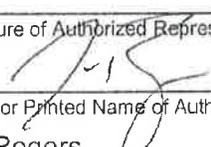


STANDARD AGREEMENT FORM FOR TASK ORDER PROCUREMENT SYSTEM (TOPS)

1. TOPS Contract Number 0095-07-14-010	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 ESD hereafter the State, and	
9. Contractor Resource Data, Inc.		hereafter the Contractor.	
Mailing Address 1205 E. Int'l Airport Rd., Ste 100		City Anchorage	State ZIP+4 AK 99518
<p>10. ARTICLE 1. Appendices: Appendices referred to in this contract and attached to it are considered part of it.</p> <p>ARTICLE 2. Performance of Service:</p> <p>2.1 Appendix A (General Provisions), Articles 1 through 18, governs the performance of services under this contract.</p> <p>2.2 Appendix B sets forth the liability and insurance provisions of this contract.</p> <p>2.3 Appendix C sets forth the services to be performed by the contractor.</p> <p>ARTICLE 3. Period of Performance: The period of performance for this contract begins <u>8/8/13</u> and ends <u>6/30/14</u>.</p> <p>ARTICLE 4. Considerations:</p> <p>4.1 In full consideration of the contractor's performance under this contract, the State shall pay the contractor a sum not to exceed the Total Cost shown on TOPS Cost Proposal #0095-07-14-01. Payment shall be made upon receipt and approval of detailed invoice(s) by the State of Alaska Project Manager indicated on TOPS Request #0095-07-14-01.</p> <p>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 #0095-07-14-01.</p>			

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 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.

12. CONTRACTOR		13. CONTRACTING AGENCY	
		Department/Division Labor & Workforce Development / ESD	
Signature of Authorized Representative 	Date 8/8/13	Signature of Head of Contracting Agency or Designee 	Date 8/21/13
Typed or Printed Name of Authorized Representative Jim Rogers		Typed or Printed Name Paloma Harbour	
Title President		Title Administrative Services 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 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 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 #0095-07-14-01;**
- **TOPS Response / Cost Proposal #0095-07-14-01.**

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

1. This contract document;
2. TOPS Request #0095-07-14-01;
3. TOPS Response / Cost Proposal #0095-07-14-01.

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):

Per the email received from Bradley Kizer, the end date on this task order will be 06/30/2014.

APPENDIX D
PAYMENT FOR SERVICES

Payment for services provided under this contract shall not exceed **\$71,400.00** for the period of performance of this contract.

The contractor shall be paid a rate of **\$105** 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

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.

TASK ORDER REQUEST FORMComplete all applicable sections and e-mail to: doataskorders@alaska.gov**REQUESTING AGENCY INFORMATION**

Department: 07 - Labor Workforce Development
 Division/Section: Employment Security Division/Employment and Training
 Billing Contact: Laura Kurt Ph #: 907-465-5397 E-mail: laura.kurt@alaska.gov
 CC / LC: 7563317

TASK ORDER INFORMATION

Solicitation Type: **Best Value** **Low Price**
 Cost Type: **Fixed Fee** **Time & Materials: 680 est # of hours**
 Response Deadline:

All TOPS Requests will be in circulation for a minimum of 5 business days.

Project Title: ALEXsys Maintenance and Enhancements
 Project Manager: Paul Hegg Ph #: 907-465-5859 E-mail: paul.hegg@alaska.gov
 Category: 9: Distributed Applications
 Start Date: 07/31/2013 Project Estimate: \$75,000 **NTE**
 End Date: 01/31/2014
 Location of Work: Juneau, Alaska **No Preference**

IT STANDARDS

All work on any contract awarded as a result of this Task Order must be in compliance with state and federal requirements, including but not limited to the state information technology and telecommunication security policies and Technology Management Council (TMC) standards.

The State telecommunication and information technology security policies can be located at:
security.alaska.gov

The TMC standards can be located at:
www.state.ak.us/local/akpages/ADMIN/info/plan/standards.shtml

Both can be downloaded by any authenticated state employee.

DEPARTMENT APPROVAL

I, Laura Kurt, represent that I am authorized to and do bind the Department to this request and certify that this Task Order is in compliance with the Department's IT Plan, the Statewide IT Plan and the IT Standards, and is in the best interest of the state.

BACKGROUND

The the Alaska Labor Exchange system (ALEXsys) was impletented In the spring of 2006 by the Alaska Department of Labor and Workforce Development (AKDOLWD) Employment Security Division (ESD) Employment Training Technical Unit (ETTU). ALEXsys allows job seekers to enter resumes, search for jobs, and contact employers for prospective jobs and allows employers to post jobs, search for and contact job candidates. Additionally the system performs case management for department staff and provides labor market and job training information.

The application is in a mix of ASP Classic, VB.Net, MS SQL Reporting services with a MS SQL 2008 Database. The ALEXware data warehouse component came on line June 2008. The data warehouse is an MS SQL 2008 database using ETL processing with a translation transformation process for data from ALEXsys to ALEXware and supports Report Builder Models for the ALEXsys Ad hoc report system.

With the vacancies in devloper positions, that we have been unable to fill, it is difficult to provide the constant ongoing maintenance support of ALEXsys and ALEXware demands.

ALEXsys and ALEXware are critical and complex systems which require ongoing production support, as well as the continued development and implementation of new components. Existing knowledge of the ALEXsys and ALEXware systems is necessary. Therefore, DOLWD is requesting a contractor with current knowledge of ALEXsys and ALEXware.

SCOPE / STATEMENT OF WORK

The Department is requesting technical staff who are knowledgeable of the ALEXsys and ALEXware environments, is readily able to code in ASP Classic and VB.NET, and has experience in MS SQL Reporting Services 2010, ALEXware data warehouse and related Microsoft technologies.

The deliverables to be worked on in this task order include:

- Ongoing ALEXsys maintenance support for priority bugs to code fixes in ASP, VB.NET, and MS SQL Reporting Services 2008.
- Ongoing ALEXware repot maintenance support.
- Mentoring and knowledge transfer to staff as required.
- Support of the 9002 ETA reporting process when issues arise
- Analysis and coding of modifications for Federal and State Reporting requirements and performance measures

SPECIAL EXPERTISE & EXPERIENCE

Due to the critical time sensitivity for performance measures – the contractor must possess a minimum of one years experience with ALEXsys, and understand ALEXsys data as well as the data in ALEXware.

* This task order requires the contractor to workpart time; the hours being arranged around the needs of the business unit.

• The contractor must have the ability to spend 80% of his/her time in Juneau with availability to the departmetnts Data Processing staff and business analysts.

- The staff combination of technical abilities must include experience with the following:
 - o ASP Classic
 - o VB.NET
 - o MS Office
 - o MS SQL Server 2008 R2 (Query, Stored Procedure, DTS and ETL)
 - o MS SQL Server Reporting Services 2008
 - o Report Builder 2.0
 - o Visual Studio 2010 Team Foundation Server
 - o Data Warehouse
 - o Mentoring ability

o User facilitation skills

SPECIAL CONSIDERATIONS OR CONSTRAINTS

The expertise and anticipated commitment is as follows:

- 60% of the effort to be done by Expert – with the desired skills listed above.
- 40% to be done by journeyman. (It is mandatory for the required experience in the desired skill set above – we will not train contract staff in the MS technologies needed; we will not authorize time from this contract for them to come in with only course training or theoretical knowledge and use this contract for OJT and to shadow an expert. Assignments for staff will be made at the discretion of the project manager, not at the discretion of the vendor as a means to teach a journeyman how to work in the MS environment.)

TASK ORDER REQUEST FORM INSTRUCTIONS

HEADER INFORMATION

The Task Order # will be assigned by the Task Order Manager. Please do not otherwise assign your own number to this form.

REQUESTING AGENCY INFORMATION

Enter agency-specific information as required.

- | | | |
|----|-------------------|--|
| 1. | Department: | Select your department from the dropdown box. |
| 2. | Division/Section: | Your division and section names. |
| 3. | Billing Contact: | The name and contact info that invoices related to this Task Order will go to. |
| 4. | CC/LC: | The collocation/ledger code that the task order will be billed against. |

TASK ORDER INFORMATION

Enter information regarding this task order.

- | | | |
|----|--------------------|--|
| 1. | Solicitation Type: | Select which solicitation method to use for this Task Order. |
| | - | Best Value will be awarded to the responsive and responsible vendor with the most advantageous response, considering project approach and risk assessment, experience and qualifications, Past Performance Information (PPI), and cost. Each of these four evaluation criteria are weighted equally at 25%. |
| | - | Low Price will be awarded to the responsive and responsible vendor with the lowest price after the price has been reduced by a percentage equal to the vendor's PPI score for evaluation purposes. Response Forms are required under this Solicitation Type. |
| 2. | Cost Type: | Flat Fixed Fee or Time & Materials. If Time & Materials, must enter estimated number of hours needed. This will be used by the vendors in their Cost Proposal. |
| 3. | Response Deadline: | All TOPS Requests will be circulated for a minimum of 5 business days. This is a minimum and a later date may be entered. |
| 4. | Project Manager: | Enter the agency Project Manager name and phone number. This will be the point of contact for all project-specific inquiries. |
| 5. | Category: | Select the Category number that this Task Order generally falls into. Category definitions can be found at:
http://doa.alaska.gov/ets/taskorder/ |
| 6. | Start/End Dates: | Enter the anticipated start and end dates for the Task Order. |
| 7. | Project Estimate: | Enter the estimated cost of the project. If "NTE" (Not to Exceed) is checked, any cost proposals above this amount will be rejected. |
| 8. | Location of Work: | Indicate where work should take place. Check "No Preference" if remote work is allowable. All work must be performed within the United States or Canada. |

VENDOR SELECTION

ALL TOPS Requests will be submitted to all vendors in the TOPS Vendor Pool.

DEPARTMENT APPROVAL

Indicate your department's approval (IT, fiscal, and procurement) by entering the final approver's name and checking the box. **It is your agency's responsibility to ensure all internal approvals are obtained prior to submitting this form to the Task Order Manager.** Neither the Task Order Manager nor the Department of Administration assume any responsibility for an agency's failure to obtain proper internal approval.

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 project is to provide the Alaska Department of Labor and Workforce Development (DOL) with assistance for ongoing maintenance, development, mentoring, and production support for the ALEXsys website, its related ALEXware data warehouse, the quarterly 9002 report, and other related requirements.

To meet these needs, Resource Data, Inc. (RDI) will provide Ed Hand, an expert-level Project Manager/Sr. Analyst, and Darrel Lee, a skilled Programmer/Analyst, both with proven histories working with the DOL to enhance and support ALEXsys and ALEXware. This team will be supported by Ian Sexton, an expert-level Sr. Programmer/Analyst with years of experience in all of the relevant technologies. This complete project team will ensure that the proper coverage is available for the project at all times. To meet the DOL's needs for staff support, we will provide, on average, 16 hours of staff time per week in the following approximate percentages based on availability and specific task requirements:

- 30% Project Manager/Sr. Analyst (Expert)
- 30% Sr. Programmer/Analyst (Expert)
- 40% Programmer/Analyst (Journeyman)

ONGOING ALEXSYS MAINTENANCE SUPPORT FOR PRIORITY BUGS TO CODE FIXES

Our team will provide ongoing support for ALEXsys maintenance including bug fixes in ASP, VB.NET, and SQL Server Reporting Services. To facilitate resolution of backlog items, we will be present at the regular ALEXsys work item review meetings, and we'll work with the DOL technical team to review and assess change requests. We will also work with ETTU and technical staff to develop and refine business needs and requirements for requested improvements to ALEXsys.

Ed Hand, our Project Manager/Sr. Analyst, will also assist as needed with workload delegation between the DOL staff and the RDI team. As work items are completed, we will work with DOL to monitor testing process, and assist DOL technical staff with migration support as needed.

ONGOING ALEXWARE REPORT MAINTENANCE SUPPORT

Our team will provide ongoing support for the ALEXware reporting warehouse, including updates to reports, report models, and ETL processes as required. As with ALEXsys, our support team will be present for work item review meetings when required and will work with DOL staff to review and assess requested changes.

MENTORING AND KNOWLEDGE TRANSFER TO STAFF AS REQUIRED

In addition to providing support services, our team will work as needed with any DOL in-house staff to provide knowledge transfer about ALEXsys, ALEXware, and SQL Server Reporting Services.

SUPPORT OF THE 9002 ETA REPORTING PROCESS WHEN ISSUES ARISE

We understand the issues related to the 9002 reporting process and will work with the necessary DOL staff to address issues in a timely manner.

ANALYSIS AND CODING OF MODIFICATIONS FOR FEDERAL AND STATE REPORTING

Our team will work with state business and technical staff on changes related to federal and state reporting requirements and performance measures as needed.

ASSUMPTIONS

This project approach is based on the following assumptions:

- If contractor staff is working onsite at the DOL office, DOL will provide a workstation or VM to work from. Otherwise, our staff will work remotely using a DOL VM for their work environments.

RISK ASSESSMENT**BEST VALUE PROCESS ONLY: EVALUATOR NAME:**SCORE: 10 5 0**RISK:** Sudden changes in the level of support required**WHY IT IS A RISK:** Our staffing plan is based on the assumption of a consistent level of staff support; as such, the supporting staff will also be part of other projects and a sudden request for additional time may be hard to supply.**OUR SOLUTION:** We will work with the client during regular backlog review meetings to anticipate large efforts well in advance. With adequate advance planning and some flexibility on the client's side, we should be able to handle normal fluctuations in the support work load.**RISK:** Unavailable contractor staff**WHY IT IS A RISK:** If contractor staff is not available, the client's support needs may not be met.**OUR SOLUTION:** RDI uses a proprietary tool designed specifically to solve this problem and ensure that our team members are available for the hours stated in the TOPS request. Additionally, we have provided a complete project team to ensure appropriate levels of staffing are available at all times.**RISK:** Lack of availability of client business staff and subject matter experts**WHY IT IS A RISK:** Access to key subject matter experts is necessary to properly develop requirements around change or feature requests without doing work that does not meet the client's desired goals. This need becomes even more salient given the limited number of hours the contractor staff will have on this project each week.**OUR SOLUTION:** We will work with the client to schedule requirement gathering meetings when staff from both sides are available. To the extent possible, our staff can shift availability and hours worked to meet key DOL staff availability.**RISK:** Un-prioritized "wish list" of enhancements and bug fixes**WHY IT IS A RISK:** Stakeholders often add many features and business processes to the project backlog. This can easily lead to "scope creep" resulting in under-budgeted hours, and the neglect of required and/or critical features.**OUR SOLUTION:** Our Project Manager has extensive experience working with similar projects, including ALEXsys and ALEXware projects for the DOL. He will participate in work item review meetings to ensure full understanding of the project backlog, and use proven project management devices to focus and prioritize maintenance efforts.**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 DOL Project Manager every two weeks. We will also encourage informal communication via phone, email, and other means daily.**RISK:** Lack of resources such as development environments, databases, and other IT objects**WHY IT IS A RISK:** If workstations or VMs are not available for our staff, or if appropriate permissions and access are not granted in a timely manner, maintenance will be delayed and the project schedule will suffer.**OUR SOLUTION:** We will begin the project by identifying required IT resources, allowing client staff to respond in a reasonable timeframe and ensuring that items are available when needed. However, this risk will mostly be mitigated by DOL, which will be responsible for providing the necessary environments and permissions.

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

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. Furthermore, our proposed staff for this project has extensive experience providing maintenance, support, and enhancements for ALEXsys and ALEXware, which will ensure that the DOL's needs are met in an efficient and cost-effective manner.

We have a history of mentoring and assisting clients and other professionals. Our skills in this area range from large-scale training classes to one-on-one mentoring sessions. Our company prides itself on sharing knowledge. Our staff consistently mentor one another to stay abreast of changing technologies and business practices.

We are a Microsoft Gold Partner specializing in web development in the .NET framework. The proposed team for this project has thousands of hours of experience coding in ASP Classic and VB.NET on projects meeting ALEXsys, DOL, and State of Alaska standards.

RDI has been at the forefront of database technologies for the last 25 years and has been 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 SQL Server Reporting Services and ETL processing.

Our Juneau location ensures that our proposed staff will be available to work onsite with DOL staff as required.

STAFF QUALIFICATIONS

Our proposed team members are skilled in all the technologies required in this Task Order, including MS Office, MS SQL Server 2008 R2, MS SQL Server Reporting Services, Report Builder 2.0 and Visual Studio 2010.

ED HAND, our proposed Project Manager/Sr. Analyst, has more than 20 years of diverse IT experience. He has served as the main point of contact for ALEXsys projects for several years. His responsibilities on ALEXsys projects have included coordinating development and analysis teams, as well as providing requirements analysis, design, and development for new modules in the ALEXsys application. Recently, he has provided leadership for new modules to handle job seeker track generation, workshop services and scheduling, and managed a rewrite of the old registration and resume management processes using .NET 3.5. He has also provided analysis services to generate an architectural plan for migrating ALEXsys from Classic ASP to .NET.

IAN SEXTON, our proposed Sr. Programmer/Analyst is a Microsoft Certified Developer with more than ten years of experience planning, developing and implementing solutions for applications and databases. He is experienced working with state and local entities. He has a year of experience upgrading an application from ASP Classic to ASP.NET, as well as 5+ years of experience with ASP.NET, SQL Server queries, stored procedures, analysis, data types and reporting tools.

DARREL LEE, our proposed Programmer/Analyst, is a software engineer with more than ten years of IT experience. He has provided support services for ALEXsys RES enhancements. Activities included developing ASP.NET pages for workshop registration and creating ASP.NET user controls for the User Information Block and Resume Editor. He also developed a data access layer using ADO.NET and T/SQL stored procedures, and maintained and enhanced Classic ASP pages using VBScript. He is skilled in ASP.NET, Visual Basic .NET, Classic ASP, VBScript, SQL Server, Visual Studio 2008/2010 and more.

EXPERIENCE/QUALIFICATIONS (CONT.)**RELEVANT EXPERIENCE****DEPARTMENT OF LABOR: ALASKA LABOR EXCHANGE SYSTEM ENHANCEMENTS**

RDI worked with the State of Alaska Department of Labor and Workforce to provide enhancements to the Alaska Labor Exchange System (ALEXsys). We provided requirements analysis, design and development for new modules to the application. Our team developed ASP.NET pages for a mini content management system used as part of the job-seeker career track exploration module, designed and developed a workshop services scheduling module, and provided a rewrite of the Department's old registration and resume management processes. Our team lead, who we propose to work on this TOPS project, managed the staffing necessities, and provided the DOL with regular status and budget reporting. He also served to provide analysis services and created an architectural plan to migrate ALEXsys from Classic ASP to .NET.

DEPARTMENT OF LABOR: ALEXsys WEBSITE REDESIGN

Our company provided development services for the Alaska Department of Labor's Alaska Labor Exchange System (ALEXsys). Projects included adding a Green Jobs component to the ALEXsys job placement system and redesigning the department's website. Website redesign work included assisting with CSS generation and working with in-house staff on accessibility compliance.

DEPARTMENT OF LABOR: WORKFORCE INVESTMENT PERFORMANCE SYSTEM

RDI led the analysis and design effort and provided project management support for the Alaska Department of Labor and Workforce Development's four-stage Workforce Investment Performance System (WIPS) project. The project involved the implementation of a new fiscal system (SAGE), a grants management system (EGrAMS), a case management system (ICM), 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

DEPARTMENT OF LABOR: 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.

PERMANENT FUND DIVIDEND ONLINE APPLICATION SYSTEM

When the State began to allow residents to submit their annual Permanent Fund Dividend (PFD) application online, we were contracted to help the PFD division update its systems. 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.

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		Est. # Hours		Total Cost
\$ 105.00	x	680	=	\$71,400.00
ETS Fee (\$300 + .5% of Total Cost)				\$ 657.00
Total TO Cost				\$72,057.00

PROPOSED INDIVIDUAL RESOURCES

Ed Hand	Ian Sexton	Darrel Lee

PROPOSED SUB-CONTRACTORS

Name	Description of Work	% of Overall Work