

IT Lifecycle LOI Request

The NCDOT Chief Engineer's Office and the IT Department is looking for interest for the services of firm(s)/team(s) to assist with various tasks related to developing audience-specific course materials to train users on business processes as it relates to the associated IT applications and tools. The firm(s)/team(s) will schedule, advertise and deliver courses to end users on a regular basis and develop concise and easy to use audience-specific reference materials.

This endeavor will cover work related to long-rang planning thru design, construction, operations and maintenance. This effort will coincide with the work process improvements being made through Integrated Project Delivery.

The three (3) person core team consisting of a manager and two team leads (preconstruction team lead and construction team lead) will form the initial staff. The core team will report to Ellen Dickson, Manager, Engineering Application Services Unit in DIT Transportation, and will need to be "embedded" consultants as the embedded status is necessary to enable them to have access to the DOT staff network, either in person in the DOT buildings or via VPN.

The efforts and services are explained in further detail below.

General:

- Leverage the limited existing documentation and work closely with NCDOT staff across the central and highway divisions, and IT staff, to understand the processes and IT applications to be documented.
- Consult with the sponsors and advisory board to assess and validate the proposed scope.
- Work with the IPD team to clarify responsibilities and ownership for documentation and process-oriented training.
- Development of training and materials for internal NCDOT staff as well as external partners.
- Development and delivery of a series of courses along with a set of reference materials.
- Tailor training materials and delivery to meet the needs of the specific audience and include an overall context as to what the business processes are meant to accomplish, and why and how they fit into the greater scheme of the transportation project lifecycle.
- Meet monthly with the advisory board to give updates and discuss prioritization.

Team Manager:

- Development of a high-level plan outlining the approach, required staffing, required involvement with existing staff, and a proposed timeline for deliverables based on the business process and not how to use a specific IT tool/application.
- Manage work assignments and schedules for team leads and any additional staff involved in this effort.

Preconstruction Team Lead:

- Development of training materials based on the DIT tools from project initiation through PS&E.

Construction Team Lead:

- Development of training materials based on the DIT tools from project letting through project closeout.

To accomplish these tasks, personnel would need experience in the following areas:

- Broad knowledge of the preconstruction and construction portions of a NCDOT project.
- Project management and general organizational skills
- Development of and delivery of technical training and /or user reference materials

Interested firms shall provide a Letter of Interest (LOI) limited to 3 pages and shall be formatted on 8-1/2" x 11" sheets, single-spaced and one sided. Hyperlinks are not allowed. Resumes shall have the same formatting and are not included in the page count. Resumes are the only pages not included in the page count. LOIs which exceed the page count will not be considered. Subconsultants are allowed. In selecting firm(s)/team(s), the selection committee will take into consideration the qualification information as listed below and will score (on a 10-point scale) the firm/team based on the percentages identified for each.

- Broad experience with and knowledge of the NCDOT transportation lifecycle of a project (40%)
- Experience with development and delivery technical training and/or user reference materials (i.e. written, classroom, webinar, video). (20%)
- Experience of Preconstruction and Construction Team Leads related to the tasks identified (30%)
- Recent, similar experiences which demonstrates the firm's ability to conduct and manage these efforts. (10%)

NCDOT reserves the right to award the entire task order to a single team (Prime and its subconsultant(s)) or to split the task order among multiple teams (Primes and their subconsultants). The Project Management Unit's Planning/Design/GESC Limited Services Contract(s) will be utilized for this assignment. LOIs must be provided as an attachment to an email sent to Ellen Dickson, NC Department of Information Technology – Transportation (ehdickson@ncdot.gov) no later than 5:00 PM, Thursday, May 27, 2021. Please use "IT Lifecycle LOI" as the subject heading in the email and request a return receipt for your records to verify receipt of your submittal. LOIs received after the stated deadline will be considered non-responsive. Please supply any questions to the email address above.

NCDOT has the option to shortlist teams for interviews. If this option is exercised, the shortlist will be announced, and interviews will be scheduled.