REQUEST FOR PROPOSAL/QUOTATION

April 10, 2012

Re: **RFP # IT0412**

Please submit a proposal for Onsite Adobe RoboHelp training.

Include the qualifications of your training organization, three business references, a description of the training course you would conduct, and total pricing for the course.

Direct proposals to—

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Information Technology
New Jersey Department of Community Affairs
101 South Broad Street, PO Box 800
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General Requirements

- Submission deadline: May 15, 2012
- Class duration: Three (3) days
- Location: NJ DCA, 101 South Broad St., Trenton, NJ
- Participants: minimum of three (3) DCA attendees
- Option: possible additional attendees
- Teaching process: On-site instructor
- Learning process: Hands-on participation by attendees in all topics

State of New Jersey Administrative Requirements

CONSOLIDATED DELEGATED PURCHASING AUTHORITY (DPA) FORMS PACKET –
http://www.nj.gov/dca/announcements/pdf/DPA%20Forms%20Packet.pdf

W-9/ QUESTIONNAIRE – required by the State of New Jersey Centralized Accounting System, must be completed by Vendors who intend to do business with the State of New Jersey
http://www.state.nj.us/treasury/omb/forms/pdf/W9.pdf

BUSINESS REGISTRATION CERTIFICATE – required to do business with the State of New Jersey
http://www.state.nj.us/treasury/revenue/busregcert.shtml

AFFIRMATIVE ACTION CERTIFICATE – vendors must have a valid EEO certificate or provide proof that they submitted the application and the $150 fee prior to contract award
http://www.state.nj.us/treasury/purchase/forms/AA_%20Supplement.pdf

Training Course Requirements

At minimum, the course proposed must include the following topics:

- RoboHelp Features and Benefits Overview
  – Technology Overview
  – Defining a Help System
  – Defining the Different Help Systems
  – Describing the Different Output Types
  – Defining HTML
  – Defining HTML-Based Help
  – Defining Microsoft HTML Help
  – Defining Browser-Based Help
  – Defining XML
- Planning a Help System
  – Structure of a Help System
  – Communicating the Message
  – Planning Your Help System
  – Using the Systematic Approach
  – Analyzing Your Audience, Resource, and Constraints
  – Designing a Help System Prototype
  – Developing Your Help System
  – Implementing Your Help System
  – Evaluating the Effectiveness of Your Help System
- Starting a New Project
  – Project Planning
  – Project Background
  – Creating a New HTML Help Project
  – Understanding the Help Authoring Environment
  – Working with the Tag List
  – Setting RoboHelp WYSIWYG as the Default Editor
  – Working with the WYSIWYG Editor
  – Creating a New Topic from the Toolbar
  – Checking Your Settings
  – Adding More Topics
- Working with Files and Folders
  – Project Scenario
  – Working with Folders
  – Opening and Closing Folders
  – Selecting Your Viewing Options
  – Importing HTML Files
  – Importing Microsoft Word Documents
  – Creating Headers and Footers
  – Creating Topic Templates
  – Creating a Header/Footer for Topic Template
  – Applying Topic Templates
  – Creating a New Folder
  – Moving Files In and Out of Folders
  – Deleting Files

- – Importing More Topics
- – Organizing the Project Manager 3
- – Updating the Topics 3
- Working with Styles
  - – Creating Style Sheets
  - – Best Practice for Using Styles
  - – Creating a New External Style Sheet
  - – Defining Styles
  - – Creating a New Style
  - – Attaching a Style Sheet to Several Topics
  - – Using Embedded Styles
  - – Using Inline Styles
  - – Adding Numbered and Bulleted Lists
  - – Formatting with Inline Styles
  - – Spell Checking Your Topic
  - – Previewing Topics
- Creating Basic Links
  - – Linking Topics
  - – Project Update
  - – Dragging and Dropping to Insert Links
  - – Viewing Hyperlinks
  - – Testing Hyperlinks
  - – Dragging and Dropping More Topics
- Adding a Table of Contents
  - – Creating a Table of Contents
  - – Adding Books to the TOC
  - – Adding Pages to the TOC
  - – Dragging and Dropping Pages into the TOC
  - – Rearranging Books and Pages
  - – Automatically Creating TOCs
  - – Using Right-Click Menu to Update TOC
  - – Dragging and Dropping a TOC Page into WYSIWYG Editor
  - – Describing the Merged Help System Feature
- Generating an HTML Help Layout
  - – Project Update
  - – Defining Primary Layouts and Single Source Layouts
  - – Generating Microsoft HTML Help Layouts
  - – Customizing the TOC
  - – Viewing Your HTML Help Primary Layout
  - – Using the Output View Pane
  - – Resolving Broken Links
  - – Generating Your RevizedLayout
- Adding Media
  - – Adding Images to Topics
  - – Dragging and Dropping Images
  - – Adding Horizontal Lines
  - – Using the ReSize Tool

- – Inserting a Resized Image
- Creating an Index
  - – Indexing Guidelines
  - – Strategies for Indexing
  - – Adding Index Keywords Using the Index Designer
  - – Adding Index Keywords Using the Right-Click Menu
  - – Automatically Creating Indexes
  - – Building a Custom Phrase List
  - – Building an Always Ignore List
  - – Confirming Keywords for Each Topic
  - – Automatically Adding Keywords
  - – Viewing the Index
  - – Options while Smart Indexing
  - – Creating Multi-Level Index Entries
  - – Manually Sort the Index
  - – Arranging Keywords with Toolbar Buttons
- Project Review and Distribution
  - – Generating Your HTML Help Primary Layout
  - – Preparing for Reports
  - – Viewing and Printing Reports
  - – Backing Up Your Project
  - – Distributing Online Help
  - – Distributing Microsoft HTML Help
- Generating Printed Documentation
  - – About Single-Source Technology
  - – Planning for Printed Documentation
  - – Opening an Existing Project
  - – Creating Printed Documents
  - – Creating a Duplicate Layout
  - – Generating a PDF Document
  - – Generating Multiple Layouts