

STATE OF ALASKA

AUTHORITY TO SEEK PROFESSIONAL SERVICES

1. Agency Reference Number 0048-07-13-010
2. Date Required for Service Execution

If required by the State Administrative Manual, this form must be executed prior to seeking PROFESSIONAL SERVICES CONTRACTS. The completed form must be part of the contract file.

3. Department Labor	Dept. No. 07	4. Division Business Partnerships	Division No.
5. Service Code(s)	6. Name of Program, Project or Service ICM Programming and project management	7. Statutory Authority (If Applicable) n/a	
8. Amount this ASPS \$ 49,920	9. Last Total ASPS Amount \$ n/a	10. Total Estimated Amount for Project Completion \$49,920	
11. Total Projected Period of Performance (Include All Multi-Year Phases and Optional Renewals) From: 11/15/12 To: 06/30/13			
12. Phase(s) n/a			
13. Project Director's signature/coding <i>Corine Geldhof</i> 7690001	Phone 907-465-4890	14. Preparer's Name Paul Hegg	Phone 907-465-5859

15. Purpose(s) of Contract (Continue on Additional Pages if Necessary)
The division of Business Partnerships needs programming support and project management for the DBP Case Management System (ICM).

If a solicitation effort other than competitive-sealed proposals or small procurement is anticipated, Form 02-100, Request for Alternate Procurement, must be attached and approved by the Department of Administration prior to proceeding with procurement.

CONTRACTING DEPARTMENT

Approval of this Authority is contingent upon use of the 10% evaluation point and the 5% price based Alaskan vendor preference.

16. Department Head/Authorized Representative Name Brynn Keith	Signature <i>B. Keith</i>
Department Head/Authorized Representative Title ASD Director	Date 11/8/12

STANDARD AGREEMENT FORM FOR TASK ORDER PROCUREMENT SYSTEM (TOPS)

1. TOPS Contract Number 0048-07-13-010	2. DGS Solicitation Number 2012-0200-0879	3. Financial Coding 7690001	4. Agency Assigned Encumbrance Number
5. Vendor Number 92-0131155	6. Project/Case Number	7. Alaska Business License Number 116276	
This contract is between the State of Alaska,			
8. Department of Labor Workforce Development		Division of Business Partnerships hereafter the State, and	
9. Contractor Resource Data, Inc.		hereafter the Contractor.	
Mailing Address 1205 East International Airport Road #100	City Anchorage	State AK	ZIP+4 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 <u>11/13/12</u> and ends <u>6/30/13</u> .			
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 #0048-07-13-01. Payment shall be made upon receipt and approval of detailed invoice(s) by the State of Alaska Project Manager indicated on TOPS Request #0048-07-13.			
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 #0048-07-13.			

11. 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 alterations 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.			
12. CONTRACTOR		13. CONTRACTING AGENCY	
Resource Data, Inc.		Department/Division Labor & Workforce Development / Business Partnerships	
Signature of Authorized Representative <i>Lois Hansen</i>	Date 11/07/12	Signature of Head of Contracting Agency or Designee <i>Brynn Keith</i>	Date 11/8/12
Typed or Printed Name of Authorized Representative Lois Hansen		Typed or Printed Name Brynn Keith	
Title Director of Business Administration		Title Director, ASD	

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 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, 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 these provisions will be binding upon each subcontractor. For the purpose of including these 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 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.

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 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 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 #0048-07-13;
- TOPS Response / Cost Proposal #0048-07-13-01.

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

1. This contract document;
2. TOPS Request #0048-07-13;
3. TOPS Response / Cost Proposal #0048-07-13-01.

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):

RDI will provide programming support and project management for the Division of Business Partnerships (DBP) Case Management system (ICM).

As part of the maintenance of this new system, RDI staff will focus on resolving bug fixes and feature requests. All items will be listed and tracking in Microsoft Team Foundation Servers and prioritized by DBP's ICM product owner before programming staff commences work on any given task.

RDI's project manager will facilitate the prioritization process and track progress on this project. We will also provide end-user support as needed.

The expectation is that RDI will be managing the task list and implementation schedule under direction from the DBP Product Owner.

It is also expected that the ICM system infrastructure and security will be maintain by DOL's IT department. Managing hardware changes or configuration should be a minimal part of RDI's time on this project.

RDI and DOL would like the signing date on the contract to be the date that work can be initiated.

APPENDIX D
PAYMENT FOR SERVICES

Payment for services provided under this contract shall not exceed \$49,920.00 for the period of performance of this contract.

The contractor shall be paid a rate of \$96.00 an hour.

The Contractor will submit detailed invoice(s) for services performed in accordance with Appendix C. The State will pay all invoices within thirty (30) days of invoice approval by the Project Director.

Each invoice must:

- reference the Contractor's name, address and phone number
- reference the contract number.
- include an invoice number
- reference the Division for which the services are being provided

The Contractor shall submit invoices to the address specified below no later than 30 days after the end of each month for which services were performed. Failure to include the required information on the invoice may cause an unavoidable delay to the payment process.

Address invoice to:
AK Dept of Labor & Workforce Development
Div. of Administrative Services
1111 W. 8th St., Suite 308
Juneau, AK 99802-1149

Invoice Delivery:
Invoices should be emailed to Paul Hegg.

Notwithstanding any other provision of this contract, it is understood and agreed that the State shall withhold payment at any time the Contractor fails to perform work as required under Appendix C and/or D of this contract.

VENDOR INFORMATION

Vendor Name: Resource Data, Inc. (RDI)

<input checked="" type="checkbox"/>	By checking this box, I, Howard Earl for Resource Data, Inc. (RDI), represent that I am authorized to and do bind the 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 template set out herein for submission of their response to a TOPS Request 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 Assessment, 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

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.

Project Approach cannot exceed one page.

RISK ASSESSMENT

Itemize potential **controllable** and **non-controllable** risks 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: _____ **SCORE:** 10 5 0

The purpose of this task order is to provide expert-level developer assistance in Microsoft Dynamics CRM/xRM to support the Division of Business Partnerships (DBP) through the first year of bug fixes and enhancements related to the new ICM case management component of the WIPS project.

To help the DBP meet this need, our firm will provide a highly qualified team with years of experience on State of Alaska projects and direct experience working with WIPS project, and specifically, ICM case management system.

This team will provide as-needed development support and maintenance for bugs to code fixes in CRM. We will use the existing instance of Team Foundation Server (TFS) software to log and track users' enhancement requests and bug reports. A strong product owner helps set project priorities and identifies high-level tasks. We will support the ICM product owner during this triage process. Our experience with the ICM project and its user base can help inform decisions on which change requests are of high value and priority.

Over the course of the project, developers will unit test their code, resolve any issues discovered during testing, and work with DBP staff to develop a strategy for testing modified functionality. Our Project Manager will assist as needed with workload delegation and status reporting. All of our tasks will be tracked and resolved through TFS.

Our firm specializes in providing as-needed IT services and has developed such an efficient service delivery model that we can provide professional services ranging from one-hour increments to long-term project teams. Additionally, we use a custom tool designed specifically to support flexible staffing, which we will employ to ensure that our team members are available for the hours stated in the TOPS request.

RISK ASSESSMENT

BEST VALUE PROCESS ONLY: EVALUATOR NAME: SCORE: 10 5 0

RISK: Unfamiliarity with project goals and past decisions

WHY IT IS A RISK: Lack of knowledge of project goals can lead to slowdowns or unnecessary rework by developers.

OUR SOLUTION: While we are very familiar this particular project, it is essential on all projects to review project goals with the product owner and business experts. This review will help set priorities and inform our staff of which requests and enhancements will be promoted for development work.

RISK: Unmanaged list of user requests

WHY IT IS A RISK: An unstructured list of user requests can cause developers to work on items that are low priority or out of scope.

OUR SOLUTION: We support the concept of having a strong product owner who prioritizes user requests. Regular reviews with product owners reinforce project goals and ensure that developers are working on high-priority items.

RISK: Insufficient or unavailable contractor resources

WHY IT IS A RISK: If contractor staff is not available, the project schedule, scope, and success will suffer.

OUR SOLUTION: Our firm uses a proprietary tool designed specifically to solve this problem. We've used it successfully for millions of dollars of work, and it will ensure that our team members are available for the hours stated in the TOPS request.

RISK: Lack of availability of key DOL personnel

WHY IT IS A RISK: Development projects rely heavily on client input. A lack of key personnel can impede the progress of the project.

OUR SOLUTION: We mitigate this risk by planning for periods of unavailability as far in advance as possible and having backups for key personnel.

RISK: Lack of availability of necessary infrastructural resources

WHY IT IS A RISK: Onsite programmer support may require developer workstations, as well as servers to host development, testing, and production environments. While the costs of these resources may not typically be very high, the time it takes to set up and configure these resources is often substantial.

OUR SOLUTION: We can mitigate this risk by planning ahead, but most mitigation must be performed by DOL, which will be responsible for procuring and installing infrastructure.

RISK: Lack of communication

WHY IT IS A RISK: Lack of communication can cause projects to fail.

OUR SOLUTION: In addition to providing regular status reports, we will host status meetings between our project manager and the client project manager. We encourage informal communication daily.

EXPERIENCE/QUALIFICATIONS

BEST VALUE PROCESS ONLY: EVALUATOR NAME: SCORE: 10 5 0

COMPANY QUALIFICATIONS

1. Our firm has a long history of successful projects with the DOL and has gained a tremendous depth of knowledge of DOL business practices, systems, and culture. Furthermore, our proposed project manager has direct experience providing testing and project management oversight for the DBP ICM system, which will ensure that the department's needs are met in an efficient and cost-effective manner.
2. Our proposed developers are Microsoft Certified Professional (MCPs) with certifications in Microsoft Dynamics CRM 4.0 Customization and Configuration and Microsoft Dynamics CRM 4.0 Applications.
3. We are currently installing and configuring a Microsoft Dynamics CRM system for the Office of the Governor. This project revolves around managing cases, constituents, and responses for Office of the Governor staff. This project uses some workflows similar to the ICM project, as well as some innovative additions with the Microsoft Outlook client. Our experience with these new features might be useful to the ICM project. Additionally, this experience with CRM technology ensures that our team will be able to mitigate risk based on prior experience.
4. Our Juneau and Anchorage locations ensure that our proposed staff are available to work onsite with DOL staff.

STAFF QUALIFICATIONS

Our proposed project manager has successfully led numerous projects for State and Federal agencies. He is an expert in Agile (Scrum) methodologies. His recent work includes serving as the lead project manager and analyst for the DOL's Workforce Investment Performance System (WIPS), implementing the EGrAMS grants management system and the ICM case management system using CRM.

To perform the majority of the development work, we will staff this project with a senior programmer with over six years of IT experience focusing on .NET programming and database development. He is a Microsoft Certified Professional Developer (MCPD) specializing in the .NET framework and CRM applications, and has extensive experience on State of Alaska projects.

We will provide two additional developers as needed. The first spent 12 years in the US Air Force as an enlisted computer programmer and worked on several major projects for the US Air Force and NATO using a range of technologies including Oracle databases, Oracle Forms & Reports, Perl, and Java. He is a Microsoft Certified Professional with certification in Microsoft Dynamics CRM 4.0 Customization and Configuration. The second developer for is experienced with a variety of technologies and has been heavily involved in several State projects.

RELEVANT EXPERIENCE**DEPARTMENT OF LABOR: WORKFORCE INVESTMENT PERFORMANCE SYSTEM**

Our firm led the analysis and design effort and provided project management support for the Alaska DOL's WIPS project. The project involved four implementation phases: a new fiscal system (SAGE), a grants management system (EGrAMS), a case management system (ICM) written using CRM, and a data warehouse/reporting system. We performed the following high-level tasks successfully:

- Gathered requirements
- Wrote architecture and project planning documents
- Facilitated vendor selection
- Managed each phase of project development and implementation
- Led all testing and deployment teams

OFFICE OF GOVERNOR: CRM CASE MANAGEMENT SYSTEM

The Office of the Governor chose Microsoft Dynamics CRM to replace its current independent systems for its Constituent Relations, Scheduling Office, Boards and Commissions, Office of International Trade, and Communications teams. Our firm is involved in collecting requirements, building prototypes in CRM, and configuring CRM for the specific business needs of the Governor's staff. Main project goals include the following:

- Use Microsoft Dynamics CRM to distill business processes
- Create user groups that will provide security access & control
- Build a unified office database point that will be visible across all offices and business roles
- Develop a new user-friendly interface that enables reporting, querying, process management, and legacy application management

EXPERIENCE/QUALIFICATIONS (CONT.)

DEPARTMENT OF HEALTH AND SOCIAL SERVICES: eGRANTS SYSTEM REPLACEMENT

The DHSS GEMS project consists of building and replacing the eGrants management system with a CRM solution built to DHSS specifications. The new system will also consist of a Capitol Grants administration module. Our firm was hired to oversee the project and manage a third-party contractor to build the system. Our Project Manager is responsible for ensuring that all milestones are met within the allotted project timeline. The Project Manager is also responsible for all quality assurance aspects of the project, as well as managing requested changes to the original scope and mitigating project risk.

DOL WORKERS' COMPENSATION REWRITE 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 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.

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.

DIVISION OF COMMUNITY AND REGIONAL AFFAIRS: SYSTEM REDESIGN AND CONSOLIDATION

The DCCED's Division of Community and Regional Affairs had implemented a dozen small, independent systems to track data and provide business information including infrastructure, grants, plans, community profiles and management tools. The systems were out of date, did not comply with State or Department standards, and were riddled with redundant data.

Our team documented and analyzed these systems. We then redesigned a system to consolidate three main existing systems and nine subsidiary systems, enhancing manageability and facilitating extensibility as systems and business needs grow. We created a normalized and consolidated entity relational diagram (ERD) and data migration plan, designed a new portal, and integrated the system data to reduce redundancy and increase productivity and extensibility. At the end of the project, we conducted an onsite database modeling class for the benefit of the client's development team.

PERMANENT FUND DIVIDEND ONLINE APPLICATION SYSTEM

The State of Alaska Permanent Fund Dividend (PFD) Division oversees the program through which the State distributes nearly a billion dollars to qualified Alaska residents each year. When the State began to allow residents to submit their annual PFD application online, we were contracted to help the PFD division update its systems.

As part of this work, we developed the online application process; rebuilt the back-end data systems, updated system tables, screens, and business logic; implemented the Pick. Click. Give. program for charitable contributions; and improved the connection with myAlaska, the State's website for authentication. This system has successfully distributed over \$600 million dollars a year for several years. The output from the system yields the single largest Automated Clearing House (ACH) transaction in the nation.

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.

EVALUATOR NON-CONFLICT OF INTEREST STATEMENT

By checking this box, I certify that neither I, _____, nor any member of my immediate family has a material personal or financial relationship with this vendor 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

RISK ASSESSMENT

EXPERIENCE/QUALIFICATIONS

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 response. (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	x	Est. # Hours	=	Total Cost
\$ 96.00		520		\$49,920.00

ETS Fee (\$300 + .5% of Total Cost)	\$ 549.60
Total TO Cost	\$50,469.60

PROPOSED INDIVIDUAL RESOURCES

Tom Fletcher	Michael Podruchny	Mike Brameld
Grant Ficek		

PROPOSED SUB-CONTRACTORS

Name	Description of Work	% of Overall Work