

STANDARD AGREEMENT FORM FOR TASK ORDER PROCUREMENT SYSTEM (TOPS)

1. TOPS Contract Number 0083-07-13-010	2. DGS Solicitation Number 2012-0200-0879	3. Financial Coding	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
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hereafter the State, and

9. Contractor Resource Data Inc.	hereafter the Contractor.
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Mailing Address 1205 E. International Airport Rd #100	City Anchorage	State AK	ZIP+4 99518
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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 4/23/13 and ends 6/30/13

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 #0083-07-13-1. Payment shall be made upon receipt and approval of detailed invoice(s) by the State of Alaska Project Manager indicated on TOPS Request #0083-07-13.
- 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 #0083-07-13.

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	
Signature of Authorized Representative <i>Lois Hansen</i>		Signature of Head of Contracting Agency or Designee <i>Paloma Harbour</i>	
Date 4-19-13		Date 4/23/13	
Typed or Printed Name of Authorized Representative Lois Hansen		Typed or Printed Name Paloma Harbour	
Title Director of Business Administration		Title Acting 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 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 #0083-07-13;**
- **TOPS Response / Cost Proposal #0083-07-13-1.**

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

1. This contract document;
2. TOPS Request #0083-07-13;
3. TOPS Response / Cost Proposal #0083-07-13-1.

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 project management, analysis and programming support to develop DBP Reporter tool that will enhance the monitoring and analysis of grants-based reporting.

This will include:

- Build out of Reporter tool for monitoring and analysis using existing DBP data warehouse
- Project Monitoring
- Knowledge Transfer
- Project documentation that will include, Project Management Library, Technical Manual, and System & Process Diagrams

RDI will manage the development schedule under direction from the DBP Product Owner and DOL Project Manager. The reporting solution will be iteratively implemented and delivered in close coordination with DBP staff. The solution increments will build successively from datasets to analysis views to reporting tools and presentation components that will be accessible through the DBP SharePoint portal.

Team members will be available for an implementation kick-off session as well as a review of final deliverables. During the phased milestones the team will meet regularly to review the solution, provide detailed status reports to the Product Owner, and to review documentation and scope of the project.

As there is a narrow window for completion it is imperative that a high degree of communication be maintained between RDI and DBP. It is also very important that the scope of the project remain the primary focus.

Contract start date will commence on contract signing and end on 6/30/13.

APPENDIX D
PAYMENT FOR SERVICES

Payment for services provided under this contract shall not exceed **\$130,540.00** for the period of performance of this contract.

The contractor shall be paid a rate of **\$107** 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.

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		Est. # Hours		Total Cost
\$ 107.00	x	1220	=	\$130,540.00

ETS Fee (\$300 + .5% of Total Cost)	\$ 952.70
Total TO Cost	\$131,492.70

PROPOSED INDIVIDUAL RESOURCES

Chris Sowa	Darrel Lee	Judie Shaw
Ed Hand	Tom Fletcher	Jenny Munroe
Jeff Kelly		

PROPOSED SUB-CONTRACTORS

Name	Description of Work	% of Overall Work

VENDOR INFORMATION

Vendor Name: Resource Data, Inc. (RDI)

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. Modifications to the format of this template (e.g., altering font size, altering font type, adding colors, adding pictures etc) will cause your response to be rejected.

Please list your experience in the following Categories: Project Approach, Risk Assessment, and Experience/Qualifications.

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 Request. If applicable, please provide your responses to Special Expertise & Experience, and Special Considerations or Constraints areas. Your response may include prior experience, engagements, and/or past performances relative to the department needs and/or requirements as they pertain to the TOPS Request in these sections.

Experience/Qualifications cannot exceed two pages.

PROJECT APPROACH**BEST VALUE PROCESS ONLY: EVALUATOR NAME:**SCORE: 10 5 0

The purpose of this TOPS request to ensure the successful implementation of an end user tool that will allow the Division of Business Partnerships (DBP) to monitor and analyze grant information, including information from the Grants Management System, Grant Performance System, and Fiscal Controls System.

To meet the DBP's need, RDI will provide a team that includes a highly experienced Project Manager and technical staff knowledgeable of the DBP's data and systems, as well as Workforce Investment Act data structures and processes. This team's previous work with the DBP will ensure that the division's needs are met in an efficient and cost-effective manner.

Over the last 25 years, RDI has developed an extremely efficient service delivery model for as-needed IT services. Our flexible staffing model and Juneau location ensure that our team is available as needed to work onsite in Juneau with DOL staff. We anticipate the following division of labor over the course of the project:

- Expert Developers: 860 (70%)
- Junior Developers: 120 (10%)
- Technical Writer: 120 (10%)
- Project Manager: 120 (10%)

PROJECT MANAGEMENT: Our Project Manager will provide a project management governance structure that encompasses project planning, monitoring, and reviews, as well as facilitating communication and coordination among team members. She will author and maintain all project management artifacts, using DOL project management standards for status reporting and other project documents and providing additional artifact templates as needed. These documents will form a living library of project management tools and resources. The Project Manager will be available for approximately 10-15 hours per the week to work onsite in Juneau with agency staff at mutually agreed upon times.

DEVELOPMENT: The reporting solution will be iteratively implemented and delivered in close coordination with DBP staff. The solution increments will build successively from datasets to analysis views to reporting tools and presentation components that will be accessible through the DBP SharePoint portal.

- The datasets will include historical data from each of the Workforce Investment Performance System applications. The data elements will be selected to support the DBP's five major reporting subject areas: Grant Program, Federal and State Appropriations, Personnel, Budget, and Historical. Within each of these areas data elements will be organized hierarchically and dimensionally where appropriate, allowing summarization, drill-down and subset selection. This data will be updated using scheduled daily jobs.
- The analysis views will expose the data elements needed in each of the major subject areas. These views will support the reporting and analysis structures that will be used by DBP staff and exposed on the division SharePoint site.
- Report presentation and delivery will use a combination of SharePoint Excel Services and PowerPivot Services to create dashboards and other views. We will work with DBP and DOL staff to configure and deploy these services and reporting components.

Key DPB stakeholders and "power users" will be fully integrated to ensure knowledge transfer. Knowledge transfer will not conclude until all technical and end user documentation has been formalized and approved by the DBP.

DOCUMENTATION: We will provide a Technical Writer/Business Analyst to author the Project Guidance Manual and other project documentation concurrently with our development efforts.

RISK ASSESSMENT**BEST VALUE PROCESS ONLY:** EVALUATOR NAME:SCORE: 10 5 0

RISK: Narrow window for the completion of the project

WHY IT IS A RISK: Completing this work by the contract end date will require dedicated staff to provide a high number of hours in a short timeframe.

OUR SOLUTION: We will schedule firm deadlines for development cycles to ensure fixed targets are met during the lifecycle of the project. Additionally, our team approach and flexible staffing model make it possible to increase hours or staffing to meet the project schedule.

RISK: Coordinating multiple parties

WHY IT IS A RISK: DOL is a large department and there are many parties involved in the project with unique business processes and reporting needs. Coordinating those needs may be difficult.

OUR SOLUTION: Our experienced Project Manager and Programmer/Analysts will create a traceability matrix or similar project management device to use as an objective tool for establishing requirements and prioritizing activities to mediate differences among interested parties.

RISK: Lack of available key personnel

WHY IT IS A RISK: Agile (Scrum) development relies heavily on client input. Lack of key personnel can impede the progress of the project.

OUR SOLUTION: We mitigate this by planning for periods of unavailability as far in advance as possible. Plans can include lengthening or shortening interview and review cycles, having backups for key personnel, or a combination.

RISK: Lack of availability of contractor staff

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 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 follow an agile (Scrum) methodology to encourage informal communication daily.

EXPERIENCE/QUALIFICATIONS**BEST VALUE PROCESS ONLY:** EVALUATOR NAME:SCORE: 10 5 0**COMPANY QUALIFICATIONS**

1. RDI 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. Our Project Manager and technical staff have recent experience providing testing and oversight for the DBP EGrAMS and ICM system. Our team's familiarity with WIA data structures and rules, as well as DBP business rules and processes, will ensure that the Division's needs are met in an efficient and cost-effective manner.
2. Our firm has been at the forefront of database technologies for the last 25 years, providing clients with robust and efficient database designs, implementations, and warehouses. We employ more than 60 SQL Server experts and make heavy use of automated data-driven and ad hoc web-based SSRS and ETL processing.
3. Our Juneau location ensures that our team is available to work onsite in Juneau with agency staff at mutually agreed upon times.

STAFF QUALIFICATIONS

JENNY MUNROE, PROJECT MANAGER: Jenny has proven expertise in employing a fact-based, process-oriented approach toward reaching aggressive goals in support of cost, profit, customer service, and organizational objectives. Her recent experience with the Department of Labor includes providing business analysis, backup project management, user acceptance testing management, and rollout management for EGrAMS, an electronic grants management program. As directed by the Workplace Investment Performance System (WIPS) steering committee, Jenny provided "rough" testing to ensure that third-party vendor HTC had delivered functionality including progress reports, monitoring reporting, grant agreement amendments, and grant closeout.

TOM FLETCHER, TECHNICAL LEAD: Tom has successfully led numerous projects for State and Federal agencies. An expert in Scrum methodology and PMP processes, he has led teams through the entire project lifecycle—from requirements and analysis to testing and deployment. He has experience authoring project plans, cost estimates and design documents for several large State IT projects including Workplace Alaska and myAlaska 3.0 for the Department of Administration and the Department of Labor and Workforce Development's Workforce Investment Performance System. Additionally, he is a highly regarded senior developer and database analyst/designer with eight years of experience with SQL Server and Oracle database tools and a variety of experience on large-scale government projects.

CHRIS SOWA, SR. PROGRAMMER/ANALYST: Chris has 25 years of experience on diverse development projects. He has been involved in many projects for the DOL, including providing analysis, design, development, testing, documentation, and project management support for the Secure Access Management application. He recently led the architecture and development of the first tier of the reporting solution for the Workforce Investment Reporting System, which included the design, implementation, and deployment of a data warehouse that integrates data from several of the DBP's systems. This included the ETL processes, and preliminary reporting structures delivered in Excel and SharePoint. All work was completed using the Microsoft Business Intelligence suite of tools and technologies.

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

Our firm and provided expert-level project management for the Alaska Department of Labor and Workforce Development's Workforce Investment Performance System (WIPS) project. We also led the analysis and design effort and managed a diverse set of development teams, using agile methodologies to allow us to deliver working software that could be repeated, vetted, and improved by client input. The

EXPERIENCE/QUALIFICATIONS (CONT.)

project involved four implementation phases: a new fiscal system (SAGE), a grants management system (EGrAMS), a case management system (ICM) written using CRM, and 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

STATE OF ALASKA DCCED: GRANTS TRACKING SYSTEM BUILD

Our firm was contracted to architect and implement a solution to replace an aging central grants tracking system for the State of Alaska with a custom system. Our team used Scrum methodology to iteratively build, test, and deploy the final application using .NET and WinForms technologies. The build process involved regular meetings with DCCED personnel to manage scope and organize user testing. The new application allows users to track community grant data, including grant statistics, recipient data, and community data. It also allows users to run reports on existing data to fill grantee requests. The final application had an N-tier architecture to separate the business logic from the front end application and the back end database. Users go to a web location to launch a smart client application that communicates with a central database via web services.

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, and process management

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.

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