# STANDARD AGREEMENT FORM FOR TASK ORDER PROCUREMENT SYSTEM (TOPS)

| 1. TOPS Contract Number | 2. DGS Solicitation Number | 3. Financial Coding | 4. Agency Assigned Encumbrance Number |
|---|---|---|---|
| RDI - 07-0009 | 2012-0200-0879 | 07399001 | |

| 5. Vendor Number | 6. Project/Case Number | 7. Alaska Business License Number |
|---|---|---|
| RED91290 | | 116276 |

This contract is between the State of Alaska,

| 8. Department of | Division of | |
|---|---|---|
| Labor Workforce Development | Workers Compensation | hereafter the State, and |

9. Contractor

RDI — hereafter the Contractor,

| Mailing Address | City | State | ZIP+4 |
|---|---|---|---|
| 1205 E. Int'l Airport Rd., Ste 100 | Anchorage | AK | 99518 |

10. **ARTICLE 1. Appendices:** Appendices referred to in this contract and attached to it are considered part of it.

**ARTICLE 2. Performance of Service:**

2.1 Appendix A (General Provisions), Articles 1 through 18, governs the performance of services under this contract.
2.2 Appendix B sets forth the liability and insurance provisions of this contract.
2.3 Appendix C sets forth the services to be performed by the contractor.

**ARTICLE 3. Period of Performance:** The period of performance for this contract begins 6/1/12 and ends 12/1/12.

**ARTICLE 4. Considerations:**

4.1 In full consideration of the contractor's performance under this contract, the State shall pay the contractor a sum not to exceed the **Total Cost** shown on TOPS Cost Proposal #07-0009-12-01. Payment shall be made upon receipt and approval of detailed invoice(s) by the State of Alaska Project Manager indicated on TOPS Request #07-0009-12.
4.2 When billing the State, the contractor shall refer to the TOPS Contract Number and send the billing to the contact listed under **Requesting Agency Information** on TOPS Request #07-0009-12.

**12. CONTRACTOR**

Name of Firm: RDI

Signature of Authorized Representative: [signature] — Date: 6/4/12

Typed or Printed Name of Authorized Representative: Jim Rogers

Title: President

**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.

**13. CONTRACTING AGENCY**

Department/Division: Labor & Workforce Development / Workers Compensation

| Signature of Project Director | Signature of Head of Contracting Agency or Designee |
|---|---|
| [signature] | [signature] |
| Typed or Printed Name of Project Director: Paul Hegg | Typed or Printed Name: BRYNN KEITH |
| Title: IT Manager | Title: ASD DIRECTOR |

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 "Procurement 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 a signing this contract.

**Article 2. Inspection 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, 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 any 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 the 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.

### 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 my 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.

Additional Terms and Conditions

### Article 15. Limitation of Liability.

Excluding liability for personal injury, property damage and patent or trademark infringement of any claim applicable under Appendix B, Article 1, contractor's liability arising out of this contract and the state's sole and exclusive remedy for any damages arising out of the state's use of the product or services, shall be limited to the state's direct damages, (not including loss of, or damage to, information or data from any cause; or any indirect, incidental, special, punitive, or consequential damages ) but in no event, shall exceed the greater of $100,000 or the total amount paid to the contractor on the task order from which the liability directly arose. Contractor will not be liable for delays or failure in performance due to causes beyond its control or for damages caused by the state's failure to perform its responsibility.

### Article 16. Special Task Order Terms and Conditions.

The parties understand and acknowledge that there may be a need to address unique or unanticipated circumstances arising in connection with a particular task order that are within the scope of this contract, but not specifically addressed under this contract. Nothing in this contract shall be construed to preclude the contractor or state from proposing reasonable additional terms and conditions for a task order, consistent with this contract, to resolve any such issues. The parties further agree to negotiate expeditiously and in good faith to achieve resolution of these matters.

### Article 17. Ownership of Intellectual Property.

In no case shall the state, its departments, subsidiaries or assigns at any time hold any rights to title or ownership of any preexisting intellectual property and copyrighted materials; licensed software or licensed applications, tools documentation, technical expertise or know-how provided by contractor under this contract. All use of said licensed products shall be governed by the terms and conditions of the software license agreement in place between the parties. Contractor shall have the right to use its products, tools, know-how on other efforts without the prior approval of the department. Contractor shall obtain the approval of the department prior to using materials covered by Article 10 outside of this agreement.

### Article 18. Warranties and Disclaimer.

The contractor warrants that the services will meet the contracting agency's requirements set out in the specifications. The contractor does not warrant that the system will meet the contracting agency's requirements not expressed in the specifications. Requirements not reasonably inferred from the specifications are specifically disclaimed by the contractor.

## APPENDIX B[1]
## 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 30-day prior notice of cancellation, nonrenewal or material change of conditions. 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.

## APPENDIX C
## SCOPE OF WORK

This contract incorporates the following documents by reference:

- **TOPS Request #07-0009-12;**
- **TOPS Response / Cost Proposal #07-0009-12-01.**

In case of conflict, the following order of precedence shall govern:

1. This contract document;
2. TOPS Request #07-0009-12;
3. TOPS Response / Cost Proposal #07-0009-12-01.

Any scope clarifications and/or negotiations that would not have the effect of changing the ranking of responses may be included below (or on additional pages, if necessary):

## COST PROPOSAL

Cost proposal must include all costs required to perform the work as described, including but not limited to travel costs, labor, overhead, etc. **BOTH HOURLY RATE AND EST # OF HOURS MUST BE COMPLETED FOR YOUR PROPOSAL TO BE RESPONSIVE.**

If additional unanticipated work is required after TO contract award, it shall be performed at the hourly rate quoted below. All proposed individual resources and subcontractors are subject to the approval of the TO Manager. Any change in individual resources or sub-contractors after award will require approval by the Agency Project Manager.

To ensure the optimum use of public funds, the state will review cost reasonableness in the following manner:

1. If any response has a cost proposal that is 50% or greater above or below the average cost of all responses, the state reserves the right to not consider that reponse. (Ex: Given an average cost of $10,000, responses with cost proposals $15,000 and higher or $5,000 and lower may be rejected.)
2. BEST VALUE: If the highest ranked vendor's cost proposal is 10% or more greater than the second highest ranked vendor's cost proposal, the state reserves the right to make award to the second highest ranked vendor.
3. LOW PRICE: Past Performance Information (PPI) shall be applied to your Total Cost as a percentage reduction equivalent to your current PPI score for evaluation purposes. (Ex: If your current PPI score is 5, your Total Cost will be reduced by 5% when comparing to other costs.)

## COST

| Hourly Rate | | Est. # Hours | | Total Cost |
|---|---|---|---|---|
| $ 125.00 | x | 300 | = | $37,500.00 |

| | |
|---|---|
| ETS Fee ($300 + .5% of Total Cost) | $ 487.50 |
| Total TO Cost | $37,987.50 |

## PROPOSED INDIVIDUAL RESOURCES

| | | |
|---|---|---|
| Maggie Brockhaus | | |
| Ally Baker | | |
| | | |
| | | |

## PROPOSED SUB-CONTRACTORS

| Name | Description of Work | % of Overall Work |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |

## VENDOR INFORMATION

Vendor Name: Resource Data, Inc.

| | |
|---|---|
| ☒ | By checking this box, I,Howard Earl for Resource Data, Inc.,represent that I am authorized to and dobindthe vendor to this response. I certify that all of the information provided herein is true and accurate, to the best of my knowledge. I understand that the discovery of deliberately misrepresented information contained herein may constitute grounds for contract termination and removal from the vendor pool. |

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## GENERAL INSTRUCTIONS

Vendors must use the templateset out herein for submission of their response to a TOPSRequest Form, including 10-point Arial font. Modifications to the format of this template (e.g., altering font size, altering font type, adding colors, adding pictures etc) will result in the rejection of your response.

Other than as requested on this page, your response must be "cleansed" of any identifying names or information. **Do not list any names/information in Project Approach, Risk Assesement, or Experience/Qualifications that can be used to identify your firm. The inclusion of identifying information may result in your response being rejected.**

## PROJECT APPROACH

Providea concise and detailed summary of your approach to delivering the services described in the TOPS Request Form. Thesummarymust demonstrate yourunderstanding of how to successfully complete the workin a way that meets the state's needs.

**Project Approach cannot exceed one page.**

## RISK ASSESSMENT

Itemize potential controllableand non-controllablerisks associated with providing the services described in the TOPS Request Form and concisely describe how you will mitigate each risk.

**Risks cannot exceed one page. You may add/delete additional rows to identify additional risks and solutions, but do not exceed the page limit. Do not include any cost or marketing information.**

## EXPERIENCE/QUALIFICATIONS

Describe your experience and qualifications specifically as they pertain to the services described in the TOPS. Do not include names or information that can be used to identify your firm or the proposed resource(s).

**Experience/Qualifications cannot exceed two pages.**

## PROJECT APPROACH

BEST VALUE PROCESS ONLY: EVALUATOR NAME: Task Order Manager SCORE: ☒10 ☐5 ☐0

Provide a concise and detailed summary of your approach to delivering the services described in the TOPS Request Form. The summary must demonstrate your understanding of how to successfully complete the work in a way that meets the state's needs.

Agile software development is a group of software development methods based on iterative and incremental development. We will provide a Project Management framework which supports the agile methodology. The tasks will be broken down into small increments with minimal planning and do not directly involve long-term planning. The iterations will be short time frames requiring heavy involvement from the users. This approach minimizes overall risks to the project and allows the project to adapt to changes quickly.

Team Foundation Server (TFS) will be leveraged to support the Agile/Lean Process. TFS is a key component in the DOL standard tool set. The work items or tasks will be stored in TFS. The Product Backlog Planning , Sprint Planning, and Sprint Reviews will use TFS to support their processes. Additionally Requirements, User Stories, Tasks, Test Cases, and Bugs will be stored in TFS.

We will follow the basic Agile Values:
-- Individuals and interactions over processes and tools
-- Working software over comprehensive documentation
-- Customer collaboration over contract negotiation
-- Responding to change over following a plan

We will deliver incremental value – and often
-- Give the customer what they really want – working software
-- Show working features, not code or specification
-- Features are the best metric of real progress
-- Customers can give real feedback on features

The following ceremonies will be supported:
-- Product Backlog Planning
-- Spring Planning
-- Sprint Reviews

We will lead the project team to ensure that the team is fully functional and productive. We will ensure that the project team has sufficient time to review and accept all deliverables.

We will comply with the standards and use the tools to support this project as identified by the DOL.

## RISK ASSESSMENT

BEST VALUE PROCESS ONLY: EVALUATOR NAME: Task Order Manager SCORE: ☐10 ☐5 ☐0

Itemize each potential risk, describe why it is a risk, and describe how you will mitigate it. Use the following format in your response: Risk / Why it is a risk / Your solution; using paragraphs to separate each risk.

RISK: Insufficient Budget/ WHY IT IS A RISK: Project may be underfunded. /OUR SOLUTION: Carefully plan and scope the project.

RISK: User Acceptance: WHY IT IS A RISK: Project does not succeed without user acceptance./OUR SOLUTION: Develop a communicaton plan that prescribes a high level of communication and an efficient user acceptance workflow process. Follow the communication plan. Identify and involve Subject Matter Experts at the appropriate check points throughout the project.

RISK: Major Personnel Changes/WHY IT IS A RISK: The cost and lost information from losses of key memebers of the project team can be fatal./OUR SOLUTION: Each member of the project team must have back up. Create good documentation and update information on a regular basis.

RISK: Stability of Vendors/Contractors/WHY IT IS A RISK: An instable resource at any level will affect the ability to deliver quality products in a timely and cost effective manner./ OUR SOLUTION: Incorporate in contracts a contignency plan including but not limited to acquiring source code. Match DOL standards when possible.

RISK: Contractors Availability/WHY IT IS A RISK: The schedule will not be able to be maintained./OUR SOLUTION: Carefully plan and scope the project. We have developed an extremely efficient model for providing as-needed services. Our staff is very flexible. We will make sure that our team members are available for the hours stated in the TOPS Request, and we are willing and able to accommodate whatever schedule DOL uses as the project evolves.

RISK: Availability of Client Resources/WHY IT IS A RISK: The unavailability of required State resources will affect the ability to deliver quality products in a timely and cost effective manner. /OUR SOLUTION: We will identify clear expectations for members and manager and regularly review the deliverable schedule. If State resources are not available the project lead will advise and consult on various options to address.

RISK: Components of the System Completing at the same time/WHY IT IS A RISK: The system cannot go live because all components are not completed as scheduled. / OUR SOLUTION: Identify components. Monitor the completion dates. Monitor parallel development of business processes and vendor selection. Indentify resources to coordinate testing between vendors.

RISK: Insufficient Training/WHY IT IS A RISK: Ths users will not be able to use the system to its full capability./OUR SOLUTION: Create user-customized training. Create a detailed training plan and use the train-the-trainer approach.

RISK: Long Term Maintenance and Training Needs/WHY IT IS A RISK: Although the system may go live it may be prohibitive to maintain./OUR SOLUTION: Complete a study to determine maintenance needs and analyze requirements.

RISK: Enhancement Requests/WHY IT IS A RISK: Changes outside the scope of the project are implemented and cause slippage and overruns./OUR SOLUTION: Enhancements need to go through a Change Management Process.

Risk: Insufficient/Incomplete Business Analysis/WHY IT IS A RISK: Changes identified late in the project will cause unwanted delatys in completion. /OUR SOLUTION: Review business processes by committees. Adopt a process with multiple review cycles. Identify users required for business analysis and attempt to allocate time necessary.

## EXPERIENCE/QUALIFICATIONS

BEST VALUE PROCESS ONLY: EVALUATOR NAME: Task Order Manager SCORE: ☐10 ☑5 ☐0

Describe your experience and qualifications specifically as they pertain to the services described in the TOPS. Do not include names or information that can be used to identify your firm or the proposed resource(s).

COMPANY QUALIFICATIONS

Our company has been providing information technology (IT) services in Alaska and around the world for over 25 years. We have provided project management services for a huge variety of IT projects, including many State of Alaska system upgrades and redesigns.

We have been working with the Department of Labor (DOL) for many years and have gained a tremendous depth of knowledge of the DOL business practices, systems, and culture. Furthermore, our proposed project manager has extensive experience with the Workers' Compensation Division (WCD).

We have actively been working State of Alaska project for the past 10 years and are aware of how they do business. We have experience and support both State and Agency standards as applicable.

Our project managers' responsibilities include:

-- Senior analysis and problem solving
-- Organizing and leading the project team
-- Communicating with stakeholders and facilitating of decisions
-- Identifying and managing risks and contingencies
-- Defining team roles and responsibilities
-- Defining and managing scope
-- Drafting requests for proposals and evaluating bids
-- Managing timelines and deliverables
-- Developing use case and testing procedures
-- Overseeing implementation and training

STAFF QUALIFICATIONS

We have selected a highly qualified senior-level project manager/analyst with years of experience on complex State of Alaska and WCD projects to provide project management services for the ICERS project.

The proposed project manager is an active member of the IAIABC and has also attended IAIABC conferences in the past two years in Savannah Georgia, Madison Wisconsin, and Settle Washington.

EXPERIENCE

DOLWD WORKERS' COMPENSATION RE-WRITE PROJECT MANAGEMENT
Our proposed project manager for this TOPS request and several of our other staff have provided project management for a variety of projects surrounding the rewrite of WCD processes, forms, and reports.

Our project managers began by interviewing users for business process analysis in preparation for development of a project plan to upgrade the existing worker's compensation system. They supported project plan development, provided internal document review and guidance, and handled regular budget status reporting and invoice approval for the client. As the project progressed, participating project managers facilitated and coordinated contract staff in an agile methodology to analyze, build, and deploy a custom solution for a document and case management system to support the department's workflow and other business needs.

STATE OF ALASKA, DEPARTMENT OF LABOR, ALASKA LABOR EXCHANGE SYSTEM
The Alaska Labor Exchange System (ALEXsys) was developed in response to an overwhelming need for connectivity between job seekers and employers in the State of Alaska. Our company positioned a large development team consisting of consultants, expert analysts, software developers, and testing leads at the

Department of Labor (DOL) offices in Juneau .This team integrated with the DOL team to form one cohesive unit that resulted in the successful rollout of the application.

## EXPERIENCE/QUALIFICATIONS (CONT.)

Describe your experience and qualifications specifically as they pertain to the services described in the TOPS. Do not include names or information that can be used to identify7 your firm or the proposed resource(s).

We assisted DOL with a full gamut of software development expertise. During the final phases of development, our team was tasked with filling the role of test lead, which included detailed planning and the implementation of a testing process, development of a formal test plan, and the management of a large test team.

STATE OF ALASKA, DOR, PERMANENT FUND DIVIDEND ONLINE APPLICATION
DAIS IV is a high-profile software application responsible for distributing the Permanent Fund Dividend (PFD) to over 600,000 Alaskan residents in what is the single largest individual cash transaction in the country, ranging to as much as $2 billion. Our company supported Permanent Fund Dividend Division (PFDD) throughout the entire software development life cycle in a multi-year project that moved dividend distributions away from mainframe computers and onto more modern, mid-tier technologies. As part of the successful implementation of this system, we supported PFDD in achieving 99.99th percentile confidence goal on all disbursement runs through extensive result audits and performance testing.

STATE CORPORATE, MOTOR FUELS, AND MINING TAX SYSTEM
The State of Alaska selected our company to reengineer business processes and build new systems for collecting and managing its corporate, motor fuels, and mining taxes. This multi-year, million-dollar project is critical for the state's Department of Revenue, and all results are fully audited. The goal of the reengineering and system rewrite was to prepare the state's system for the next 20 years of business by using the newest technology and state-of-the-art processes.

ONLINE PERMITTING AND LICENSING SYSTEM
The Alaska Department of Revenue, Tax Division used a number of solutions to manage and collect tax and licensing data in the state. We developed specifications to streamline their processes and developed the Online Permitting and Licensing Application (OPAL). This modular system allows users to apply for licenses and pay fees online with full security and authentication.

During execution of the requirements and analysis phase, several fairly significant changes in scope were discovered leading to budget adjustments, but only minor push of the final delivery date of the most critical components. We were able to adequately compensate for the added scope via addition of qualified staff and careful management of parallel tasks in the project plan.

STATE OF ALASKA AUTHENTICATION SYSTEM
The State of Alaska needed to develop a single user authentication system for all persons doing e-business with the state. To meet this need, we developed myAlaska, which is used by all state agencies needing secure user login functionality. This application, which includes an administrative web interface and a web service, required complex SQL programming to meet strict standards.

STATE OF ALASKA, DEPARTMENT OF REVENUE, DATA ENTRY AND EXAMINATION
Our company was contracted to custom build a Data Entry and Examination (DEX) application to improve tax return processing for the Motor Fuel, Mining, and Corporate Income tax programs. This project involved extensive testing including the following:
-- Development of a comprehensive testing process including role definition and integration of lifecycle tools such as Team Foundation Server and Microsoft Test Manager
-- Component development using an iterative process tightly coupled with specification, unit testing, and test case creation

## EVALUATOR NON-CONFLICT OF INTEREST STATEMENT

☒By checking this box, I certify that neither I,TASK ORDER MANAGER, nor any member of my immediate family has a material personal or financial relationship with thisvendor or to a direct competitor of this vendor. I further certify that no other relationship, bias or ethical conflict exists which will prevent me from evaluating this response solely on its merits and in accordance with the evaluation criteria.

Furthermore, I agree to notify the Task Order Manager if my personal or financial relationship with this vendor is altered at any time during the evaluation process. If I am serving as the Procurement Officer of record I agree to advise my supervisor of any changes that could appear to represent a conflict of interest.

## EVALUATOR NOTES

**To be completed by requesting agency evaluator(s).**

**Comments MUST be recorded for any section receiving a Best Value score of 10 or 0. Comments must be concise and objective and refer to or quote the portion of the response that led to the score.**

### PROJECT APPROACH

Project approach and tools are in alignment with DOL standards

### RISK ASSESSMENT

Risks are well identified and plausible solutions presented

### EXPERIENCE/QUALIFICATIONS

Experience and qualifications look quite good.