Invoice Status	TL	Required		
5.81	Ability to integrate with call accounting systems	TL	Desired		
5.82	Wireless CDR				
5.83	Subscriber Number - Can this be removed or some digits hashed out if there are Data Protection Requirements?	TL	Required		

5.0	Invoice	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
5.84	Account Number	TL	Required		
5.85	Call Date + Time	TL	Required		
5.86	Call Type Level 1 - Voice, SMS, Data	TL	Required		
5.87	Call Type Level 2 - International, Roaming, Off-Net, On-Net, Call to Fixed, Premium etc.	TL	Required		
5.88	Called Number/Dialed Digits - This field is required for analyzing International calls. If there are Data Protection Requirements, we only need the first 4 digits to identify the International Dialing Code. For example, 44 for UK, 353 for Ireland etc.	TL	Required		
5.89	Duration of call - In Minutes and Seconds	TL	Required		
5.90	Data Volume - kb or Mb Etc.	TL	Required		
5.91	Roaming Network - The network a user is roaming on	TL	Required		
5.92	Inbound/Outbound Indicator - Required if not flagged in Call Type. This relates to Roaming calls where charges are applied for making and receiving calls.	TL	Required		
5.93	Inclusive Units Indicator - Indicator to show if a call, SMS or data session is included in the monthly subscription	TL	Required		
5.94	Subscription/ Bundle Name - This should identify the Subscription or Bundle Type. For example, Smart Phone 2GB, Data Card 15GB or 50MB Data Roaming Add-On	TL	Required		
5.95	On paper invoices what level of detail is keyed into the system	TL	Required		
5.96	How long will it take to import an electronic invoice into the system once you receive it?	SM	Required		
5.97	How long will it take to import an Paper invoice into the system once you receive it?	SM	Required		
5.98	How long will it take to Import an web invoice into the system once you receive it?	SM	Required		

6.0	Audit	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
6.1	The ability to automate and continuously audit contractual telecommunications commitments (rates and terms), billing, service inventory accuracy, market factors, spend and trend variances, utilization, and communication service configurations.	TL	Required		
6.2	The ability to create "custom" audit tests	TL	Preferred		
6.3	The ability to offer automated audit tests within the following categories:	TL	Preferred		
6.4	Contract Tests – provide alerts of favorable or unfavorable conditions related to contract terms and conditions (i.e. increments & rounding) with a service provider.	TL	Desired		
6.5	Rate Tests – Rate tests compare actual billing data to the corresponding contractual rates. The system needs the ability to conduct tests on each individual call detail record (CDR) as well as summary discounts and credits. Example tests include: rate assurance, calculation verification, discount assurance, PVC billing, port billing, and circuit billing.	TL	Required		
6.6	Bill Tests – The ability to check the integrity and accuracy of actual bills for increment and rounding errors, unknown usage charges, late payment fees, casual billing errors, the existence of expected prorated charges	TL	Required		
6.7	Inventory Tests – The ability to check actual billing for unaccepted or unknown inventory and erroneous charges for disconnected inventory.	TL	Required		
6.8	Trending Tests – The ability to identify significant variances in the total month to month bills and invoices, line cost variances, working telephone number tests, and compares the amount billed versus previously paid amounts. The ability to check the bill amount breakdown by Inventory upgrades/ downgrades	TL	Preferred		
6.9	The ability to offer the following automated tests (partial list):	TL			
6.10	Activity Exceptions: By Duration – Alerts to calls above a specified duration	TL	Required		
6.11	Activity Exceptions: By Cost – Alerts to calls above a specified per call cost	TL	Required		
6.12	Activity Exceptions: Off-Hours Costs – Alerts to calls placed on off-hours (late nights/weekends)	TL	Required		
6.13	Activity Exceptions: Cost Per Minute – Alerts to calls where average CPM exceeds specified limit	TL	Required		
6.14	Watch list Call Identification – Identifies calls made to selected country codes, area codes, prefixes, or to specific numbers	TL	Required		
6.15	Possible Cramming Charges – Identifies possible cramming charges for investigation	TL	Required		
6.16	Casual Billing for Long Distance – Alerts to the existence of casual billed long distance charges	TL	Desired		
6.17	Obsolete & Unnecessary Services – Alerts to charges for obsolete or outdated services	TL	Desired		
6.18	Late Payment Fee Detection– Alerts to the existence of late charge fees	TL	Required		
6.19	Directory Assistance Charges – Identifies calls placed to directory assistance	TL	Required		
6.20	Billing and Contract Data Required Tests (partial list)	TL			
6.21	Voice Negotiated Rate Check – [Interstate, Intrastate, IntraLATA, Interstate/IntraLATA, International, Inter-Province, Intra-Province] Tests negotiated billing rates for all voice interstate usage. Warns the enterprise if rates do not match with the applicable contract.	TL	Required		
6.22	Calling Card Rate Validation – Tests negotiated billing rates for calling card usage. Warns when rates do not match with the applicable contract.	TL	Required		

6.0	Audit	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
6.23	Internal Use of Toll-Free Numbers – Will determine if there is internal use of corporate toll-free numbers	TL	Desired		
6.24	Calling Card Calls from Business Locations – Identify calling card calls placed from business phone lines	TL	Desired		
6.25	Billing For Closed Locations – Determines if there is billing against inventory at a location known to be closed.	TL	Desired		
6.26	Billing, Contract, and Inventory Data Required Tests (partial list)	TL	Desired		
6.27	Circuit Charge Assurance Test – Alerts if access charges do not match contracted rates	TL			
6.28	Off-Contract Port Speeds – Determines if there is billing for port speeds that are not on negotiated contract.	TL	Desired		
6.29	Port Charge Assurance [Net/Gross] – Assures that all data port negotiated data charges received on an invoice for ports are correct and according to contract.	TL	Desired		
6.30	Class of Service *COS) Charge Assurance [Net/Gross] – Alerts if COS charges do not match contracted rates.	TL	Desired		
6.31	Lines/Trunks Without Usage – Determines if there are any lines being billed that show no usage amounts from recent invoices.	TL	Desired		
6.32	Excessive Wireless Charges – Determines if there are any wireless devices with total charges that exceed a specified maximum.	TL	Required		
6.33	Wireless Without Usage – Determines if there are any wireless devices with recent monthly charges that reflect no recent usage.	TL	Required		
6.34	Invoice Variance Detection Test – Alerts to significant changes in the total of month-to-month bills and invoices.	TL	Required		
6.35	Account Variance Detection Test – Alerts to significant changes in the total of month-to-month billing at the account level.	TL	Required		
6.36	WTN Variance Test – Alerts if the number of working telephone numbers on current invoice (WTNs) varies from previous bill.	TL	Desired		
6.37	Line Cost Variance Test – Alerts if the total of the line level charges for each line varies from previous bill.	TL	Desired		
6.38	Billed Amount Vs. Paid Amount Variance Check – Compares an invoice amount against the amount paid against a prior invoice.	TL	Preferred		
6.39	Contract Expiration Notification Check – Alerts to expiring contracts before the end of time to notify carrier of intent to terminate.	TL	Required		
6.40	Contract Pre-Expiration Warning – Alerts before a contract expires.	TL	Required		
6.41	Contract Expired Check – Alerts that a contract has expired.	TL	Required		
6.42	Ports Without access – Tests to see if there are any disconnected pieces of the data network. Warns if any ports are found unrelated to an access.	TL	Desired		
6.43	Access Without Ports Detection Test – Tests to see if there are any disconnected pieces of the data network. Warns if any access circuits are found unrelated to ports.	TL	Desired		
6.44	Ports Without Access Detection Test – Tests to see if there are any disconnected pieces of the data network. Warns if any ports are found unrelated to access circuits.	TL	Desired		
6.45	Unassigned Cost Centers – Identifies cost centers that have been added to the system but that are not currently assigned to any users.	TL	Preferred		
6.46	Default Cost Allocations Detection Test – Alerts to defaulted allocations following an allocation run. Identifies costs that have not been allocated to a cost center.	TL	Preferred		
6.47	Inventory Date Billing Assurance Test – [Line, Trunk, Circuit, Toll-Free, DID, Wireless, Port, PVC] Alerts to charges for periods outside of the valid billing date range for a line.	TL	Desired		

6.0	Audit	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
6.48	Prorated Charges Assurance Tests – [Circuits, Port, Private Line] Alerts if prorated billing was not received for detected access circuit connects and/or disconnects.	TL	Desired		
6.49	Unknown Inventory Billing Test – Alerts to billing activity against items not recognized as part of telecommunications inventory.	TL	Desired		
6.50	Unbilled Inventory Assurance Test – [Lines, Trunks, Toll-Free, Access, DID, Wireless, Port] Alerts to inventoried items which have not been recently billed.	TL	Desired		
6.51	Taxes - Federal, Local and State taxes	TL	Required		
6.52	Universal Service Fund by Product	TL	Desired		
6.53	Detail your optimization capabilities and provide samples of your reporting of these findings. It is our expectations that optimizations will be conducted on a rolling 3 months.	SM	Required		

7.0	Reporting	Tool (TL) / Service Management (SM) Indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
7.1	Ability to report on the following:	TL			
7.2	Exceptions & variances	TL	Required		
7.3	Audit alert summary	TL	Preferred		
7.4	Inventory by location(s)	TL	Required		
7.5	Casual billing	TL	Required		
7.6	Spend and usage	TL	Required		
7.7	Account level spends	TL	Required		
7.8	Monthly spend by products	TL	Required		
7.9	Monthly spend by call types	TL	Required		
7.10	Carrier spend summary	TL	Required		
7.11	Vendor scorecards	TL	Desired		
7.12	Invoice reports	TL	Required		
7.13	Allocation reports	TL	Required		
7.14	Ability to report on telecom spend by:	TL			
7.14.a	>>Vendor	TL	Required		
7.14.b	>> Period	TL	Required		
7.14.c	>> Contract MARC	TL	Required		
7.14.d	>> Business unit	TL	Required		
7.14.e	>> Location	TL	Required		
7.14.f	>> By service type	TL	Required		
7.14.g	>> By product	TL	Required		
7.14.h	>> By component (inventory item)	TL	Required		
7.15	Ability to report on Bill Validation by:	TL			
7.15.a	>>Total errors	TL	Required		
7.15.b	>> Total dollars in error	TL	Required		
7.15.c	>> By vendor	TL	Required		
7.15.d	>> By period	TL	Required		
7.15.e	>> By contract	TL	Required		
7.15.f	>> By business unit	TL	Required		
7.15.g	>> By location	TL	Required		
7.15.h	>> By service	TL	Required		
7.15.i	>> By product	TL	Required		
7.15.j	>> By component (inventory item)	TL	Required		
7.16	Ability to track Adjustments by:	TL			
7.16.a	>> Short pays	TL	Required		
7.16.b	>>Credits	TL	Required		
7.16.c	>>Items awaiting resolution	TL	Required		
7.17	Ability to provide a variance report to be submitted for review with the payment file	TL	Required		
7.18	Ability to provide an allocation report showing all allocation activity and results	TL	Required		
7.19	Ability to provide reports on a monthly or more frequent basis	TL	Required		
7.20	Ability to create report distribution lists to one or multiple contacts	TL	Required		
7.21	Ability to provide web based access to reporting	TL	Required		
7.22	Third party Billing Amounts	TL	Required		
7.23	Third Party Contact info and Company name i.e. ZPDI or OAN	TL	Required		
7.24	Reporting by Bandwidth and Circuit Size	TL	Required		
7.25	Reporting by Billing Name and Address by Carrier	TL	Required		

7.0	Reporting	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
7.26	SLA Credits by Vendor	TL	Required		
7.27	Late Payment Fees by Vendor	TL	Required		
7.28	Late Payment Fees by Commission's Account Codes	TL	Required		
7.29	Voice Reporting - Calls, MOUS and Amounts in Local Currency	TL	Required		
7.29.a	Interstate - US to US	TL	Required		
7.29.b	Intrastate - US to US	TL	Required		
7.29.c	US Origination - International Termination by Country	TL	Required		
7.29.d	US Origination - International Mobile Termination	TL	Required		
7.29.e	International Origination US Termination - By Country	TL	Required		
7.29.f	International Origination International Termination - Country	TL	Required		
7.29.g	International Mobile Origination	TL	Required		
7.29.h	Please provide a list of all available standard reports as well a sample copy of each.	SM	Required		
7.29.i	What capabilities does your system have in regards to providing a "data warehouse" or the ability to pull raw data from your system to be imported into another a tool for analysis.	TL	Required		
7.30	What fields are included in your wireless reporting?	TL	Required		
7.31	What are your abilities to provide "Real Time Usage" for wireless. We are wanting to understand what type of reporting can you provide as far as usage prior to receiving the monthly billing from the provider of services.	TL	Required		
7.32	Does your system provide monthly statements to the users while showing them how they compare to their peers? Does it also give them recommendations on how to manage their particular bill? What are the languages options for these reports?	TL	Required		
7.33	How do you manage data privacy when bringing bills from over 80 countries into your system?	TL	Required		
7.34	Describe your capabilities to provide a monthly statement to the end user for wireless services.	SM	Required		
7.35	What are your capabilities to customer customize the statements	SM	Required		
7.36	Describe your ability to provide monthly statements for the managers showing their teams usage	TL	Required		
7.37	If Commission decide to change MNO and this involves an new service number being allocated (due to local porting law for example) how is the relationship shown on your system. So would we see history from both providers and also would it show as one asset or two	TL	Preferred		
7.38	How does your system report mobile charge categories to end users, i.e. in standard industry acronym terms (e.g. TON,TOF,DAT) or in meaningful terms (e.g., Voice calls to fixed lines)	TL	Preferred		
7.39	Describe your adhoc reporting capability as well as what is your commitment to turn around a deliverable once the level of effort has been agreed upon.	SM	Preferred		

8.0	Wireless	Tool (TL) / Service Management (SM) Indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
8.1	Detail what differentiates you from your competitors.	SM	Required		
8.2	How do you identify a "true" cost per minute?	SM	Required		
8.3	Detail what strategies you would implement to control costs at Commission.	SM	Required		
8.4	Detail how your company would handle device imaging and software installs.	SM	Required		
8.5	Describe your system's ability to consolidate all of Commission's mobile devices and services into one centralized web-based solution.	TL	Required		
8.6	Detail how you would analyze usage patterns and how optimizations would be performed.	SM	Required		
8.7	Describe your process for making monthly rate plan change recommendations based upon Commission's negotiated rates with each mobile carrier.	SM	Required		
8.8	What reporting is available to the end users about their wireless services usage and costs?	TL	Required		
8.9	What data are you able to collect for Asset Management and what reports are available to Commission management on this data?	TL	Required		
8.10	What is your approach to pooling of minutes? What types of rate plans do you recommend and why?	SM	Required		
8.11	How does your company stay informed about new rate plans, promotions, devices, and information from carriers? How is this information relayed to Commission?	SM	Required		
8.12	Describe how you would decide what rate plan to place new users on.	SM	Required		
8.13	Describe any notification options that the end user might receive about usage, costs, etc.	TL	Required		
8.14	Provide your help desk metrics for the following: Average rings to pick up call, average to calls answered live, abandoned calls, and problem resolution on the first call.	SM	Required		
8.15	What are the standard hours of operation for your help desk and what options are available outside of the standard hours?	SM	Required		
8.16	Describe your bill auditing capabilities.	SM	Required		
8.17	How are your Customer Service Representatives trained on new accounts, new devices, new rate plans, etc.?	SM	Required		
8.18	Who would be responsible for the implementation if your solution were to be chosen? Provide an organizational chart depicting your proposed Commission team.	SM	Required		
8.19	Do you provide any training documentation or guides for end users?	SM	Required		
8.20	Are you able to provide detailed instructions to the end user for Commission specific end users? How would you communicate these instructions?	SM	Required		
8.21	Provide an implementation guide with dates and resources required for an implementation of Commission's size.	SM	Required		
8.22	Describe your security procedures to ensure that the Commission data is secure.	SM	Required		
8.23	Describe how end users will be "authenticated" upon entering your system.	TL	Required		
8.24	Is a password necessary for your system? Please explain.	TL	Required		
8.25	Describe your equipment redundancy, data backup, site survivability, and service continuity.	SM			
8.26	Does your system consolidate content from a variety of carriers and facilitate comparison shopping?	TL	Required		
8.27	Can your procurement system route order directly to carriers? Please describe process.	TL	Required		
8.28	What carriers are you able to support in a web-based Procurement Portal?	SM	Required		
8.29	Describe in detail your Mobile Life Cycle Management program.	SM	Required		
8.30	How many total lines did your company manage in 2013? How many lines did you manage in 2014?	SM	Required		
8.31	How many lines does your largest client have?	SM	Required		
8.32	Describe Service Level Agreements	SM	Required		
8.33	Describe your device break, fix and maintenance program	SM	Required		
8.34	Describe your Mobility Administration offerings. Highlight why Commission would move Mobility Administration to your company	SM	Required		
8.35	Describe the services that you provide concerning Procurement of Wireless Services.	SM	Required		
8.36	Describe your help desk offerings	SM	Required		

8.0	Wireless	Tool (TL) / Service Management (SM) Indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
8.37	Describe your offering in bill auditing and reporting	SM	Required		
8.38	To what extent can your website be customized?	TL	Required		
8.39	What fields are captured for your wireless service within your standard package?	TL	Required		

9.0	Tech	Tool (TL) / Service Management (SM) indicator	Priority (Required Desired Preferred)	Yes, No or Yes, but with system modification	Bidder Response
9.1	The tools must be Web Enabled. At a minimum the tool must be able to be accessed through the latest browsers. Please list the browsers you support.	TL	Required		
9.2	The tool has the capability to "customize" what can be ordered and from whom based on contractual agreements.	TL	Required		
9.3	The application is flexible enough to meet future changes to business requirements.	TL	Required		
9.4	The application must be scalable without impact to performance.	TL	Required		
9.5	The application has backup support capability and periodic tests are conducted to ensure disaster recovery exists.	TL	Required		
9.6	The tool must have the ability to archive data. How long do you keep history within the system and once it is archived how would that be reloaded when needed for analysis?	TL	Required		
9.7	Describe how your design has addressed the ease of use for the users.	TL	Required		
9.8	If a request or order is rejected, the requestor can modify rather than create a new request.	TL	Required		
9.9	Application must contained detailed (down to field level) help documentation	TL	Required		
9.11	Users can save drafts of requests and orders and modify them later, or use these drafts as templates for future orders.	TL	Required		
9.12	Users can print orders in their complete form.	TL	Required		
9.13	Users must be able to query in each module of the application. Are all field able to be included in the query?	TL	Required		
9.14	Ability to bulk upload circuit information	TL	Required		
9.15	Inability to delete record	TL	Required		
9.16	Ability to Archive recurs of decommissioned circuits	TL	Required		
9.17	Workflow				
9.18	The tool must allow Commission users to track the progress of requests and orders against contractual SLAs and client expectations.	TL	Required		
9.19	The ability to customize the tool to support regional and customer specific contractual requirements.	TL	Required		
9.20	The tool has appropriate capabilities to handle process exceptions and rejections.	TL	Required		
9.21	The tool allows users to log comments, post status and update milestones for requests and orders.	TL	Required		
9.22	The tool has the ability to request circuits, services and resources from Telco's.	TL	Required		
9.23	Application can send escalation notices if establish ordering time lines are missed.	TL	Required		
9.24	Graphical representation of workflow should be available	TL	Required		
9.25	The workflow should be highly parameter driven, so that the users can customize the workflow easily.	TL	Required		

Please show how you are inputting the bills into the system (EDI, Web Portal Download, OCR, manual keying, etc.) for each carrier today and your committed timeline for presenting the bills in the system from receipt or availability of the bills.				
Current Service Provider	Process for importing billing from the service providers	Describe any legal constraints for this provider	Describe any local business constraints	Bidder Response
AT&T				
CenturyLink				
Citizens				
Comcast				
Conference Group				
Consolidated				
Crown Castle				
Direct TV				
Frontier				
Language Line				
Laurel Highland				
Level 3				
Sprint				
Verizon				
Windstream				

Please show how you are inputting the bills into the system (EDI, Web Portal Download, OCR, manual keying, etc.) for each carrier today and your committed timeline for presenting the bills in the system from receipt or availability of the bills.

Current Service Provider	Process for importing billing from the service providers	Describe any legal constraints for this provider	Describe any local business constraints	Bidder Response
AT&T Mobility				
Verizon Wireless				

12.0	Description	Tool (TL) / Service Management (SM) Indicator	Deliverable	Client Responsibilities	Solution Provider Responsibilities
12.1	Implementation				
12.1a	Describe your Managed Services implementation process. Please detail all the steps you will follow with showing the step along with its deliverable and the client responsibilities as well as your responsibilities.	SM			
12.1b	Timeline for implementation of your Managed Services	SM			
12.1c	What are you SLA's around implementation	SM			
12.1d	Build the inventory	SM			
12.1e	Validate the inventory to the bills	SM			
12.1f	Integrate to the commission's SAP AP system	SM			
12.1g	Integrate with the commission's HR systems (SAP HCM and SuccessFactors)	SM			
12.1h	Setup the SSO	SM			
12.1i	Loading of current contracts / rates for validation	SM			
12.2	Invoice Processing				
12.2a	Describe your Managed Services invoice processing. Please detail all the steps you will follow with showing the step along with its deliverable and the client responsibilities as well as your responsibilities.	SM			
12.2b	Setup to EDI and other electronic billing delivery	SM			
12.2c	Processing of paper invoice	SM			
12.2d	SLA's around invoice processing	SM			
12.2e	Receiving of monthly invoices	SM			
12.2f	Missing invoices each month	SM			
12.2g	Dispute Management	SM			
12.2h	Management of errors found	SM			
12.3	Inventory				
12.3a	Describe your Managed Services inventory management process. Please detail all the steps you will follow with showing the step along with its deliverable and the client responsibilities as well as your responsibilities.	SM			
12.3b	Management of missing inventory items	SM			
12.3c	Management of incorrect pricing	SM			
12.3d	Vendor Management	SM			
12.4	Provisioning				
12.4a	Describe your Managed Services inventory management process. Please detail all the steps you will follow with showing the step along with its deliverable and the client responsibilities as well as your responsibilities.	SM			
12.4b	Provisioning of new services	SM			
12.4c	Changes to existing services	SM			

12.4d	Cancellation of current services	SM			
12.4e	Placement of orders to vendors	SM			
12.4f	Catalog creation and maintained for wireless devices	SM			
12.4g	Creation of tariff tables for support of the catalog	SM			
12.5	Audit				
12.5a	Describe your Managed Services for Audit management process. Please detail all the steps you will follow with showing the step along with its deliverable and the client responsibilities as well as your responsibilities.	SM			
12.5b	Optimization of current services	SM			
12.5c	Identify of low or no usage on a service	SM			
12.5d	Validation of contract or tariff pricing	SM			
12.5e	Proposing of new services or technologies	SM			
12.5f	Monitor of optimization orders being processed	SM			
12.5g	Tracking of realization of optimization orders	SM			
12.6	Reporting				
12.6a	Describe your Managed Services reporting process. Please detail all the steps you will follow with showing the step along with its deliverable and the client responsibilities as well as your responsibilities.	SM			
12.6b	Monthly Reporting Package	SM			
12.6c	Tracking of SLA's	SM			
12.6d	Tracking of KPI's	SM			
12.6e	Please provide a sample of your monthly reporting package	SM			
12.7	Governance				
12.7a	Describe your Managed Services governance process. Please detail all the management of Governance along with its deliverable and the client responsibilities as well as your responsibilities.	SM			
12.7b	Governance meetings schedules	SM			
12.7c	Typical agenda	SM			
12.7d	Tracking of action items	SM			
12.7e	Please provide a sample of your governance package	SM			

Proposing Supplier Name:			
--------------------------	--	--	--

Instructions:	
1. Make no changes to Appendix E.	
2. All yellow fields must be filled out completely	
3. Save the workbook and provide it as part of your cost submittal as defined within the Request for Proposals.	

Description	Total Cost
Implementation of Services	\$0.00
Training and Associated Materials	\$0.00

	Monthly	Annualized	3 Year Base Term
TEM Service Fees	\$0.00	\$0.00	\$0.00

Total TEM Services Cost	\$0.00
-------------------------	--------

Addendum No. 1

RFP #16-10350-7384

Telecommunications Expense Management (TEM) Solution Services

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

REVISION

1. The response date referenced in Part I-12 of the RFP has been extended and revised as follows:

To be considered, proposals must be delivered to the Pennsylvania Turnpike Commission's Contracts Administration Department, Attention: Stephanie Newbury, on or before 2:00 PM local time on ~~Thursday, May 5, 2016~~ **Tuesday, May 17, 2016**.

All other terms, conditions and requirements of the original RFP dated March 29, 2016 remain unchanged unless modified by this Addendum.

Addendum No. 2

RFP #16-10350-7384

Telecommunications Expense Management (TEM) Solution Services

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

REVISION

1. The response date referenced in Part I-12 of the RFP has been extended and revised as follows:

To be considered, proposals must be delivered to the Pennsylvania Turnpike Commission's Contracts Administration Department, Attention: Stephanie Newbury, on or before 2:00 PM local time on ~~Thursday, May 5, 2016~~ ~~Tuesday, May 17, 2016~~ **Tuesday, June 7, 2016.**

All other terms, conditions and requirements of the original RFP dated March 29, 2016 remain unchanged unless modified by this Addendum.