



STATE OF ALASKA
Department of Administration
Division of Administrative Services
333 Willoughby Avenue 10th floor
Juneau, AK 99801

Request For Proposals

RFP 2013-0200-1232

Date of Issue: **March 28, 2013**

Title and Purpose of RFP:

COMPREHENSIVE TELECOMMUNICATIONS SERVICES

Offerors Are Not Required To Return This Form.

Important Notice: If you received this solicitation from the State of Alaska's "Online Public Notice" web site, you must register with the Contracting Officer listed in this document to receive subsequent amendments. Failure to contact the Contracting Officer may result in the rejection of your offer.

Bradley Kizer
Contracting Officer
Department of Administration
Division of Enterprise Technology Services
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SECTION ONE INTRODUCTION AND INSTRUCTIONS

1.01 Return Mailing Address, Contact Person, Telephone, Fax Numbers and Deadline for Receipt of Proposals

Offerors must submit written proposals in sealed packages to the Contracting Officer. Proposals **must consist** of two (2) portions:

One (1) original and three (3) copies of their General Proposal, including Attachments A, B & C and;
One Cost Proposal as provided in Attachment D.

The General Proposal and the Cost Proposal **must be sealed separately** (but both can be in the same shipping container) and each must be clearly identified on the outside of its sealed package.

Proposal submission packages must be labeled as follows:

State of Alaska
Department of Administration
Division of Administrative Services
Attention: Bradley Kizer
Request for Proposal (RFP) Number: 2013-0200-1232
Project Name: Comprehensive Telecommunications Services

If using U.S. Mail, use the following address:

State of Alaska
Department of Administration
Division of Administrative Services
P.O. Box 110210
Juneau, AK 99811-0210

If using a delivery service such as Fed Ex or UPS, please use the following address:

State of Alaska
Division of Administrative Services
Commissioner's Office
10th Floor, State Office Building
333 Willoughby Avenue
Juneau, AK 99801

Proposals must be received no later than **4:30 P.M., Alaska Time** on, **May 3, 2013**. Faxed, emailed, and oral proposals will not be accepted.

An Offeror's failure to submit its proposal prior to the deadline will cause the proposal to be disqualified. Late proposals or amendments will not be opened or accepted for evaluation.

Please note that overnight delivery to Alaska rarely occurs.

All questions concerning this RFP must be directed to the Contracting Officer:

Bradley Kizer
Email: bradley.kizer@alaska.gov

The State of Alaska provides one Request for Proposal (RFP). Additional RFPs may be purchased for the cost of reproduction, at \$.25 per page.

1.02 Contract Term and Work Schedule

The contract term and work schedule set out herein represents the State of Alaska's best estimate of the schedule that will be followed. If a component of this schedule (such as the opening date) is delayed, the rest of the schedule will be shifted by the same number of days.

The length of the contract will be for three (3) years from the date of award with a single, three (3) year optional renewal. Renewal options will be exercised solely by the state.

Unless otherwise provided in this RFP, the state and the successful contractor agree: (1) that any holding over of the contract excluding any exercised renewal options, will be considered as a month-to-month extension, and all other terms and conditions shall remain in full force and effect and (2) to provide written notice to the other party of the intent to cancel such month-to-month extension at least thirty (30) days before the desired date of cancellation.

The approximate contract schedule is as follows:

- Issue RFP **March 28, 2013**;
- Pre-Proposal Conference **April 15, 2013**;
- Deadline for receipt of proposals 1:30 pm, Alaska Time, **May 3, 2013**;
- Contract start **July 1, 2013**;

1.03 Purpose of the RFP

The Department of Administration, Enterprise Technology Services (ETS), is soliciting proposals in an effort to establish a contract for a variety of telecommunications related services in support of the State of Alaska's converged network technologies that include; voice, data, and video hardware and software, within the state's network infrastructure.

Cisco Systems hardware and software are the designated standards for many components of the state's network infrastructure. In order to be considered responsive to this RFP, the Offeror must offer, and have experience with, Cisco Systems hardware and software products.

The request of telecommunications supplies, services, hardware and software, will be through discussion on individual Work Order at time of request with state agencies on an as-needed basis. Periods of Work Orders may range from one day to several months at a time; however, there are no expressed or implied guarantees regarding the amount of personnel, services, time, and/or supplies that will be required. The state does not guarantee a minimum or maximum purchase from the contract awarded from this RFP, **as specified in Section 1.04.**

It is not the intent of this RFP to contract out services currently assigned to positions within state government or replace any employees or positions within state government. Contractual services will be used when state personnel cannot perform the services themselves.

The contract established will be available to all Executive Branch Agencies within the State of Alaska. In addition, all other State of Alaska governmental entities may, upon mutual agreement with the contractor, purchase from this contract, such as the Alaska Legislative Branch, the Alaska Court System, the University of Alaska, Boards and Commissions, and all State of Alaska political subdivisions such as; independent post-secondary, secondary and elementary educational institutions, school districts, cities, and boroughs.

The contract resulting from this RFP will be non-mandatory for State of Alaska Executive Branch agencies. The State reserves the right to procure telecommunications related services and supplies from other sources.

1.04 Budget

Based on historical costs, the budget is estimated to be between \$3,000,000 at minimum and \$50,000,000 at maximum for the duration of this contract including all renewal options. All contract funding is contingent upon appropriation to individual state agencies from the Alaska Legislature. The state does not guarantee any minimum or maximum amount of available funding or work resulting from this contract.

1.05 Location of Work

The location(s) the work is to be performed, managed, and completed will vary. ETS anticipates that most of the work that the contractor will perform will be done at State of Alaska facilities located in Anchorage and Juneau, Alaska. However, other state agencies that may request work, service, and supplies have offices that are throughout the state of Alaska. All work locations will be defined in each individual Work Order by the requesting agency.

Depending upon the nature of the work being performed, the State may supply access to State resources (including machine time, disk storage, and printer facilities) and temporary on-site work space and/or access to facilities required for performing assigned tasks.

By signature on their proposal, the Offeror certifies that all services provided under this contract by the contractor and all subcontractors will be performed in the United States.

If the Offeror cannot certify that all work will be performed in the United States, the Offeror must contact the Contracting Officer in writing to request a waiver at least 10 days prior to the deadline for receipt of proposals.

The request must include a detailed description of the portion of work that will be performed outside the United States, where, by whom, and the reason the waiver is necessary.

Failure to comply with this requirement or to obtain a waiver may cause the state to reject the proposal as non-responsive, or cancel the contract.

1.06 Human Trafficking

By signature on their proposal, the Offeror certifies that the Offeror is not established and headquartered or incorporated and headquartered in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.

The most recent United States Department of State's Trafficking in Persons Report can be found at the following website: <http://www.state.gov/g/tip/>

Failure to comply with this requirement will cause the state to reject the proposal as non-responsive, or cancel the contract.

1.07 Assistance to Offerors with a Disability

Offerors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the contracting officer no later than ten days prior to the deadline for receipt of proposals.

1.08 Required Review

Offerors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and objectionable material must be made in writing and received by the Contracting Officer **at least ten (10) days before** the proposal opening. This will allow issuance of any necessary amendments to correct the material. It will also help prevent the opening of a defective solicitation and exposure of Offeror's proposals upon which award could not be made. Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the contracting officer, in writing, **at least ten (10) days before** the time set for opening.

1.09 Questions Received Prior to Opening of Proposals

All questions must be in writing and directed to the issuing office, addressed to the Contracting Officer.

Two types of questions generally arise. One may be answered by directing the questioner to a specific section of the RFP. The other questions may be more complex and require a written amendment to the RFP. The Contracting Officer will make that decision.

1.10 Amendments

If an amendment is issued, it will be provided to all who were mailed a copy of the RFP and to those who have registered with the Contracting Officer as having downloaded the RFP from the State of Alaska Online Public Notice web site.

1.11 Alternate Proposals

Offerors may only submit **one (1) proposal** for evaluation.

In accordance with 2 AAC 12.830, alternate proposals **(proposals that offer something different than what is asked for) will be rejected.**

1.12 Right of Rejection

Offerors must comply with all of the terms of the RFP, the State Procurement Code (AS 36.30), and all applicable local, state, and federal laws, codes, and regulations. The contracting officer may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of the state. If an Offeror does so, the contracting officer may determine the proposal to be a non-responsive counter-offer and the proposal may be rejected.

Minor informalities that:

- do not affect responsiveness;
- are merely a matter of form or format;
- do not change the relative standing or otherwise prejudice other offers;
- do not change the meaning or scope of the RFP;
- are trivial, negligible, or immaterial in nature;
- do not reflect a material change in the work; or
- do not constitute a substantial reservation against a requirement or provision;

may be waived by the Contracting Officer.

The state reserves the right to refrain from making an award if it determines that to be in its best interest. A proposal from a debarred or suspended Offeror will be rejected.

1.13 State Not Responsible for Preparation Costs

The state will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

1.14 Disclosure of Proposal Contents

All proposals and other material submitted become the property of the State of Alaska and may be returned only at the state's option. AS 40.25.110 requires public records to be open to reasonable inspection. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued. Thereafter, proposals will become public information.

Trade secrets and other proprietary data contained in proposals may be held confidential if the Offeror requests, in writing, that the contracting officer does so, and if the contracting officer agrees, in writing, to do so. Material considered confidential by the Offeror must be clearly identified and the offeror must include a brief statement that sets out the reasons for confidentiality.

1.15 Subcontractors

Subcontractors may be used to perform work under this contract. If an Offeror intends to use subcontractors, the Offeror must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors may perform. Subcontractors may be used to meet the minimum requirements **described in Section 2.08**.

If a proposal with subcontractors is selected, the Offeror must provide the following information concerning each prospective subcontractor within five working days from the date of the state's request:

- (a) complete name of the subcontractor;
- (b) complete address of the subcontractor;
- (c) type of work the subcontractor will be performing;
- (d) percentage of work the subcontractor will be providing;
- (e) evidence that the subcontractor holds a valid Alaska business license; and
- (f) a written statement, signed by each proposed subcontractor that clearly verifies that the subcontractor is committed to render the services required by the contract.

An Offeror's failure to provide this information, within the time set, may cause the state to consider their proposal non-responsive and reject it.

After contract award, subcontractors may not be substituted or added without the prior written approval of both the State ETS Division Director and Work Order Manager **defined in Section 1.26**. Except under extraordinary circumstances, such as the loss of an existing resource due to illness or permanent termination, subcontractors

may not be named on any Work Order unless they were approved **at least ten (10) days prior** to the date scheduled for work to begin. During the performance of work made under an individual Work Order, the substitution of an existing subcontractor for another may be made only with prior written approval of both the State Project Manager and Work Order Manager. Additional subcontractors must be approved by both the State Project Manager and Work Order Manager prior to being allocated/selected to work.

1.16 Joint Ventures

Joint ventures are acceptable and may be used to qualify for award under this RFP. If submitting a proposal as a joint venture, a copy of the joint venture agreement which identifies the principals involved and their rights and responsibilities regarding performance and payment must be submitted with the proposal. In addition, the joint venture agreement must specify which one of the venture partners is designated as the managing partner. The managing partner must be the venture's contact point for the state and will be responsible for the venture's performance under the contract.

1.17 Offeror's Certification

By signature on the proposal, offerors certify that they comply with the following:

- (a) the laws of the State of Alaska;
- (b) the applicable portion of the Federal Civil Rights Act of 1964;
- (c) the Equal Employment Opportunity Act and the regulations issued there under by the federal government;
- (d) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government;
- (e) all terms and conditions set out in this RFP;
- (f) a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury;
- (g) that the offers will remain open and valid for at least 90 days; and
- (h) that programs, services, and activities provided to the general public under the resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued thereunder by the federal government.

If any offeror fails to comply with (a) through (h) of this paragraph, the state reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

1.18 Conflict of Interest

Each proposal shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest (e.g., currently employed by the State of Alaska or formerly employed by the State of Alaska within the past two years) and, if so, the nature of that conflict. The Commissioner, Department of Administration, reserves the right to **consider a proposal non-responsive and reject it** or cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause

speculation as to the objectivity of the program to be developed by the Offeror. The Commissioner's determination regarding any questions of conflict of interest shall be final.

1.19 Right to Inspect Place of Business

At reasonable times, the state may inspect those areas of the contractor's place of business that are related to the performance of a contract. If the state makes such an inspection, the contractor must provide reasonable assistance.

1.20 Solicitation Advertising

Public notice has been provided in accordance with 2 AAC 12.220.

1.21 News Releases

News releases related to this RFP will not be made without prior approval of the Commissioner of Administration, and then only in coordination with the project director.

1.22 Assignment

Per 2 AAC 12.480, the contractor may not transfer or assign any portion of the contract without prior written approval from the contracting officer.

1.23 Disputes

Any dispute arising out of this agreement will be resolved under the laws of the State of Alaska. Any appeal of an administrative order or any original action to enforce any provision of this agreement or to obtain relief from or remedy in connection with this agreement may be brought only in the Superior Court for the State of Alaska.

1.24 Severability

If any provision of the contract or agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and, the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

1.25 Federal Requirements

The Offeror must identify all known federal requirements that apply to the proposal, the evaluation, or the contract.

1.26 Definitions

When used in this RFP, the following terms have these meanings:

CCDP: Cisco Certified Design Professional

CCIE: Cisco Certified Internet Engineer

CCNP: Cisco Certified Network Professional

CCSP: Cisco Certified Security Professional

- CCVP:** Cisco Certified Voice Professional
- ETS:** Division of Enterprise Technology Services
- PMC:** Project Management Certifications
- BICSI RCDD:** Building Industry Consulting Services International / Registered Communications Distribution Designer
- CROS:** Cisco Remote Operations Support, remote monitoring and management of a network infrastructure, available in a suite of offerings.
- NOS:** Network Optimization Services offered by Cisco Systems. An effort through a suite of services to optimize an existing network for efficiency.
- Offeror:** A business entity submitting a proposal in response to this RFP.
- Contracting Officer:** The state official who is responsible for the general conduct of this RFP, to ensure that the RFP and the procurements under the contract are conducted in accordance with state law, regulation, policy and procedure, and for overall subsequent contract administration.
- State Project Manager:** The state official appointed to a Work Order by the requesting agency who is responsible for the oversight of that project, to monitor and manage the Work Order through its processes and to ensure that the provisions of the Work Order are being met.
- Work Order (WO):** Individual unit of work or project and associated deliverables within the scope of this contract, made by a state or public agency for a defined scope of work and set of deliverables.
- WO Project Manager:** Contractor representative who has been charged with the responsibilities for managing the delivery of all Work Orders in the Work Order system. This person will prep, administer, number, and supply all Work Orders from Agencies who request a Work Order through the Contractor.
- Work Order Manager:** The state official who is responsible for maintaining the procurements under the contract awarded, ensuring that the Work Orders are conducted in accordance with state law, regulation, policies and procedures, provide final authority for requests, alterations and changes to these procurements, provide mediation and decisions for provision guidance, and that all agreements fall under the provisions of the contract.
- ETS Division Director:** The state official appointed in ETS to review Work Order requests for staff qualifications and network standards for converged, integrated and standardized telecommunication environments.
- Project Team Member(s):** Contractor provided resources for all work assigned to the positions of the resulting contract.

SECTION TWO STANDARD PROPOSAL INFORMATION

2.01 Authorized Signature

All proposals must be signed by an individual authorized to bind the Offeror to the provisions of the RFP. Proposals must remain open and valid for at least 90 days from the opening date.

2.02 Pre-proposal Conference

A pre-proposal conference will be held at **9:30 A.M.** Alaska Standard Time, **April 15, 2013**, in the Division of Administrative Services conference room on the 10th floor of the State Office Building, 333 Willoughby Avenue, in Juneau, Alaska. The purpose of the conference is to discuss the work to be performed with the prospective offerors and allow them to ask questions concerning the RFP. Questions, answers, and any material changes to the RFP will be transcribed and sent to registered offerors as soon as possible after the meeting. For those wishing to participate via telephone, the call in number will be available at a later date.

Offerors with a disability needing accommodation should contact the Contracting Officer **at least two (2) days prior** to the date set for the pre-proposal conference so that reasonable accommodations can be made.

2.03 Site Inspection

The state may conduct on-site visits to evaluate the Offeror's capacity to perform the contract. An offeror must agree, at risk of being found non-responsive and having its proposal rejected, to provide the state reasonable access to relevant portions of its work sites. Individuals designated by the contracting officer at the state's expense will make site inspection.

2.04 Amendments to Proposals

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to the state's request in accordance with 2 AAC 12.290.

2.05 Supplemental Terms and Conditions

Proposals must comply with Section **1.11 Right of Rejection**. However, if the state fails to identify or detect supplemental terms or conditions that conflict with those contained in this RFP or that diminish the state's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void. After award of contract:

- a) if conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and
- b) if the state's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.

2.06 Clarification of Offers

In order to determine if a proposal is reasonably susceptible for award, communications by the procurement officer or the proposal evaluation committee are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the procurement officer or the proposal evaluation committee may be adjusted as a result of a clarification under this section.

2.07 Discussions with Offerors

The state may conduct discussions with offerors in accordance with AS 36.30.240 and 2 AAC 12.290. The purpose of these discussions will be to ensure full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the Contracting Officer. Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award by the Contracting Officer. Discussions, if held, will be after initial evaluation of proposals by the PEC. If modifications are made as a result of these discussions they will be put in writing. Following discussions, the Contracting Officer may set a time for best and final proposal submissions from those offerors with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions.

If an offeror does not submit a best and final proposal or a notice of withdrawal, the Offeror's immediate previous proposal is considered the Offeror's best and final proposal.

Offerors with a disability needing accommodation should contact the Contracting Officer prior to the date set for discussions so that reasonable accommodation can be made. Any oral modification of a proposal must be reduced to writing by the Offeror.

2.08 Prior Experience

In order for the proposal to be considered responsive, offerors must provide proof they meet the following minimum requirements:

- 1) Have designed and implemented a Wi-Fi wireless system that incorporates at least one hundred (100) Cisco access points, a wireless controller and/or a WLSE. The solution(s) must have been encrypted with secure access and QoS enabled.
- 2) Have designed and implemented an Internet Protocol Telephony (IPT) solution comprised of Cisco Systems hardware/software that includes Cisco Call Manager servers for call control, Cisco Unity servers for voicemail, Cisco IPCC-X servers for Automatic Call Distribution (call centers), Cisco VoIP phone sets, SRST remote survivability, environmental controls and appropriate termination and integration of analog lines for various equipment at customer sites (i.e. faxes, modems, alarms, paging, etc.).
 - Your project(s) must have included a minimum of 1,000 phone sets in at least 15 different physical facilities, in more than two cities, tied together using WAN links.
- 3) Have designed and implemented P25 Long-Term Evolution (LTE) or other interoperable "radio" solutions.
- 4) Have designed and implemented multiple data centers at all tier institute description levels (i.e. 1-4). Data Center defined under: http://en.wikipedia.org/wiki/Data_center
- 5) Have designed and implemented secure Network solutions that included the deployment of several Cisco advanced security technologies (i.e. VPN, Firewalls, DMZ tools, ISE, IDS, etc.) scaled to support 20,000 concurrent users.
- 6) Have designed and implemented security systems for data centers, DMZ's, facilities, office buildings, etc.
- 7) Have designed and implemented a Storage Area Network (SAN) or Network Attached Storage (NAS) storage solution that is at least 2TB in size that serves multiple servers in multiple locations.
- 7) Be a Cisco Gold Partner. Proof of Cisco Gold Partnership is required.

Special Experience and Certification Requirements

Contractor shall hold the following specializations and Authorized Technology Provider certifications:

BISCI: Registered Communications Distribution Designer (RCDD)

Cisco: Gold Partner

Certifications:

- Master Certification in Unified Communications and Security
- CCIE, CCNP, CCNP Security, CCNP Voice, CCDP

Specializations:

- Masters Security, Borderless Network Architecture, Collaboration Architecture, Data Center Architecture, Small Business, Advanced Data Center Networking Infrastructure, Advanced Data Center Storage Networking, Advanced Routing and Switching, Advanced Security, Advanced Unified Communications, Advanced Wireless LAN, Cisco Authorized Unified MeetingPlace Partner

ATPs:

- Cisco TelePresence Video Master, IP Interoperability and Collaboration Systems (IPICS), Outdoor Wireless Mesh, Video Surveillance, Substation Automation, Unified Contact Center Enterprise, Customer Voice Portal, Cisco Learning Solutions Partner.

McAfee: Elite Partner

Certifications:

- Risk & Compliance, Network Defense, Web & Mail Security, Data Protection, System Security

VMware: Premier Level Partner

(Must demonstrate competencies in infrastructure as well as desktop virtualization)

Certifications:

- VCP

Citrix: Gold Partner

Certifications:

- CCEE, CCIA, Citrix XenServer, Citrix NetScaler, CCA

NetApp: Star Partner

Certifications:

- NCIE, All Disciplines, NCDA, NCSA-SAN, ASAP, Authorized Professional Services Partner, Dynamic Data Center Certified

Project Management

Certifications:

- 2 years of Project Management Experience and holds a related Project Management Certification (e.g. PMI, PMP, CPM,)

An Offeror's failure to meet these minimum prior experience requirements will cause the proposal to be considered non-responsive and their proposal will be rejected.

2.09 Evaluation of Proposals

The Contracting Officer, or a procurement evaluation committee (PEC) made up of at least three state employees or public officials, will evaluate proposals. The evaluation will be based solely on the evaluation factors **set out in Section SEVEN** of this RFP.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals

2.10 Vendor Tax ID

A valid Vendor Tax ID must be submitted to the issuing office with the proposal or **within five (5) days** of the state's request.

2.11 F.O.B. Point

All goods purchased through this contract will be F.O.B. final destination. Unless specifically stated otherwise, all prices offered must include the delivery costs to any location within the State of Alaska.

2.12 Alaska Business License and Other Required Licenses

At the time the proposals are opened, all offerors must hold a valid Alaska business license and any necessary applicable professional licenses required by Alaska Statute. Proposals must be submitted under the name as appearing on the person's current Alaska business license in order to be considered responsive. Offerors should contact the Department of Commerce, Community and Economic Development, Division of Corporations, Business, and Professional Licensing, P.O. Box 110806, Juneau, Alaska 99811-0806, for information on these licenses. Offerors must submit evidence of a valid Alaska business license with the proposal. An Offeror's failure to submit this evidence with the proposal will cause their proposal to be determined non-responsive. Acceptable evidence that the Offeror possesses a valid Alaska business license may consist of any one of the following:

- (a) copy of an Alaska business license;
- (b) certification on the proposal that the Offeror has a valid Alaska business license and has included the license number in the proposal;
- (c) a canceled check for the Alaska business license fee;
- (d) a copy of the Alaska business license application with a receipt stamp from the state's occupational licensing office; or
- (e) a sworn and notarized affidavit that the Offeror has applied and paid for the Alaska business license.

You are not required to hold a valid Alaska business license at the time proposals are opened if you possess one of the following licenses and are offering services or supplies under that specific line of business:

- Fisheries business licenses issued by Alaska Department of Revenue or Alaska Department of Fish and Game.
- Liquor licenses issued by Alaska Department of Revenue for alcohol sales only.

- Insurance licenses issued by Alaska Department of Commerce, Community and Economic Development, Division of Insurance.
- Mining licenses issued by Alaska Department of Revenue.

2.13 Application of Preferences

Certain preferences apply to all contracts for professional services, regardless of their dollar value. The Alaska Bidder, Alaska Offeror, and Alaska Veteran preferences are the most common preferences involved in the RFP process. Additional preferences that may apply to this procurement are listed below. Guides that contain excerpts from the relevant statutes and codes, explain when the preferences apply and provide examples of how to calculate the preferences are available at the Department of Administration, Division of General Services' web site:

<http://doa.alaska.gov/dgs/policy.html>

Alaska Products Preference – AS 36.30.332

Recycled Products Preference – AS 36.30.337

Local Agriculture and Fisheries Products Preference – AS 36.15.050

Employment Program Preference – AS 36.30.170©

Alaskans with Disability Preference – AS 36.30.170(e)

Employers of People with Disabilities Preference – AS 36.30.170(f)

The Division of Vocational Rehabilitation in the Department of Labor and Workforce Development keeps a list of qualified employment programs; a list of individuals who qualify as persons with a disability; and a list of persons who qualify as employers with 50 percent or more of their employees being disabled. A person must be on this list at the time the bid is opened in order to qualify for a preference under this section.

As evidence of an individual's or a business' right to a certain preference, the Division of Vocational Rehabilitation will issue a certification letter. To take advantage of the employment program preference, Alaskans with Disability Preference or Employers of People with Disabilities Preference described above, an individual or business must be on the appropriate Division of Vocational Rehabilitation list at the time the proposal is opened, and must provide the procurement officer a copy of their certification letter. Offerors must attach a copy of their certification letter to the proposal. The Offeror's failure to provide the certification letter mentioned above with the proposal will cause the state to disallow the preference.

2.14 Five (5) Percent Alaskan Bidder Preference 2 AAC 12.260 & AS 36.30.170

An Alaska Bidder Preference of five (5) percent will be applied prior to evaluation. The preference will be given to an offeror who:

- (a) holds a current Alaska business license;
- (b) submits a proposal for goods or services under the name on the Alaska business license;
- (c) has maintained a place of business within the state staffed by the offeror, or an employee of the offeror, for a period of six months immediately preceding the date of the proposal;

- (d) is incorporated or qualified to do business under the laws of the state, is a sole proprietorship and the proprietor is a resident of the state, is a limited liability company organized under AS 10.50 and all members are residents of the state, or is a partnership under AS 32.05 or AS 32.11 and all partners are residents of the state; and
- (e) if a joint venture, is composed entirely of entities that qualify under (1)-(4) of this subsection.

Alaska Bidder Preference Affidavit:

In order to receive the Alaska Bidder Preference, proposals must include a statement certifying that the Offeror is eligible to receive the Alaska Bidder Preference in Response Proposal Registration Form (Attachment 2).

If the Offeror is a LLC or partnership as identified in (4) of this subsection, the affidavit must also identify each member or partner and include a statement certifying that all members or partners are residents of the state.

If the offeror is a joint venture which includes a LLC or partnership as identified in (4) of this subsection, the affidavit must also identify each member or partner of each LLC or partnership that is included in the joint venture and include a statement certifying that all of those members or partners are residents of the state.

**2.15 Five (5) Percent Alaska Veteran Preference
AS 36.30.175**

An Alaska Veteran Preference of five (5) percent will be applied prior to evaluation. The preference will be given to an offeror who qualifies under AS 36.30.170(b) as an Alaska bidder and is a:

- (a) sole proprietorship owned by an Alaska veteran;
- (b) partnership under AS 32.06 or AS 32.11 if a majority of the partners are Alaska veterans;
- (c) limited liability company organized under AS 10.50 if a majority of the members are Alaska veterans; or
- (d) corporation that is wholly owned by individuals and a majority of the individuals are Alaska veterans.

Alaska Veteran Preference Affidavit:

In order to receive the Alaska Veteran Preference, proposals must include a statement certifying that the Offeror is eligible to receive the Alaska Veteran Preference in Attachment C.

**2.16 Formula Used to Convert Cost to Points
AS 36.30.250 & 2 AAC 12.260**

The distribution of points based on cost will be determined as set out in 2 AAC 12.260(c). The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the method set out below. In the generic example below, cost is weighted as 40% of the overall total score.

The weighting of cost may be different in this particular RFP. See **Section SEVEN** to determine the value, or weight of cost for this RFP.

EXAMPLE

Formula Used to Convert Cost to Points

[STEP 1]

List all proposal prices, adjusted where appropriate by the application of all applicable preferences.

Offeror #1 - Non-Alaskan Offeror	\$40,000
Offeror #2 - Alaskan Offeror	\$42,750
Offeror #3 - Alaskan Offeror	\$47,500

[STEP 2]

Convert cost to points using this formula.

$$\frac{[(\text{Price of Lowest Cost Proposal}) \times (\text{Maximum Points for Cost})]}{(\text{Cost of Each Higher Priced Proposal})} = \text{POINTS}$$

The RFP allotted 40% (40 points) of the total of 100 points for cost.

Offeror #1 receives 40 points.

The reason they receive that amount is because the lowest cost proposal, in this case \$40,000, receives the maximum number of points allocated to cost, 40 points.

Offeror #2 receives 37.4 points.

$$\begin{array}{r} \$40,000 \\ \text{Lowest} \\ \text{Cost} \end{array} \times \begin{array}{r} 40 \\ \text{Max} \\ \text{Points} \end{array} = 1,600,000 \div \begin{array}{r} \$42,750 \\ \text{Offeror \#2} \\ \text{Adjusted By} \\ \text{The Application Of} \\ \text{All Applicable} \\ \text{Preferences} \end{array} = \begin{array}{r} 37.4 \\ \text{Points} \end{array}$$

Offeror #3 receives 33.7 points.

$$\begin{array}{r} \$40,000 \\ \text{Lowest} \\ \text{Cost} \end{array} \times \begin{array}{r} 40 \\ \text{Max} \\ \text{Points} \end{array} = 1,600,000 \div \begin{array}{r} \$47,500 \\ \text{Offeror \#3} \\ \text{Adjusted By} \\ \text{The Application Of} \\ \text{All Applicable} \\ \text{Preferences} \end{array} = \begin{array}{r} 33.7 \\ \text{Points} \end{array}$$

**2.17 Alaskan Offeror’s Preference
 AS 36.30.250 & 2 AAC 12.260**

2 AAC 12.260(e) provides Alaskan Offerors a ten (10) percent overall evaluation point preference. Alaskan Bidders, as defined in AS 36.30.170(b), are eligible for the preference. This preference will be added to the overall evaluation score of each Alaskan Offeror. Each Alaskan Offeror will receive 10 percent of the total available points added to their evaluation score as a preference.

EXAMPLE

Alaskan Offeror’s Preference

[STEP 1]

Determine the number of points available to Alaskan Offerors under the preference.

Total number of points available - 100 Points

$$\begin{array}{rcccl} \mathbf{100} & \mathbf{x} & \mathbf{10\%} & = & \mathbf{10} \\ \text{Total Points} & & \text{Alaskan Offerors} & & \text{Number of Points} \\ \text{Available} & & \text{Percentage Preference} & & \text{Given to Alaskan Offerors} \\ & & & & \text{Under the Preference} \end{array}$$

[STEP 2]

Add the preference points to the Alaskan offers. There are three Offerors: Offeror #1, Offeror #2, and Offeror #3. Offeror #2 and Offeror #3 are eligible for the Alaskan Offeror’s Preference. For the purpose of this example presume that all of the proposals have been completely evaluated based on the evaluation criteria in the RFP. Their scores at this point are:

- Offeror #1 - 89 points*
- Offeror #2 - 80 points*
- Offeror #3 - 88 points*

Offeror #2 and Offeror #3 each receive 10 additional points. The final scores for all of the offers are:

- Offeror #1 - 89 points*
- Offeror #2 - 90 points*
- Offeror #3 - 98 points*

Offeror #3 is awarded the contract.

2.18 Contract Negotiation

2 AAC 12.315 CONTRACT NEGOTIATIONS After final evaluation, the Contracting Officer may negotiate with the highest ranked Offeror(s). Negotiations, if held, shall be within the scope of the request for proposals and limited to those items which would not have an effect on the ranking of proposals. If the highest-ranked Offeror fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the state may terminate negotiations and negotiate with the Offeror of the next highest-ranked proposal.

If contract negotiations are commenced, they may be held in Juneau, Alaska, at a time and place specified by the contracting officer. The Offeror will be responsible for their travel and per diem expenses.

2.19 Failure to Negotiate

If a selected Offeror:

- fails to provide the information required to begin negotiations in a timely manner; or
- fails to negotiate in good faith; or
- indicates they cannot perform the contract within the budgeted funds available for the project; or
- if the Offeror and the State, after a good faith effort, simply cannot come to terms,

the state may terminate negotiations with the offeror initially selected and commence negotiations with the next highest ranked Offeror.

2.20 Notice of Intent to Award (NIA) — Offeror Notification of Selection

After the completion of contract negotiation the Contracting Officer will issue a written Notice of Intent to Award (NIA) and send copies to all registered offerors. The NIA will set out the names of all offerors and identify the proposal selected for award.

2.21 Protest

AS 36.30.560 provides that an interested party may protest the content of the RFP.

An interested party is defined in 2 AAC 12.990(a) (7) as "an actual or prospective bidder or offeror whose economic interest might be affected substantially and directly by the issuance of a contract solicitation, the award of a contract, or the failure to award a contract."

If an interested party wishes to protest the content of a solicitation, the protest must be received, in writing, by the procurement officer at least ten days prior to the deadline for receipt of proposals.

AS 36.30.560 also provides that an interested party may protest the award of a contract or the proposed award of a contract.

If an offeror wishes to protest the award of a contract or the proposed award of a contract, the protest must be received, in writing by the procurement officer within ten days after the date the Notice of Intent to Award the contract is issued.

A protester must have submitted a proposal in order to have sufficient standing to protest the proposed award of a contract. Protests must include the following information:

- a. the name, address, and telephone number of the protester;
- b. the signature of the protester or the protester's representative;
- c. identification of the contracting agency and the solicitation or contract at issue;
- d. a detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and
- e. the form of relief requested.

Protests filed by telex or telegram are not acceptable because they do not contain a signature. Fax copies containing a signature are acceptable.

The Contracting Officer will issue a written response to the protest. The response will set out the Contracting Officer's decision and contain the basis of the decision within the statutory time limit in AS 36.30.580. A copy of the decision will be furnished to the protester by certified mail, fax or another method that provides evidence of receipt.

All Offerors will be notified of any protest. The review of protests, decisions of the Contracting Officer, appeals, and hearings, will be conducted in accordance with the State Procurement Code (AS 36.30), Article 8 "Legal and Contractual Remedies."

SECTION THREE

STANDARD CONTRACT INFORMATION

3.01 Contract Type

This is a Firm Fixed Price contract. Offerors must offer an hourly rate for each position listed in Attachment D. Hourly rates offered on Attachment D will remain firm until April 1, 2016, thereafter; hourly rates may be adjusted as per the terms of the Contract Price Adjustments.

Contract Price Adjustments

The contractor must request price adjustments, in writing, thirty (30) days prior to April 1st each calendar year and every April 1st thereafter beginning April 1, 2016. Price adjustments will be made in accordance with the percentage change in the U.S. Department of Labor Consumer Price Index (CPI-W) for Urban Wage Earners and Clerical Workers, All Items, Anchorage Area. If a contractor fails to request a price adjustment at that time, the adjustment will not be effective until thirty (30) days after the state receives the contractor's written request.

The price adjustment rate will be determined by comparing the percentage difference between the CPI in effect for the base year six-month average July to December and each July through December six-month average thereafter. The percentage difference between those two CPI issues will be the price adjustment rate. No retroactive price adjustments will be allowed.

State agencies will use the contract resulting from this RFP via individual Work Orders for the professional services requests. Work Orders are units of work or projects and associated deliverables defined by negotiated agreements between the agency and the contractor awarded. The Work Orders may be of any length, up to the duration and/or expiration of the contract. Each Work Order assigned will become a standalone contract between the requesting agency and the contractor and are subject to the provisions under this contract, AS 36.30, 2 AAC 12, AAM 81 and 82, and the state's Standard Agreement Form/Appendix A.

Travel costs **will not** be allowed for work performed in Juneau or Anchorage. All travel related costs for work performed in Juneau and Anchorage must be provided in the "Firm Hourly Rates for Anchorage & Juneau" hourly rates offered on Attachment D. Costs of any necessary travel outside of these two locations must be provided in the "Firm Hourly Rates outside of Anchorage and Juneau" hourly rates offered on Attachment D.

3.02 Contract Approval

This RFP does not, by itself, obligate the state. The state's obligation will commence when the contract is approved by the Commissioner of the Department of Administration, or the Commissioner's designee. Upon written notice to the contractor, the state may set a different starting date for the contract. The state will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by the state.

3.03 Standard Contract Provisions

The contractor will be required to sign and submit the attached state's Standard Agreement Form for Professional Services Contracts (form 02-093/Appendix A). The contractor must comply with the contract provisions set out in this attachment. No alteration of these provisions will be permitted without prior written approval from the Department of Law. Objections to any of the provisions in Appendix A must be set out in the Offeror's proposal.

3.04 Proposal as a Part of the Contract

Part or all of this RFP and the successful proposal may be incorporated into the contract.

3.05 Additional Terms and Conditions

The state reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

3.06 Insurance Requirements

The successful Offeror must provide proof of Workers' Compensation insurance prior to contract approval.

The successful Offeror must secure the insurance coverage required by the state. The coverage must be satisfactory to the Department of Administration Division of Risk Management. An Offeror's failure to provide evidence of such insurance coverage is a material breach and grounds for withdrawal of the award or termination of the contract.

Offerors must review form Appendix B1, attached, for details on required coverage. No alteration of these requirements will be permitted without prior written approval from the Department of Administration, Division of Risk Management. Objections to any of the requirements in Appendix B1 must be set out in the Offeror's proposal in bulleted form of the issue and alteration request/suggestion.

3.07 Contract Funding

Approval or continuation of a contract resulting from this RFP is contingent upon legislative appropriation. Payment is subject to funds that will be identified on an individual Work Order basis.

3.08 Proposed Payment Procedures

The state will make payments based on a negotiated payment schedule agreed to by the state and the contractor in each individual Work Order. Each billing must consist of an invoice and progress report. No payment will be made until the identified deliverables, invoice, and progress report have been approved by the State Project Manager.

However, up to 15% of all payments to the contractor may be withheld, subject to agency's acceptance of deliverable items **as referenced in Section 3.12**. Agencies may choose to withhold for the duration of the Work Order, or for intermediate deliverables, as negotiated during the definition of the Work Order. Holdbacks are not mandatory and are strictly negotiable for each Work Order.

3.09 Contract Payment

No payment will be made until the contract is approved by the Commissioner of the Department of Administration or the Commissioner's designee. Under no conditions will the state be liable for the payment of any interest charges associated with the cost of the contract.

The state is not responsible for and will not pay local, state, or federal taxes. All costs associated with the contract must be stated in U.S. currency.

3.10 Informal Debriefing

When the contract is completed, an informal debriefing may be performed at the discretion of the State Project Manager or Contracting Officer. If performed, the scope of the debriefing will be limited to the work performed by the contractor.

3.11 Contract Personnel

The ETS Division Director and Work Order Manager must approve any changes to the Project Team Members named in the proposal, in advance, and in writing; this includes any changes with subcontractors or joint venture partners. Any personnel changes that are not approved may be grounds for the state to terminate the contract.

Contractor may add qualified employees to the Project Team database at any time, subject to review and approval of the State Project Director and Work Order Manager. If additional Project Team Members are being added to work on a specific Work Order after it was quoted and approved, these must be approved by the State Project Manager and Work Order Manager.

The State Project Manager reserves the right to request alternate contractor staff be assigned in the event of a staff member's failure to perform, inability to communicate effectively, or for other reasons which materially affect the staff member's ability to successfully deliver the required work product, at no additional cost or penalty (fee). If the State Project Manager requests alternate contractor staff under these circumstances, the request must be adhered to by the contractor.

All Contractor staff (including subcontractors and joint venture partners) must:

- Pass Criminal Justice Informations System (CJIS) Background Check
- Successfully complete and maintain a fingerprinted background check and security clearance conducted by the Department of Public Safety.

Some projects may require additional background checks. All background checks are at the responsibility of the Contractor.

3.12 Inspection & Modification – Reimbursement for Unacceptable Deliverables

The contractor is responsible for the completion of all work set out in the Work Order(s). All work is subject to inspection, evaluation, and approval by the State Project Manager and State ETS Division Director. The state may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the Work Order and contract. The State Project Manager and State Project Director may instruct the contractor to make corrections or modifications if needed in order to accomplish the Work Order's and contract's intent. The contractor will not unreasonably withhold such changes. The contractor must adhere to the corrections and/or modifications if not unreasonable upon request, at no additional cost or penalty (fee).

Substantial failure of the contractor to perform the contract may cause the state to terminate the contract. In this event, the state may require the contractor to reimburse monies paid (based on the identified and documented portion of unacceptable work received and may seek associated damages. In addition, a contractor's eligibility to receive future Work Orders may be revoked.

State may specify a waiting period before payment is approved while the deliverables are tested by the agency. This period will be agreed upon by the agency, ETS, and the contractor. The period must be verified

in the Work Order. For the purposes of this RFP and the contract awarded, State defines the waiting period to be a **ten (10) day test period** from receipt and installation of the deliverables listed in said Work Order.

If the product(s) are determined by the agency to be acceptable with no discernible defects, then the agency must pay the contractor within 10 calendar days from the end of the waiting period. If during the period, any defects are found or the product is deemed insufficient, the contractor is required to replace the product(s) to the agency's satisfaction at no additional cost or penalty (fee).

3.13 Termination for Default

If the State Project Director determines that the contractor has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the state may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all of the remaining work. Potential conditions under which termination for default may occur **are discussed in Sections 5.05.04 and 5.05.05.**

This clause does not restrict the state's termination rights under the contract provisions of Appendix A attached.

3.14 Contract Changes – Unanticipated Amendments

During the course of this contract, the contractor may be required to perform additional work. That work will be within the general scope of the initial contract. When additional work is required, the Work Order Manager will provide the contractor a written description of the additional work and request the contractor submit a firm; time schedule and price for accomplishing the additional work. Cost and pricing data must be provided to justify the cost of such amendments per AS 36.30.400.

The contractor will not commence additional work until the Work Order Manager has secured any required state approvals necessary for the amendment and issued a written contract amendment, approved by the Commissioner of the Department of Administration or the Commissioner's designee.

3.15 Contract Invalidation

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.

3.16 Nondisclosure and Confidentiality

Contractor agrees that all confidential information shall be used only for purposes of providing the deliverables and performing the services specified herein and shall not disseminate or allow dissemination of confidential information except as provided for in this section. The contractor shall hold as confidential and will use reasonable care (including both facility physical security and electronic security) to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, the confidential information. "Reasonable care" means compliance by the contractor with all applicable federal and state law, including the Social Security Act and HIPAA. The contractor must promptly notify the state in writing if it becomes aware of any storage, disclosure, loss, unauthorized access to or use of the confidential information.

Confidential information, as used herein, means any data, files, software, information or materials (whether prepared by the state or its agents or advisors) in oral, electronic, tangible or intangible form and however stored, compiled or memorialized that is classified confidential as defined by State of Alaska classification and categorization guidelines provided by the state to the contractor or a contractor agent or otherwise made available

to the contractor or a contractor agent in connection with this contract, or acquired, obtained or learned by the contractor or a contractor agent in the performance of this contract. Examples of confidential information include, but are not limited to: technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data (infrastructure, architecture, operating systems, security tools, IP addresses, etc).

If confidential information is requested to be disclosed by the contractor pursuant to a request received by a third party and such disclosure of the confidential information is required under applicable state or federal law, regulation, governmental or regulatory authority, the contractor may disclose the confidential information after providing the state with written notice of the requested disclosure (to the extent such notice to the state is permitted by applicable law) and giving the state opportunity to review the request. If the contractor receives no objection from the state, it may release the confidential information within 30 days. Notice of the requested disclosure of confidential information by the contractor must be provided to the state within a reasonable time after the contractor's receipt of notice of the requested disclosure and, upon request of the state, shall seek to obtain legal protection from the release of the confidential information.

The following information shall not be considered confidential information: information previously known to be public information when received from the other party; information freely available to the general public; information which now is or hereafter becomes publicly known by other than a breach of confidentiality hereof; or information which is disclosed by a party pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the general public.

SECTION FOUR BACKGROUND INFORMATION

4.01 Background Information

Executive branch state agency Information Technology (IT) related procurements are subject to a variety of Alaska statutes (AS 36.30) and administrative code (2 AAC 12, 15 AAC 112), as well as policies and procedures established by the Chief Procurement Officer. The previous list is not comprehensive and additional regulations, procedures and policies are in place for specific agencies. These laws and processes are in place to ensure that the public interest is protected. However, they are complex and can lead to long, expensive, and staff-intensive efforts to complete procurements for needed services and supplies.

The goal of this procurement is to provide a flexible vehicle to enable State of Alaska IT staff rapidly acquire services in a variety of telecommunications related areas on an as-needed basis without a lengthy procurement process. The Work Orders issued under this contract may be for a specific dollar amount for shorter duration projects with specific deliverables, or may be on a longer-standing, time-and-materials basis.

In Alaska, 80 % of 22,000 State employees and partners are housed in 183 facilities in three core cities, Juneau, Fairbanks and Anchorage. Twenty percent of employees are found in more than 250 remaining facilities outside of these core communities. Four percent of employees are in 31 locations in the fast growing Palmer/Wasilla area and 5% are in 52 locations on the Kenai Peninsula area, including Kodiak. There is a fair sized nomadic population of seasonal, regional or management employees who work between cities and across regions. Over 200 State owned transmission facilities support interconnections between locations where commercial services are not viable.

The State relies heavily upon telecommunications to provide government services to the citizens of Alaska and to facilitate the internal communications necessary to conduct daily business operations.

The States three core cities generally have fair telecommunication facilities, several backbone transport mechanisms with many ancillary systems and services to meet its telecommunications needs. All of these systems and related components are integrated into the converged wide area network system.

In 2005, the State of Alaska completed an initial secure, Information technology plan and standardization based heavily on Cisco Technologies. In 2008, the State of Alaska completed convergence of its data and phone networks in the core cities to a Cisco call manager platform with multiple computer/telephony integration (CTI) applications. One hundred and ten buildings were remediated to modern standards as part of the project. By 2011, the SOA main three data centers were remediated to a tier three status (uptime institute), a relatively modern level.

Although the State of Alaska has generally standardized on a Cisco router / switch network platforms, many elements of the network consist of multiple manufacturer components, integrated into a single, private, wide area network system.

Each year, new facilities and communities along the wide area network path continue to slowly converge physically and logically onto the wide area network.

As convergence and standardization has helped stabilize the delivery of information technology service and reduced the growth rate of cost within the core areas, State agencies have applied similar standards to the extension of their services to rural cities and facilities. Customer demand, regulatory changes, and organizational

staffing continue to drive demand and delivery of cost effective, reliable and available IT services to customers across Alaska. The State of Alaska continues to develop a converged, heavily integrated and standardized telecommunications infrastructure to support the growing demand for improvement and extension of SOA customer services.

Dependent, year over year, on agency budgets and initiatives, the previous contract had established an average 48 work orders per year at an estimated value of between 3 and 4 million dollars a year. Work Orders issued under this contract may be for a specific dollar amount for shorter duration projects with specific deliverables, or may be issued for a longer-standing, time-and-materials basis.

SECTION FIVE SCOPE OF WORK

5.01 SCOPE OF WORK

Telecommunications Services for Converged Networks:

It is the State's intent to establish a strategic partner to help maximize the value of the State of Alaska IT infrastructure by integrating solutions inclusive of Cisco Technologies across the broad spectrum of enterprise solutions that is the State of Alaska converged network.

Vendors are expected to be able to provide a wide range of certified work with standard components. The Contractor must demonstrate their ability to integrate products and solutions from a broad range of potential manufacturers that can add value to the network infrastructure.

For the purposes of this contract, telecommunications services will include: Project Management, Site Assessments, Telecommunications (analysis, planning, and design); Programming, Maintenance to sites requiring upgrades, Documentation, Installation, Implementation, Troubleshooting, Administration, Cisco Systems branded services, temporary staff augmentation and training related to telecommunications.

Specific services, products, and technologies of interest to the state have been identified in the below categories.

5.02 Work Orders

The mechanisms to be used for requesting services and supplies, under the contract awarded from this RFP, will be called "Work Orders" (WO). Each Work Order will vary in duration, scope, and monetary value.

The scope, deliverables, and terms of each Work Order are subject to negotiation at the time of their assignment. Once a Work Order is approved and work has commenced, changes in the scope, deliverables, and completion date may be further modified with mutual consent between the State Project Manager, Work Order Project Manager, and Work Order Manager to meet the State Agency's mission requirements; at which time a "Change Order" will be submitted. Change Orders must be approved by the State Project Manager, Work Order Project Manager, and Work Order Manager, prior to the execution of those changes.

The State is not required to approve changes in scope, deliverables, cost, or end date, unilaterally proposed by the Contractor.

5.02.01 Procedure for Work Order Creation and Assignment

The requesting agency will create a draft Work Order, completing the appropriate sections of a "Work Order Submission Form", and submit it to the Work Order Project Manager (appointed contractor representative). The Work Order Project Manager will review the specifications in the draft Work Order for compliance with established contract terms and conditions, and ensure the information necessary for the Contractor to provide a realistic estimate of costs and staffing requirements for the Work Order, such as; required type(s) of services, expected deliverables, location of work, anticipated time period of performance, and **any construction related services or supplies**. The Work Order Project Manager is responsible for identifying requests that require construction related services, and inform the Work Order Manager immediately. These requests will be processed accordingly under State of Alaska statutes and regulations. The Contractor is not to discuss or engage in direct contact with any contractors for the work needed to be performed.

Project Team Members offered on Attachment D and any needed supplies or equipment will then be proposed by the Offeror in response to a given Work Order.

The State Project Manager on a given Work Order may request resume(s) for previously qualified Project Team Members being proposed, and/or interview them before accepting them as a resource for the specific Work Order being quoted. If a Project Team Member is not approved by the State Project Manager, the contractor will be given an opportunity to submit any supplemental information relevant to establish the Project Team Member's qualifications, or propose another Project Team Member.

The agency may reject candidates with verbal notification. The contractor may request a written explanation of the reasons for rejecting proposed personnel.

The Work Order Manager will maintain a current database of approved Project Team Members. Qualified full or part-time employees of the Offeror or its partners may be proposed or added to the list of approved human resources database at any time, subject to approval of the Work Order Manager.

The contractor may propose to augment their staff with subcontractors for the execution of a Work Order. Any new subcontractors not previously listed and approved **as described in Section 1.15**, will be approved at the sole discretion of the State Project Director and Work Order Manager prior to being allowed for inclusion on the Work Order. All subcontractors will be required to provide a) a letter agreeing to provide services to the prime Contractor for a minimum of one year; b) a valid Alaska Business License; and c) proof of insurance in accordance with Appendix B1 to the Work Order Manager before being approved to work on a Work Order, **and fall under the same guidelines under Section 1.14**.

When a subcontractor(s) is used, the prime Contractor shall maintain primary responsibility and oversight of all work performed, and in delivering a product acceptable to the end-user agency. In most cases, the primary contractor, partnership or joint venture, will be providing the majority (more than 50%) of the necessary expertise.

However; in some cases, specialized subcontractors will be allowed to provide the majority of services required by the Work Order, but the prime Contractor will be required to provide Project Management and Quality Assurance as requested.

Once the draft has been approved by the Work Order Project Manager, they will assign a Work Order Number and send the draft to the State Project Manager and Work Order Manager for review.

The draft Work Order will then be processed as follows:

5.02.02 Work Order Process, Award, and Execution

The Work Order Manager will receive a finalized draft for processing from the Work Order Project Manager that includes:

- Work Order Issued Number
- Scope
- Deliverables
- Timeline
- Estimated/Proposed Project Team Members
- Cost per hour
- Total Cost of Deliverables, and
- Total Cost of the Work Order

The Work Order Manager will review the draft and verify that it meets the original scope and provisions of the

contract, has correct information, and is a completed request.

Once verified and validated by the Work Order Manager, an email will be sent to the Work Order Project Manager, the State Project Manager, and CC any corresponding SOA agency personnel, verifying the provisions of the contract are met and the SOA Agency may now approve the document internally to obtain department/agency final approvals (signatures).

After all signatures are received, the SOA agency will send the finalized Work Order draft to the Work Order Manager for final signature. The Work Order Manager will provide a signed, approved Work Order via email to the SOA Agency, Work Order Project Manager, and any corresponding SOA agency personnel. Work may then commence.

Work will not commence until the Contractor receives the signed approved Work Order, from the Work Order Manager. The Work Order Manager will make the final determination regarding approval of each Work Order for processing. Any work performed in advance of the Work Order approval is **at the Contractor's risk**. Invoices will not be approved for any work that started on any given Work Order prior to the Work Order Manager's approval.

Nothing precludes the Contractor from reducing their hourly rate fees, or the State from negotiating lower hourly rate fees.

In no case will an unqualified Project Team Member perform work on a Work Order, nor will any qualified Project Team Member be paid at a higher hourly rate than they are qualified for, regardless of the type of work being performed.

The project may be broken down by phases into multiple Work Orders at the discretion of the State Project Manager and approval from the Work Order Manager.

Contractor's personnel will ordinarily perform services with minimum interaction with the Work Order Manager. Such interaction will normally be limited to ensuring that deliverables meet the requirements and timeframes of Work Orders, and to coordinating the Contractor's access to needed State resources and information. Contractors are expected to provide their own work space, supplies, equipment, and clerical support unless arranged otherwise at the time of the Work Order's creation. Depending upon the nature of a particular Work Order, the State may supply access to State resources (including machine time, disk storage, and printer facilities) and temporary on-site work space and/or access to facilities required for performing assigned tasks.

5.02.03 Reporting

The Contractor shall provide a monthly comprehensive status report for each active Work Order to the State Project Director and Work Order Manger, with the following:

- Title of Work Order/Work Order Number
- SOA Department/State Project Manager
- Duration of the Project
- Individual Names of Resources Used
- Number of Hours Worked
- Number of Change Orders Submitted
- Total Cost of the Work Order
- Total To-Date Expenditure(s)

5.03 Telecommunications Services

Work Order Categories **are defined in Section 5.03.01** below. Categories define the scope of one or more services to be performed within the broader definition of the Category.

The **Technologies and Services of Interest** listed for each Category are not the definitive and final listing of all technologies covered by the contract. Other work may be performed under a Category provided it falls within the scope of the category and is approved by the State Project Manager and Work Order Manager in the Work Order. Technologies and Services of Interest may be added to Categories as they are developed and become available during the discussions and negotiations with the State Project Manager prior to submitting for approval.

Training services may be performed by the Contractor and/or their subcontractors under any contract resulting from this RFP, provided that the personnel proposed to perform the work are qualified to teach the relevant service and have proven training experience. The proposed resource may be asked to provide certifications and/or documentation to support their experience prior to engaging in any training to State and/or third party persons for any given Work Order, subject to review and approval of the State Project Manager and Work Order Manager.

5.03.01 Telecommunication Services Categories

Category 1: Telecommunications Consultant Services

Provide telecommunication consulting and management services for the planning, cost benefit analysis, design, assessment of configuration and performance, development and implementation of large-scale telecommunications systems and processes including statewide telephone, teleconference, video conference, two-way radio, personal paging systems, broadcasting, multi-protocol data systems, network security, tele-management, and voice/call processing applications. These services may also include; the development, review, recommendation of policies and procedures as well as creating, maintaining, and monitoring project schedules for multiple staff members and agency personnel. Telecommunications Consultant Services shall be performed by personnel with substantial recent technical experience in communications and electronics theory, providing similar services for network/systems comparable to the State of Alaska.

Technologies and Services of Interest:

- Telecommunications Development/Architecture/Systematization
- Telecommunications Business Consulting such as Supply Chain, Staging/Kitting, Asset Management, Logistics/Warehousing, Asset/Life Cycle Management, Equipment Pre-Configuration, Equipment Imaging, Asset Tagging, Burn-In, Remote Access, Reporting, Billing, etc.
- IP Telephony Services (CISCO)

Category 2: Telecommunications Planning, Analysis & Design

Provide telecommunication services involving the planning, analysis, design, documentation, project leadership and installation and/or modification of a wide range of communications systems including; voice, video and data communications via radio, microwave, cable or satellite transmission. These are commonly described as local (LAN), municipal (MAN), and Wide Area Networks (WAN). These services require expertise regarding electromagnetic communications requirements and ability to recommend new methods or revise existing methods of communication to achieve greater economy, efficiency and to eliminate obsolescence. Services shall be performed by personnel with recent experience in advanced telecommunications technologies and in applying innovative approaches for adapting complex communications principles and/or techniques to the unique circumstances of the Alaskan environment.

Technologies and Services of Interest:

- Cisco, Motorola, Harris and Alcatel Technologies
- Interoperability of TDM and WAN packet switching transport technologies

Category 3: Telephone Communications

Provide Cisco Certified Services for Cisco's Architecture for Voice, Video and Integrated Data (AVVID) Infrastructure as referenced in Section 2.08. Certifications to support Cisco's AVVID infrastructure is required. Extensive experience in deploying large scale AVVID installations is required to develop, deploy and support Cisco's Call managers, Unity Voice Mail Servers, IP Contact Centers, ICD Servers, IP IVR Servers, Gateways, Cisco ATA devices and Soft, Wireless & 7900 series IP Phones. Successful design and deployment of Cisco's Survivable Remote Site Telephony (SRST) is required in the AVVID environment to provide VoIP fail-over services. Since this environment is exclusively Cisco's AVVID infrastructure, it is required that Cisco CCNP, CCIE, and other certifications be held by the organization supporting this infrastructure to meet manufacturer support requirements. These vendor certifications include but are not limited to Cisco Gold Certification, IP Telephony Services Certification & Cisco Advanced Technology Provider – IPCC Express Certification.

Technologies and Services of Interest:

- Communications Interoperability – Cisco IPICS, P25, LTE, Satellite, etc.
- Bridging Technologies – Session Initiation Protocol (SIP), Cisco Unified Border Element (CUBE)

Category 4: Radio Communications

Provide technical services that include analysis, design, documentation, project leadership and implementation for two-way radio and broadcast systems. The State of Alaska uses the P25 standard for Trunked Land Mobile Radio Systems. This is a suite of North American digital radio communication standards for digital public safety radio communications. It is likely that LTE, another suite of standards, will slowly supplement P25 over time. Services shall be performed by personnel with recent experience in radio performing activities of increasing complexity.

Technologies and Services of Interest:

- Cisco, Motorola, Harris and Alcatel Technologies
- TIA 102-P25 and Trunked Mobile Systems
- Interoperability tools for these systems: Cisco IPICS, p25, LTE
- Broadcast Systems

Category 5: Data Communications

Provide technical services that include the analysis, design, documentation, troubleshooting, implementation and operation of data networks in a large Wide Area Network enterprise environment (WAN) as well as at a Local Area Network environment (LAN). Services shall be performed by personnel with extensive technical background, data communications experience in TCP/IP, and routing analysis of; BGP, MPLS, EIGRP, RIP OSPF, HSRP and ATM protocols. Extensive experience in designing, implementing, and operating high-end enterprise networks is required. Experience must include implementing Cisco's Suite of routers and Layer 2 & 3 switches including but not limited to; 7500, 7200, 3600, 2600, 6500 & 4500 series equipment.

Extensive experience is required in order to design, develop, and deploy Quality of Service mechanisms such as; Classification of Traffic, Prioritization, Queuing, Traffic Shaping, and Compression Efficiencies such as G.711 & G.729. Experience is also required in deploying large scale enterprise Multi-Protocol networks that support Voice, Data & Video applications. Experience must include the successful design and implementation of these networks utilizing Cisco AVVID framework for networks.

Technologies and Services of Interest:

- Cisco Technologies
- Alaska Land Mobile Radio (ALMR) migration of circuit switched network to packet switched network
- Public Broadband
- Security Technologies: Physical, Network, Endpoint, Application, Management, Etc.
- Router/Switch configuration/BGP

Category 6: Data Center Solutions

Provide data network services that include planning, analysis, design, programming, documentation, installation, implementation, “trouble-shooting” and training related to LAN and/or WAN. Services shall be performed by personnel with recent experience performing network activities of increasing complexity. These include but are not limited to; Datacenter Networking, Cisco Unified Computing System (UCS), Private Cloud (w/Flex pod) Inc., NetApp, IBM, Dell, Virtualization (Server, VDI, Application), Citrix, VMware, Unified Compute, Storage Area Networks – NetApp, Storage Architectures – NetApp, Disaster Recovery, Datacenter plant facilities (environmentals).

Category 7: Local Area Network

Provide data network services that include planning, analysis, design, programming, documentation, installation, implementation, “trouble-shooting” and training related to local area networks and/or wide area networks. Services shall be performed by personnel with experience performing network activities of increasing complexity within the past twelve (12) months. Experience with multiple protocols, topologies, and architectures is preferred. Experience with applications, protocols, and appropriate certifications are desirable.

Technologies and Services of Interest:

- Facility Infrastructure ((EIA/TIA 942, Uptime Institute, BISCII etc.)
- Electrical design – power distribution inc. shore, generators, ups and other power components
- HVAC systems
- Seismic/ISO Base
- Physical Security – access control, camera & management systems
- Communication closet construction – main & intermediate distribution frame rooms
- Building systems & wiring: ANSI/NECA/BICSI 568-2006
- Fire Alarm and Suppression systems
- Systems Monitoring

5.04 Responsibilities of the Contractor

5.04.01 Internal Quality Assurance and Progress Monitoring

The Offeror shall provide Project Management and Quality Assurance processes to insure that the quality of deliverables are acceptable to the State, provide routine status reports on a basis determined in the Work Order, or as requested by the State Project Manager /Work Order Manager. The state considers these to be standard administrative activities for a professional services provider. The costs for these services should be included in the proposal pricing as part of the basic service rate. Extraordinary project management services may be negotiated during Work Order creation on an hourly basis for certain types of projects.

5.04.02 Preparation of Deliverables

Specific deliverables will be identified on Work Orders and may consist of written reports, source codes, application documentations, etc. The Contractor is responsible for all aspects of deliverable preparation. If a written report is required, the Contractor is responsible for writing, printing, and delivery of draft and final reports in the Work Order to the State Project Manager. The Offeror must provide draft copies of each written deliverable prior to publishing a final Work Order draft. The state agency will review the draft material and return comments (if and when applicable) within 15 days. A final project deliverable shall not be published until the State Project Manager approves a draft version as ready for final approval.

5.04.03 Work Order Issues and Informal Dispute Resolutions

State law provides for a formal process to resolve Contractor claims under AS 36.30.620-630. However, to expedite resolution of issues and avoid a potentially long process, the contractor may choose to request review of

perceived failure on the State's part to provide agreed upon resources, comply with contractual agreements made under a Work Order, or client's refusal to accept deliverables. Such requests for review must be made in writing within 30 days of perceived failure, to the State Project Manager.

Disputes related to assignment, performance, cost, delays, staffing, or definition and acceptance of deliverables on Work Orders will be handled between the agency's State Project Manager and the contractor's Work Order Project Manager. If mediation is unsuccessful, the Work Order may be cancelled and the Contractor may submit a claim in accordance with AS 36.30.620-632.

All informal disputes will be handled by the State Project Manager per individual Work Order issued. Should an informal dispute require further action, the contractor may submit a claim in accordance with AS 36.30.620-632.

5.05 Responsibilities of the State

5.05.01 Vendor Negotiation

The State Project Manager will ensure that agencies negotiate Work Order scope and costs. Agencies seeking multiple simultaneous estimates for a service or project will be directed to proceed with agency-level procurement under standard, independent state procurement statutes and regulations.

5.05.02 Work Order Clarification and Facilitation

The Work Order Manager will ensure that both parties (Contractor and Agency) agree on Work Order scope, schedules, staffing and deliverables before work begins; that responsibilities of the Contractor and the State agency requesting the Work Order are clear, and that Work Order performance is measurable. The Work Order Manager will assure that primary Contractor and State roles and staff are identified (State Project Manager, WO Project Manager, Contractor primary contact, state employee responsible for sign-off and acceptance of deliverables, etc.).

The State Project Manager will be responsible for delivery of State resources and State personnel needed to fulfill Work Order requirements. The State Project Manager will receive all project deliverables and coordinate their review and final acceptance by the State.

The Work Order Manager will review Work Orders to ensure that they are on schedule and within cost. In the event that a Work Order is off track, or in the event that a complaint is received from either the State Project Manager or the Contractor that either party is failing to meet its contracted responsibilities, the Work Order may be cancelled at that time by either the state or the contractor. At no point will the state incur any additional fees or assessment fees associated with a Work Order that is cancelled (including deliverables, materials, resource hours, etc.) unless negligence by the state is deemed the cause, at which point the discussions and resolutions will be held between the requesting agency's State Project Manager and the Work Order Project Manager for resolution.

5.05.03 Monitoring

The Work Order Manager will monitor and maintain information regarding Contractor and agency performance on Work Orders. Performance will be measured by adherence to schedule and budget, Contractor and agency responsiveness to communications, customer satisfaction with deliverables, Contractor reports on agency issues, and numbers and types of disputes.

The Work Order Manager will note changes in Contractor staff, subcontractor or partnership agreements, licensing, corporate financial stability, or other matters relevant to the Contractor's capability to fulfill its obligations. If such changes substantially reduce the Contractor's ability to qualify for the Category for which they have received award under this RFP, the Contract may be terminated in part or in whole. This decision will in no way affect the Contractor's right to respond to other State procurements.

The State Project Manager will submit a report for the above, **within ten (10) days** of the completion of each

project to the Work Order Manager/Work Order Project Manager.

5.05.04 Termination for Cause

The State may, by providing written notice to the Contractor, terminate the Contractor's right to proceed with part or all of the remaining work on a Work Order for cause.

The Work Order Manager will have the final decision if termination of a Work Order is warranted. The State Project Manager will provide all supporting documentation required to the Work Order Manager to prepare a written determination. If the contractor is subject to such an action they will be notified and provided with a copy of the documentation. The contractor will be granted ten (10) working days from receipt to provide written statements describing their position on the issues. Further clarification may be requested by the Work Order Manager before a final decision is made. The Work Order Manager will notify all parties in writing of the final decision.

There are various possible causes for contractor default. The following list is intended to provide some of the possible causes of default but is not limited to the contents therein. For the purpose of this RFP and the contract awarded, the state defines the term "key" to mean the resources listed in the Work Order. The state reserves the right to consider the contractor to be in default:

- Refusal to complete the work for which the contractor has signed in a Work Order
- Failure to perform work with such diligence as to ensure its timely and accurate completion
- Substitution of key staff without written permission of the Work Order Manager
- Substitution of key staff on multiple or large Work Orders
- Substitution of key staff or subcontractors used to qualify for a Category or Service without written permission of the Work Order Manager
- Failure to maintain company qualifications, qualified staff or joint venture agreements
- Bankruptcy filings, pending legal action, or other verifiable evidence of financial distress
- Loss of rights such as licenses required to provide the service
- Repeated refusal to accept Work Orders
- Consistent under-performance on multiple or large Work Orders
- Consistent dispute or conflict with agencies or the Work Order Manager
- Lack of responsiveness to communications from the Work Order Manager or the State Project Manager with whom the contractor has outstanding Work Order(s) active and/or completed
- Egregious actions in violation of state policy
- Deliberate breach of state security or information privacy policies
- Misuse or abuse of state equipment, property, data, or staff
- Felonious criminal activity or malicious actions against the state

This clause does not restrict the State's termination rights under the contract provisions of Appendix A (attached) and in no way supersedes other legal remedies for contract breach.

5.05.05 Termination for State's Convenience

The State may, by providing written notice to the Contractor, cancel any Work Order at any time for the State's convenience. Possible reasons for doing so may include but are not limited to: a) change of strategic management plan; b) loss of funding; c) change of Technology Management Council (TMC) IT standard(s) and; d) Change in state resources or requirements.

While it is not anticipated that many Work Orders will be cancelled for the state's convenience, the Contractor **will have no appeal process** in these instances. The State agency must provide adequate advance notification of planned cancellation whenever practicable/applicable, **or thirty (30) days** whichever is sooner. The Contractor may receive a written explanation for the cancellation upon request. The State and the Contractor will work out a

mutually agreeable, orderly transition to complete, and negotiate final cost and payment(s).

Disputes that arise shall be handled **as referenced in Section 5.04.03.**

SECTION SIX PROPOSAL FORMAT AND CONTENT

6.01 General Directions and Instructions

Proposals consist of two portions; one Technical Proposal and one Cost Proposal.

One (1) original and three (3) copies of their Technical Proposal, including Attachments A, B & C and (submitted and labeled **as specified in Section 1.01 and;**

One (1) Cost Proposal as provided in Attachment D (submitted and labeled **as specified in Sections 1.01).**

The Technical Proposal and the Cost Proposal **must be sealed separately** (but both can be in the same shipping container) and each must be clearly identified on the outside of its sealed package. **No pricing information shall be included in the Technical Proposal. Your proposal should not be stapled or hardbound to facilitate easy reproduction.**

Offerors shall submit one original and one copy of the Technical Proposal including the attachments that have been provided to assist in your response; a cover page, certification and preferences checklist, and the cost proposal. However, only one set of attachments is required and one cost proposal.

The Technical Proposal should include the following:

- Cover Letter (Attachment C)
- Technical Proposal (Section 7.02)
- Offeror Information and Certification (Attachment C)
- Alaska Bidder's & Veteran Preference (Attachment C)
- Cost Proposal (Attachment D)

So that the State can fairly and expeditiously evaluate all proposals, a uniform format is established. The minimum required content for each section is described below:

SECTION SEVEN EVALUATION CRITERIA AND CONTRACTOR SELECTION

7.01 General Information

**THE TOTAL NUMBER OF POINTS USED
 TO SCORE THIS PROPOSAL
 IS 1000**

All proposals will be reviewed to determine if they are responsive and responsible. They will then be evaluated using the scoring criteria within this section. An evaluation may not be based on discrimination due to the race, religion, color, national origin, sex, age, marital status, pregnancy, parenthood, disability, or political affiliation of the Offeror.

Responsibility: The State expects to award a contract to the Offeror whose proposal is responsive, responsible and the most advantageous as determined by the State in its sole discretion. In determining responsibility and as allowed in 2 AAC 12.500; the State reserves the right to request supplementary information to assure the prospective contractor has a satisfactory record of performance, is qualified legally to contract with the State, and has supplied all necessary information in connection with an inquiry concerning responsibility. Additionally, the State reserves the right to require the prospective contractor to demonstrate they have the necessary financing, equipment, facilities, expertise, and personnel.

The State will evaluate proposals using the below structured approach. The table below presents the overall evaluation criteria and the associated criteria that will be used to identify the best value Offeror. Offeror’s proposals will be reviewed and scored based on the State’s overall evaluation criteria.

Attachment D will be used in conjunction with the below criteria to show the offeror with the highest level of acceptance of this solicitation

Points	Percent	Section	Evaluation Criteria	Scoring Method
100	10%	7.04.01	Understanding & Methodologies	Scored by PEC
200	20%	7.04.02	Category Qualifications	Scored by PEC
200	20%	7.04.03	Service Qualifications	Scored by PEC
400	40%	7.04.04	Contract Cost	Scored by Contracting Officer
100	10%	7.04.05	Alaska Offeror's Preference	Scored by Contracting Officer
1000	100%		Totals	

7.02 Technical Proposal

7.02.01 Offeror's Understanding and Methodologies

At a minimum, the Offeror's proposal shall, in the following order:

- A) Include the Offeror's primary business, years of operation, number of employees, ownership (public company, partnership, subsidiary, etc.), years providing IT consulting services specific to the Category, description of service(s) provided, and the year(s) in which the service(s) was provided. This information must also be provided for any proposed joint venture partner or subcontractor if/when applicable.
- B) Provide brief statements that demonstrate a thorough understanding of the intent of this RFP and the objectives and scope of the resulting contract awarded. Offerors must demonstrate an understanding of the issues involved and any constraints that may affect the performance of services under any resulting contract. Also, describe your understanding of key issues that may be unique in providing services to government agencies in the State of Alaska.
- C) Describe the proposed Project Management and Quality Assurance methodology generally used by the Offeror's normal course of business. Include the management and administrative structures (organization) and procedures used by the Offeror. Also include a discussion of methods used to ensure communications are maintained, scope is controlled, and how performance and service delivery issues are resolved.
- D) Describe methodologies used in preparing cost estimates in response to Work Orders.

7.02.02 Offeror's Qualification for Categories and Services

Offerors must address all categories **as identified in Section 5.03** in their proposal. The Offeror must prove their experience meets the requirement in each Category as an "engagement" of previous experience. The engagement must demonstrate the Offeror's capability to perform the services being offered. The Offeror must explain how these engagements meet the scope and intent of that Category.

Offeror's must provide the following requirements for each engagement:

- [A] Identify the professional services Category and specific technologies or services provided to the customer within the scope of the engagement.
- [B] Identify for whom the work was performed (company name, address, and client contact).
- [C] Provide a brief description of work performed, explain why it meets the scope and intent of the Category, and list any subcontractors used.
- [D] List the duration of the engagement (the date the work began and the date it was completed).
- [E] Describe the outcome of the engagement (cost, schedule and deliverables acceptance).
- [F] Ensure the engagement complies with the minimum qualifications in each Category and the resources that performed these engagements possessed the levels of experience **as described in Section 7.03.01**.

Offeror's must prove they have experience in all of the Categories identified in Section 5.03.

7.03 Personnel Experience and Qualifications (Section 2.08)

At a minimum, Offerors must provide an organizational chart specific to the key personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP. The State prefers Project Managers with detailed, working knowledge of Project Management language and processes. Evidence of Project Management certification is required.

7.03.01 Category Positions – Definitions and Minimum Qualifications

Hourly rates must be provided for the Entry, Associate, Professional, and Expert level staff. The number of years associated with any experience level will be part of the overall resume evaluation. Each category will require a minimum level of experience and certification. Offeror's must be able to provide an hourly breakdown cost for each position.

Entry:

No minimum number of years of experience, but resources must clearly demonstrate that their experience includes knowledge, skills, and/or abilities associated with the Technical Service Category proposed.

Associate:

A minimum of approximately three (3) years experience or ability to clearly demonstrate that their experience includes, but is not limited to; increasing levels of responsibilities and demonstrated significant knowledge, skills, and abilities associated with the Technical Service Category proposed.

Professional:

A minimum of approximately five (5) years experience or ability to clearly demonstrate that their experience includes, but is not limited to; increasing levels of responsibilities and demonstrated excellent knowledge, skills, and abilities associated with the Technical Service Category proposed.

Expert:

A minimum of approximately eight (8) years experience or ability to clearly demonstrate that their experience includes, but is not limited to; extensive supervisory or management responsibility, increasing levels of responsibilities and demonstrated superior knowledge, skills, and abilities associated with the Technical Service Category proposed.

7.04 Technical Proposal Scoring

Proposals will be scored and evaluated according to the following criteria:

7.04.01 Offeror's Understanding and Methodologies (100 points)

100 points: In this section the Offeror's understanding and methodologies will be evaluated based on the responses to the below sections:

- [A] The organization of the company, its background, management, staff and non-technical support team proposed
- [B] Understanding of the purpose and scope of the services to be provided; identification of pertinent issues and potential problems related to delivering the services; understanding of key issues unique to State of Alaska agencies
- [C] Proposed Project Management and Quality Assurance; method or process for controlling scope and resolving performance and service-delivery issues; clarity of the lines of authority and communication to be used during the conduct of Work Orders
- [D] Proposed method of preparing cost estimates

7.04.02 Offeror's Qualifications for Category and Service (400 points)

400 points: In this section the Offeror's qualifications will be evaluated based on the responses to the below Categories:

- [A] **Category 1: Telecommunications Consultant Services:**
- [B] **Category 2: Telecommunications Planning, Analysis & Design**
- [C] **Category 3: Telephone Communications**
- [D] **Category 4: Radio Communications**
- [E] **Category 5: Data Communications**
- [F] **Category 6: Data Center Solutions**
- [G] **Category 7: Local Area Network**

7.04.03 Cost (400 points)

Before final ranking occurs, the cost amount used for evaluation may be affected by one or more of the preferences set out below. Cost is valued at 40 percent (**400 points**) for this RFP. The cost proposal will be scored using the formulas below. The lowest cost proposal will receive the maximum number of points allocated to cost. Example provided below.

15% Employment Program Preference—**See Section 2.13**

10% Alaskans with Disabilities Preference—**See Section 2.13**

10% Employers of People with Disabilities Preference—**See section 2.13**

5% Alaska Bidder Preference—**See Section 2.14**

5% Alaska Veteran Preference—**See Section 2.15**

EXAMPLE

Formula Used to Convert Cost to Points

[STEP 1]

List all proposal prices, adjusted where appropriate by the application of all applicable preferences.

Offeror #1 - Non-Alaskan Offeror	\$40,000
Offeror #2 - Alaskan Offeror	\$42,750
Offeror #3 - Alaskan Offeror	\$47,500

[STEP 2]

Convert cost to points using this formula.

$$\frac{[(\text{Price of Lowest Cost Proposal}) \times (\text{Maximum Points for Cost})]}{(\text{Cost of Each Higher Priced Proposal})} = \text{POINTS}$$

The RFP allotted 40% (40 points) of the total of 100 points for cost.

Offeror #1 receives 40 points.

The reason they receive that amount is because the lowest cost proposal, in this case \$40,000, receives the maximum number of points allocated to cost, 40 points.

Offeror #2 receives 37.4 points.

$$\begin{array}{ccccccc} \$40,000 & \times & 40 & = & 1,600,000 & \div & \$42,750 & = & 37.4 \\ \text{Lowest} & & \text{Max} & & & & \text{Offeror \#2} & & \text{Points} \\ \text{Cost} & & \text{Points} & & & & \text{Adjusted By} & & \\ & & & & & & \text{The Application Of} & & \\ & & & & & & \text{All Applicable} & & \\ & & & & & & \text{Preferences} & & \end{array}$$

Offeror #3 receives 33.7 points.

7.04.04 Alaska Offeror’s Preference (100 Points)

If an Offeror qualifies for the Alaskan Bidder Preference, a 10 percent (**100 point**) preference will be awarded. This amount will be added to the overall evaluation score of each Alaskan Offeror. Example provided below.

EXAMPLE

Alaskan Offeror’s Preference

[STEP 1]

Determine the number of points available to Alaskan Offerors under the preference.

Total number of points available - 100 Points

$$\begin{array}{rcccl} \mathbf{100} & \mathbf{x} & \mathbf{10\%} & \mathbf{=} & \mathbf{10} \\ \text{Total Points} & & \text{Alaskan Offerors} & & \text{Number of Points} \\ \text{Available} & & \text{Percentage Preference} & & \text{Given to Alaskan Offerors} \\ & & & & \text{Under the Preference} \end{array}$$

[STEP 2]

Add the preference points to the Alaskan offers. There are three Offerors: Offeror #1, Offeror #2, and Offeror #3. Offeror #2 and Offeror #3 are eligible for the Alaskan Offeror’s Preference. For the purpose of this example presume that all of the proposals have been completely evaluated based on the evaluation criteria in the RFP. Their scores at this point are:

- Offeror #1 - 89 points*
- Offeror #2 - 80 points*
- Offeror #3 - 88 points*

Offeror #2 and Offeror #3 each receive 10 additional points. The final scores for all of the offers are:

- Offeror #1 - 89 points*
- Offeror #2 - 90 points*
- Offeror #3 - 98 points*

Offeror #3 is awarded the contract.

SECTION EIGHT ATTACHMENTS

8.01 Attachments

- Attachment A Standard Services Agreement
- Attachment B Appendix B1
- Attachment C Administrative Requirement forms
- Attachment D Cost Proposal
- Attachment E Work Order Submission Form

ATTACHMENT A: STANDARD AGREEMENT FORM/APPENDIX A

STANDARD AGREEMENT FORM FOR PROFESSIONAL SERVICES

1. Agency Contract Number	2. ASPS Number	3. Financial Coding	4. Agency Assigned Encumbrance Number
5. Vendor Number	6. Project/Case Number	7. Alaska Business License Number	
This contract is between the State of Alaska,			
8. Department of	Division	hereafter the State, and	
9. Contractor hereafter the Contractor			
Mailing Address	Street or P.O. Box	City	State ZIP+4
<p>10. ARTICLE 1. Appendices: Appendices referred to in this contract and attached to it are considered part of it.</p> <p>ARTICLE 2. Performance of Service:</p> <p>2.1 Appendix A (General Provisions), Articles 1 through 14, governs the performance of services under this contract.</p> <p>2.2 Appendix B sets forth the liability and insurance provisions of this contract.</p> <p>2.3 Appendix C sets forth the services to be performed by the contractor.</p> <p>ARTICLE 3. Period of Performance: The period of performance for this contract begins _____, and ends _____.</p> <p>ARTICLE 4. Considerations:</p> <p>4.1 In full consideration of the contractor's performance under this contract, the State shall pay the contractor a sum not to exceed \$_____ in accordance with the provisions of Appendix D.</p> <p>4.2 When billing the State, the contractor shall refer to the Authority Number or the Agency Contract Number and send the billing to:</p>			
11. Department of		Attention: Division of	
Mailing Address		Attention:	
12. CONTRACTOR		14. CERTIFICATION: I certify that the facts herein and on supporting documents are correct, that this voucher constitutes a legal charge against funds and appropriations cited, that sufficient funds are encumbered to pay this obligation, or that there is a sufficient balance in the appropriation cited to cover this obligation. I am aware that to knowingly make or allow false entries or alternations on a public record, or knowingly destroy, mutilate, suppress, conceal, remove or otherwise impair the verity, legibility or availability of a public record constitutes tampering with public records punishable under AS 11.56.815-.820. Other disciplinary action may be taken up to and including dismissal.	
Name of Firm			
Signature of Authorized Representative	Date		
Typed or Printed Name of Authorized Representative			
Title			
13. CONTRACTING AGENCY		Signature of Head of Contracting Agency or Designee	
Department/Division	Date	Date	
Signature of Project Director		Typed or Printed Name	
Typed or Printed Name of Project Director		Title	
Title			

NOTICE: This contract has no effect until signed by the head of contracting agency or designee.

APPENDIX A

GENERAL PROVISIONS

Article 1. Definitions.

- 1.1 In this contract and appendices, "Project Director" or "Agency Head" or "Contracting officer" means the person who signs this contract on behalf of the Requesting Agency and includes a successor or authorized representative.
- 1.2 "State Contracting Agency" means the department for which this contract is to be performed and for which the Commissioner or Authorized Designee acted in signing this contract.

Article 2. Inspections and Reports.

- 2.1 The department may inspect, in the manner and at reasonable times it considers appropriate, all the contractor's facilities and activities under this contract.
- 2.2 The contractor shall make progress and other reports in the manner and at the times the department reasonably requires.

Article 3. Disputes.

- 3.1 Any dispute concerning a question of fact arising under this contract which is not disposed of by mutual agreement shall be decided in accordance with AS 36.30.620-632.

Article 4. Equal Employment Opportunity.

- 4.1 The contractor may not discriminate against any employee or applicant for employment because of race, religion, color, national origin, or because of age, disability, sex, marital status, changes in marital status, pregnancy or parenthood when the reasonable demands of the position(s) do not require distinction on the basis of age, disability, sex, marital status, changes in marital status, pregnancy, or parenthood. The contractor shall take affirmative action to insure that the applicants are considered for employment and that employees are treated during employment without unlawful regard to their race, color, religion, national origin, ancestry, disability, age, sex, marital status, changes in marital status, changes in marital status, pregnancy or parenthood. This action must include, but need not be limited to, the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The contractor shall post in conspicuous places, available to employees and applicants for employment, notices setting out the provisions of this paragraph.
- 4.2 The contractor shall state, in all solicitations or advertisements for employees to work on State of Alaska contract jobs, that it is an equal opportunity employer and that all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, age, disability, sex, marital status, changes in marital status, pregnancy or parenthood.
- 4.3 The contractor shall send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding a notice advising the labor union or workers' compensation representative of the contractor's commitments under this article and post copies of the notice in conspicuous places available to all employees and applicants for employment.
- 4.4 The contractor shall include the provisions of this article in every contract, and shall require the inclusion of these provisions in every contract entered into by any of its subcontractors, so that those provisions will be binding upon each subcontractor. For the purpose of including those provisions in an contract or subcontract, as required by this contract, "contractor" and "subcontractor" may be changed to reflect appropriately the name or designation of the parties of the contract or subcontract.
- 4.5 The contractor shall cooperate fully with State efforts which seek to deal with the problem of unlawful discrimination, and with all other State efforts to guarantee fair employment practices under this contract, and promptly comply with all requests and directions from the State Commission for Human Rights or any of its officers or agents relating to prevention of discriminatory employment practices.
- 4.6 Full cooperation in paragraph 4.5 includes, but is not limited to, being a witness in any proceeding involving questions of unlawful discrimination if that is requested by any official or agency of the State of Alaska; permitting employees of the contractor to be witnesses or complainants in any proceeding involving questions of unlawful discrimination, if that is requested by any official or agency of the State of Alaska; participating in meetings; submitting periodic reports on the equal employment aspects of present and future employment; assisting inspection of the contractor's facilities; and promptly complying with all State directives considered essential by any office or agency of the State of Alaska to insure compliance with all federal and State laws, regulations, and policies pertaining to the prevention of discriminatory employment practices.
- 4.7 Failure to perform under this article constitutes a material breach of contract.

Article 5. Termination.

The Project Director, by written notice, may terminate this contract, in whole or in part, when it is in the best interest of the State. The State is liable only for payment in accordance with the payment provisions of this contract for services rendered before the effective date of termination.

Article 6. No Assignment or Delegation.

The contractor may not assign or delegate this contract, or any part of it, or any right to any of the money to be paid under it, except with the written consent of the Project Director and the Agency Head.

Article 7. No Additional Work or Material.

No claim for additional services, not specifically provided in this contract, performed or furnished by the contractor, will be allowed, nor may the contractor do any work or furnish any material not covered by the contract unless the work or material is ordered in writing by the Project Director and approved by the Agency Head.

Article 8. Independent Contractor.

The contractor and any agents and employees of the contractor act in an independent capacity and are not officers or employees or agents of the State in the performance of this contract.

Article 9. Payment of Taxes.

As a condition of performance of this contract, the contractor shall pay all federal, State, and local taxes incurred by the contractor and shall require their payment by any Subcontractor or any other persons in the performance of this contract. Satisfactory performance of this paragraph is a condition precedent to payment by the State under this contract.

Article 10. Ownership of Documents.

All designs, drawings, specifications, notes, artwork, and other work developed in the performance of this agreement are produced for hire and remain the sole property of the State of Alaska and may be used by the State for any other purpose without additional compensation to the contractor. The contractor agrees not to assert any rights and not to establish any claim under the design patent or copyright laws. The contractor, for a period of three years after final payment under this contract, agrees to furnish and provide access to all retained materials at the request of the Project Director. Unless otherwise directed by the Project Director, the contractor may retain copies of all the materials.

Article 11. Governing Law.

This contract is governed by the laws of the State of Alaska. All actions concerning this contract shall be brought in the Superior Court of the State of Alaska.

Article 12. Conflicting Provisions.

Unless specifically amended and approved by the Department of Law the General Provisions of this contract supersede any provisions in other appendices. The contractor specifically acknowledges and agrees that provisions in any form contracts it appends hereto that purport to (1) waive the State of Alaska's sovereign immunity, (2) impose indemnification obligations on the State of Alaska that are not conditioned on legislative appropriation, or (3) seek to limit liability of the contractor for acts of contractor negligence, are expressly superseded by this contract and are void.

Article 13. Officials Not to Benefit.

Contractor must comply with all applicable federal or State laws regulating ethical conduct of public officers and employees.

Article 14. Covenant Against Contingent Fees.

The contractor warrants that no person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee except employees or agencies maintained by the contractor for the purpose of securing business. For the breach or violation of this warranty, the State may terminate this contract without liability or in its discretion deduct from the contract price or consideration the full amount of the commission, percentage, brokerage or contingent fee.

ATTACHMENT B: APPENDIX B1

**APPENDIX B¹
INDEMNITY AND INSURANCE**

Article 1. Indemnification

The Contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission or negligent act of the Contractor under this agreement. The Contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the Contractor and the independent negligence of the Contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. “Contractor” and “Contracting agency”, as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term “independent negligence” is negligence other than in the Contracting agency’s selection, administration, monitoring, or controlling of the Contractor and in approving or accepting the Contractor’s work.

Article 2. Insurance

Without limiting Contractor's indemnification, it is agreed that Contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the Contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to the Contracting Officer prior to beginning work and must provide for a notice of cancellation, nonrenewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the Contractor's services. All insurance policies shall comply with, and be issued by insurers licensed to transact the business of insurance under AS 21.

2.1 Workers' Compensation Insurance: The Contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and; where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.

2.2 Commercial General Liability Insurance: covering all business premises and operations used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000. combined single limit per occurrence.

2.3 Commercial Automobile Liability Insurance: covering all vehicles used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000. combined single limit per occurrence.

ATTACHMENT C: OFFEROR INFORMATION & CERTIFICATION

OFFEROR INFORMATION

This form shall be the cover page for the Offeror's proposal. In the space provided, enter the requested Offeror Identification Information.

RFP Number:	RFP: 2013-0200-1232
RFP Name:	COMPREHENSIVE TELECOMMUNICATIONS SERVICES
Offeror Name:	
Mailing Address:	
Telephone Number:	
Fax Number:	
Federal Tax ID #:	
Alaska Business License Number:	

Contact Name:	
Title:	
E-Mail Address:	
Alternate Phone Number:	

PROPOSAL CERTIFICATION:

BY SIGNATURE ON THIS PAGE, THE OFFEROR HEREBY CERTIFIES THAT ALL INFORMATION PROVIDED IS TRUE AND SERVES TO BIND THE OFFEROR TO THE PROVISIONS OF THE RFP.

SIGNATURE

DATE

PRINT NAME AND TITLE

OFFEROR’S CERTIFICATION

Acknowledge the following statements by clearly marking the space provided. Failure to comply with these items may cause the proposal to be determined non-responsive.

#	CONDITION/CERTIFICATION	RESPONSE
1	Offeror certifies that 100% of all services provided under the resulting contract by the Offeror, joint venture partners, and all subcontractors shall be performed in the United States. That the Offeror is not established and headquartered or incorporated and headquartered in a country recognized as Tier 3 in the most recent US Dept of State’s Trafficking in Persons Report per Section 1.05	<input type="checkbox"/> YES
2	Offeror acknowledges that this engagement with the State is subject to the Alaska Public Records Act, AS 40.25.110 per Section 1.13	<input type="checkbox"/> YES
3	Offeror complies with Section 1.16	<input type="checkbox"/> YES
4	Offeror certifies that the firm or individuals working on the contract do not have any possible conflicts of interest per Section 1.17	<input type="checkbox"/> YES
5	Offeror certifies that Offeror has a valid Alaska business license per Section 2.11	<input type="checkbox"/> YES
6	Offeror understands and agrees to comply with all statutes, regulations, and policies regarding nondisclosure and confidentiality per Section 3.15	<input type="checkbox"/> YES

ALASKA BIDDER'S & VETERAN PREFERENCE

#	Questions	RESPONSE
1	Do you currently hold an Alaska business license?	<input type="checkbox"/> YES <input type="checkbox"/> NO
2	Is the company name submitted on this proposal the same name that appears on the current Alaska Business License?	<input type="checkbox"/> YES <input type="checkbox"/> NO
3	Has your company maintained a place of business within the SOA staffed by the Offeror or an employee of the Offeror for a period of six months immediately preceding the date of the proposal?	<input type="checkbox"/> YES <input type="checkbox"/> NO
4	Is your company incorporated or qualified to do business under the laws of the State, is a sole proprietorship and the proprietor is a resident of the State, is a limited liability company organized under AS 10.50 and all members are residents of the State, or is a partnership under former AS 32.05, AS 32.06, or AS 32.11 and all partners are residents of the State?	<input type="checkbox"/> YES <input type="checkbox"/> NO
5	Do you qualify for the Alaska Veteran Preference?	<input type="checkbox"/> YES <input type="checkbox"/> NO

ATTACHMENT D: COST PROPOSAL

OFFERORS COMPLETE THIS FORM AND RETURN WITH YOUR PROPOSAL.

Company Name: _____

Address: _____

The Categories listed below are based on historical data and work performed over the previous 12 months. ETS has extrapolated an estimated number of hours based on the work performed in that category and the level of experience. The “Hourly Rates” offered below will apply to all Work Orders, regardless of the number of hours per Work Order.

Please provide your “Firm’s Hourly Rates” for the positions and categories listed for your cost. Your Cost Proposal pricing will be held firm for the first 3 years at which point a cost adjustment may be made by request, thirty (30) days before April 1, 2016. If the need to add additional categories is required in the future, those negotiations will be made at that time.

Data Center/Storage Networking/VM	Certification Requirements	Estimated Number of Hours	Firm Hourly Rates ANCHORAGE & JUNEAU	Firm Hourly Rates Outside of ANCHORAGE & JUNEAU
Entry	N/A	500	\$	\$
Associate	CCNA Data Center	250	\$	\$
Professional	CCNP Data Center	100	\$	\$
Expert	CCIE Data Center	50	\$	\$
Design	Certification Requirements	Estimated Number of Hours	Firm Hourly Rates ANCHORAGE & JUNEAU	Firm Hourly Rates Outside of ANCHORAGE & JUNEAU
Entry	CCENT/CCDA	500	\$	\$
Associate	CCDP	250	\$	\$
Professional	CCDE	100	\$	\$
Expert	CCIE	50	\$	\$
Network Routing & Switching/Voice	Certification Requirements	Estimated Number of Hours	Firm Hourly Rates ANCHORAGE & JUNEAU	Firm Hourly Rates Outside of ANCHORAGE & JUNEAU
Entry	CCENT	1000	\$	\$
Associate	CCNA	750	\$	\$
Professional	CCNP	250	\$	\$
Expert	CCIE R&S	100	\$	\$

Security VPN/ISE	Certification Requirements	Estimated Number of Hours	Firm Hourly Rates ANCHORAGE & JUNEAU	Firm Hourly Rates Outside of ANCHORAGE & JUNEAU
Entry	CCENT	1000	\$	\$
Associate	CCNA Security	750	\$	\$
Professional	CCNP Security	250	\$	\$
Expert	CCIE Security	100	\$	\$
Network Wireless	Certification Requirements	Estimated Number of Hours	Firm Hourly Rates ANCHORAGE & JUNEAU	Firm Hourly Rates Outside of ANCHORAGE & JUNEAU
Entry	CCENT	150	\$	\$
Associate	CCNA	100	\$	\$
Professional	CCNP	50	\$	\$
Expert	CCIE SAN	25	\$	\$

All estimates included in this section are provided for proposal evaluation purposes only, no minimum or maximum purchases are guaranteed.

The “Total Cost” will be determined by multiplying the “Hourly Rates” of each category by three (3) for a total cost proposal of the initial term of the resulting contract from this RFP.

The lowest total cost will receive the maximum number of points allocated to cost (**400 points**). The point allocations for cost will be determined through the method **set out in Section 2.15** (Formula Used to Convert Cost to Points).

Signed: _____ Date: _____

Printed name: _____ Title: _____

ATTACHMENT E: WORK ORDER SUBMISSION FORM

State of Alaska
2013 Work Order Submission Form
Firm Fixed Price and Time and Material Work Orders

Instructions: State Agencies please complete your section and submit to ETS.

State Work Order Contract

Date: 01-01-2013

Contracting Agency: State of Alaska/Administration (02)/ETS

Contract Number: 2013-0200-1232

Work Order Number: WO:

Agency Procurement Approval:

ETS Division Director Approval:

Contractor:

Contractor Completes This Section.

Work Order Project Manager:

State Agency:

State Agency Completes This Section.

Requesting Agency

State Project Manager:	
Fiscal Officer:	
SDM Ticket Number:	

Description and Status

Work Order Title:	
Work Order Type:	

Agency Billing Information

Agency Name	
Agency Address:	
Agency address:	
City, State Zip	

Dates, Location, Reporting Interval

Requested Start Date:	
Anticipated Completion Date:	
Locations(s):	
Reporting Interval:	

Agency Codes:

Ledger Code:	
Co-location Code:	
Project Code:	

Background/Statement of Work to Be Performed

State Agency completes this section. After assignment to a contractor by ETS, the contractor may help clarify the wording on any of the tasks to be performed.

Background:

Statement of Work:

Bill of Materials:

Special Expertise & Experience Required:

Special Considerations or Constraints:

Description of State Resources Provided:

Cost of State Personnel/Resources Provided.

State Agency completes this table. Double click on table to enter data. To add a new line, select insert row from the menu and copy the formulas into the new row.

State Person Name/Resource	Assignment	Hourly Rate	# of Hours	Total Cost
				\$0.00
				\$0.00
				\$0.00
Total Cost of State Personnel/Resources Provided:				\$0.00

Work Order Worksheet

Contractor completes this section in conjunction with the State Agency. To add a new line, select insert row from the menu and copy the formulas into the new row.

Project Team Member(s) Provided

Double click on table to enter data.

State Person Name/Resource	Position/Level	Hourly Rate	# of Hours	Total Cost
				\$0.00
Total Cost of State Personnel/Resources Provided:				\$0.00

Work Order Deliverable(s)

Please expand the cells/table as needed by selecting the row markers/table boundaries when in the table.

Description of Deliverable(s)	Status/Effective Date	Expected Due Date	Total Cost
			\$0.00
Optional Total			\$0.00

F. ETS Documentation and Processing Fees

All Amounts	1% of Work Order total plus \$400	1%	\$0.00
			\$0.00
Total ETS Fee			\$0.00

Total Cost of Work Order and Deliverables \$
ETS Processing Fees \$

Signatures & Approvals

I. Before Submitting Work Order to ETS:

Designated Department IT Manager Authorization:

I certify that this Work Order (all of the following)

- is in compliance with Your Departmental IT plan
- is in compliance with the Statewide IT Plan and IT Standards;
- and has been approved by the EIB (*Enterprise Investment Board*).

(1) Department IT Manager _____ Date: _____

II. When Quote is Complete

(2) Work Order Project Manager _____ Date: _____

III. When Quote, and Deliverables and Contractor Resources are approved by Agency

(3) State Project Manager _____ Date: _____

(4) Agency Fiscal Officer _____ Date: _____

IV. Work Order Manager Approval

(5) Work Order Manager _____ Date: _____

<i>Contract Amount</i>	<i>\$50,000,000</i>
<i>Work Order Amount</i>	<i>\$</i>
<i>Expended to Date</i>	<i>\$</i>

Appendix A: Change Request Form

In reference to the Section titled Special Considerations or Constraints in the above referenced Statement of Work (SOW) between Contractor and The State of Alaska (SOA), both parties hereby certify, by the signature of an authorized representative, that this Change Request will amend and be fully incorporated into the existing Statement of Work. This form is not acceptable for changes incurring additional costs; a new executed work order must be created.

- 1. Change Request Number WO xxxx -1
 - 2. Reason for Change Request _____
 - 3. Changes to WO _____
 - 4. Schedule Impact _____
 - 5. Cost Impact _____
4. **Change Request (schedule)** **Date**
- a. Original Completion _____
 - b. New Completion _____
 - c. Total of Days Extended _____

Except as changed herein, all terms and conditions of the Work Order remain in full force and effect.

IN WITNESS WHEREOF, the duly authorized representatives of the parties hereto have caused this Change Management Request to be fully executed.

 (Signature) (Print Name) Date

State Project Manager

 (Signature) (Print Name) Date

Work Order Project Manager

 (Signature) (Print Name) Date

Work Order Manager

Return completed Change Request Form to the Work Order Manager.