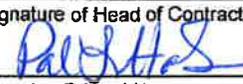


STANDARD AGREEMENT FORM FOR TASK ORDER PROCUREMENT SYSTEM (TOPS)

1. TOPS Contract Number 0097-0095-07-14-003	2. DGS Solicitation Number 2012-0200-0879	3. Financial Coding	4. Agency Assigned Encumbrance Number
5. Vendor Number 26-0887223	6. Project/Case Number	7. Alaska Business License Number 906468	
This contract is between the State of Alaska,			
8. Department of Labor Workforce Development		Division of Business Partnerships hereafter the State, and	
9. Contractor Sockeye Business Solutions, Inc.		hereafter the Contractor.	
Mailing Address 737 W 5th Ave Suite 209	City Anchorage	State AK	ZIP+4 99501
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>0</u> and ends <u>0</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 #0097-07-14-01 . Payment shall be made upon receipt and approval of detailed invoice(s) by the State of Alaska Project Manager indicated on TOPSRequest #0097-07-14-01 .			
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 #0097-07-14-01 .			

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	
Sockeye Business Solutions, Inc.		Department/Division Labor & Workforce Development / Business Partnerships	
Signature of Authorized Representative 	Date 8/21/13	Signature of Head of Contracting Agency or Designee 	Date 8/30/13
Typed or Printed Name of Authorized Representative Nick Brorson		Typed or Printed Name Paloma Harbour	
Title VP		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 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 #0097-07-14-01;**
- **TOPS Response / Cost Proposal #0097-07-14-01.**

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

1. This contract document;
2. TOPS Request #0097-07-14-01;
3. TOPS Response / Cost Proposal #0097-07-14-01.

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):

Additionally, Sockeye will be responsible with providing the Department of Labor with detailed documentation for activities such as steps to disaster recovery, moving from the development environment to production, and installation of the Dynamics CRM server. This documentation will be billed at the rate established in this contract.

APPENDIX D
TOPS 0097-07-14
PAYMENT FOR SERVICES

Payment for services provided under this contract shall not exceed **\$88,983.75** for the period of performance of this contract.

The contractor shall be paid a rate of **\$97.25** 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
- itemize the contractual services provided referenced by Deliverable Number
- include the Contractor's signed certification that the amount invoiced is for the services described in Appendix C of this contract during the period invoiced.

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 with an email copy to the ETS Contracting Officer.

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: Sockeye Business Solutions

X	By checking this box, I, Nick Brorson for Sockeye Business Solutions, 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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TABLE OF CONTENTS

PROJECT APPROACH 2

RISK ASSESSMENT 3

EXPERIENCE/QUALIFICATIONS 4

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 Form. 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 Form in these sections.

Experience/Qualifications cannot exceed two pages.

PROJECT APPROACH

BEST VALUE PROCESS ONLY: EVALUATOR NAME:

SCORE: 10 5 0

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

This task order is for a maintenance support contract, successfully executing requests, fixes, bugs and enhancements. These requests for support are to be managed through TFS (Team Foundation Server), which categorizes the support requests by level of importance. The DPB has requested expert level developer assistance from a vendor and our firm will staff this project accordingly.

The scope of this task order primarily revolves around the vendor providing as needed development support and maintenance for bugs and code fixes on the ICM application. We will use TFS to track all enhancement requests and bug reports. Our team will also work closely with the project owner/manager to ensure that high priority fixes/enhancements are vetted and addressed in order of importance. When enhancement requests come up that are more complex in nature, we will deploy the methodology outlined below:

Analysis:

Represents the official start of the implementation. This phase defines the activities required to initiate and effectively plan the entire project. This phase includes: finalization and approval of the project plan, project kickoff meeting, documentation/approval of requirements, development of business process models, and assessment of infrastructure. Gathering and documenting the business requirements is a critical path activity that is executed in the Analysis phase.

Design:

Defines how the business requirements will be implemented. The phase includes configuration of the overall xRM solution and the design of specific customizations needed to satisfy business requirements identified during the Analysis phase. Customizations can range from simple to moderate to complex. Customizations may include the integrations, interfaces, and data migration elements required to support the requirements.

Development:

This phase is to build and test the system components defined and approved in the design specifications and data migration processes. The major deliverables include the complete system configuration, completion and freezing of code for customizations, integrations and interfaces, and data migration.

Deployment:

This phase is where all the efforts of the project team come together for a successful transition to xRM. Key activities include end user training, user acceptance testing, and cutover to production.

Operation:

Defines the activities required to close the project, provide post-production support, and transition the solution and knowledge to the client.

The project team structure ensures ownership of deliverables that is clearly assigned; the tracking and communication of status occurs with the appropriate parties and issues are quickly escalated as requested by DPB.

Additionally, the project manager that we have assigned to this project will make it a priority to be available to help ensure open communication and ultimately, project success.

RISK ASSESSMENT

BEST VALUE PROCESS ONLY: EVALUATOR NAME:

SCORE: 10 5 0

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

While reviewing the overall scope and breadth of this project, we identified the following areas of concern. A number of these identified concerns are inherent with any software implementation of this size, while others are specific to this particular project.

The possible risks below are:

RISK: There is a risk that the business requirements will be more complex than expected

WHY IT IS A RISK: If this risk materializes, then the cost and schedule could be impacted.

MITIGATION: A thorough analysis of any bug fixes or enhancements will ensure complexity is identified early allowing communication to the client of the consequences for the change.

RISK: Project success for each bug or feature request is dependent on identifying the business needs and requirements and this is dependent on participation and availability of appropriate personnel despite any staff changes at DBP.

WHY IT IS A RISK: Increased cost can occur if key members leave DBP. The loss will cause a delay in responses and a lack of understanding for previous decisions.

MITIGATION: Our firm strives to work with DBP to ensure we are more than one person deep in all aspects of the ICM application, with continual training and good documentation on the ICM application.

RISK: Unintended consequences to enhancement requests

WHY IT IS A RISK: Without a thorough understanding of the ICM application and its architecture, changes made can cause unintended consequences to the application and not reflect the business work flow of DBP.

MITIGATION: Our firm will maintain constant communication to ensure that the DBP project sponsor is aware of new features being requested and their effect on the completion date and supportability and functionality of the application.

RISK: Inadequate communication

WHY IT IS A RISK: This leads to poorly executed solutions, which result in solutions that fail to meet client needs.

MITIGATION: In addition to providing regular status reports, we will regularly meet with DOL's key stakeholders and projectmanager. We will encourage and foster informal communication regularly.

RISK: Timely access to key decision makers for categorizing of requests and bugs

WHY IT IS A RISK: Delays with the project sponsor will cause the inability to execute fixes and feature requests and thereby add costs.

MITIGATION: Our firm has an in depth relationship with the project sponsor and as such our ability to directly relate with the project sponsor will mitigate confusion and lack of timeliness for response.

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.

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

EXPERIENCE/QUALIFICATIONS

BEST VALUE PROCESS ONLY: EVALUATOR NAME:

SCORE: 10 5 0

Describe your experience and qualifications as they pertain to the services described in the TOPS Request Form.

COMPANY QUALIFICATIONS:

Sockeye Business Solutions is a Microsoft Certified Partner with a Silver CRM Competency specializing in Microsoft Dynamics xRM development. We have deployed xRM 2011 to multiple government departments within state government and the private sector. Few consulting firms can match the extensive knowledge and deep pool of expertise offered by our team of developers, consultants and project managers. We have successfully implemented multiple xRM projects across the state and the Lower 48.

1) We are a company that strictly focuses on Dynamics xRM. Our firm is committed to maintaining a deep pool of talented developers, consultants, and project managers that live in Alaska, while having an extensive educational experience and global reach. This will save the state money for long term support of the application. Our consultants have well over 100 successful implementations of the xRM solution to both state, federal, and private sector clients

2) We have a previously installed and configured multiple successful xRM projects for the State of Alaska.

3) Our company is a Microsoft Silver Certified CRM Partner and the individuals who will be working on this project have combined over 35 years' experience in Dynamics xRM development and project management as well some consultants were previously employed directly by Microsoft to support, develop, and implement Dynamics xRM solutions. We have been working with the product since Microsoft introduced the product to the market and our firms principals contributed to the source code of the product while employed at Microsoft.

4) We offer a best value, 'no surprises' approach to our clients. Our firm provides system integrations, technical support, and continuous version upgrades. Our proposal provides the ideal combination of technology, implementation services, and extensive programmatic experience to best meet the needs and provide optimum value for the State of Alaska.

5) We have extensive experience implementing case management solutions on the xRM platform. We immediately bring to this task order the ability for developers who have architected a Case Management system. They will require no additional ramp up time to fix any issues, bugs enhancements when supporting ICM under this task order. The developers in our firm are experts in all aspects of the Dynamics xRM application, drawing from a great depth of knowledge and experience of past projects. This knowledge of the application and business process reduces overall risk and ensures that a properly architected solution is maintained on the case management application.

Sockeye and DOL (Department of Labor) DBP built the case management application known as ICM (Individual Case Management) in 2011.

The DOL for the State of Alaska procured the services of our firm to implement a case/outcome management solution for the Business Partnerships division. They chose the Dynamics xRM platform and selected our firm to help them implement this software. Our firm was involved from ICM inception to roll out. Approximately 1500 hours of business analysis was conducted by our firm, to ensure the ICM met federal regulatory requirements, such as the WIASRD (Workforce Investment Act Standardized Record Data).

Specifically we built the following and features in functionality in ICM

- Design entity model to ensure accurate and flexible reporting

EXPERIENCE/QUALIFICATIONS (CONT.)

Describe your experience and qualifications as they pertain to the services described in the TOPS Request Form.

- Design/implement customizations/enhancements to the xRM platform to support requirements
- Online help documentation system.
- Centralized client/recipient records to remove barriers to cross-agency collaboration.
- Provide the ability to easily schedule follow-up appointments and use alerts for proactive notification.
- Provide mobile access to case information, so case managers in the field can be better informed and more productive.
- Provide workflow support for specific business processes.
- Maintain general contact information.
- Maintain additional information for each of the contact types.
- Provide calendar/scheduling functionality along with notifications.
- Support for document templates.
- Capacity for canned and ad-hoc reporting.

Our firm is uniquely placed to offer detailed knowledge and training of the WIASRD as published by US DOL ETA through the ICM Case Management application. As a result of extensive knowledge of ICM and the WIA program, we are uniquely qualified to provide WIASRD support and training. Our developers and trainers are the very people who were involved in the architecture and design of ICM. We know every aspect of this application. Our thorough knowledge of the application and business processes reduces the risk for the project and ensures a properly architected solution is maintained.

STAFF QUALIFICATIONS:

Our consultants have extensive experience in business analysis, systems design, application development/customization, training and documentation, platform integration, implementation, administrative/end user support and more. We will be staffing this project STRICTLY with Certified Microsoft Dynamics CRM consultants who have extensive experience deploying, supporting, and developing the Dynamics xRM application to both State agencies as well as large private sector clients.

The team will include:

A senior Microsoft Dynamics CRM certified project manager, Cesar Rodgers, with over 10 years of experience in system analysis, design, development, and project management. This project manager is an expert in SCRUM methodologies and has both managed projects and provided business analysis for over a dozen large Dynamics xRM 2011 projects in the state and private sectors. Cesar has extensive knowledge of the specifications of the WIASRD. He will work closely with the DOL team to ensure that this project accomplishes all of the tasks required as well as performed in a timely manner.

A Senior architect and .Net developer, Nate Heinrich, with over 10 years of experience in .NET development and has been extending the Dynamics xRM product for the past 4 years. This developer has numerous large scale xRM projects for State and private organizations throughout the United States and specifically in Alaska. This developer is certified in Dynamics CRM 2011 - Customizations and Configuration.

A second .NET developer, Elissa Alderman, assigned to this task order has in-depth experience developing both within the application interface as well as .NET development and support of Dynamics xRM case management solutions. This developer has supported multiple xRM case management deployments in for State agencies and private sector clients throughout Alaska. She has extensive experience creating workflows and reports within the xRM SQL reporting engine. Elissa built the current version of the WIASRD for DOL and has detailed knowledge of the specifications of the WIASRD. She is also certified in Microsoft Dynamics CRM 2011- Customizations and Configuration.

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
\$ 97.25	x	915	=	\$88,983.75
ETS Fee (\$300 + .5% of Total Cost)				\$ 744.92
Total TO Cost				\$89,728.67

PROPOSED INDIVIDUAL RESOURCES

Elissa Alderman	Nate Heinrich	Cesar Rodgers

PROPOSED SUB-CONTRACTORS

Name	Description of Work	% of Overall Work

STATE OF ALASKA

AUTHORITY TO SEEK PROFESSIONAL SERVICES

1. Agency Reference Number <p style="text-align: center;">07-14-004</p>
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 CRM/XRM Support For Case Management		7. Statutory Authority (If Applicable) N/A
8. Amount this ASPS \$ >90000	9. Last Total ASPS Amount N/A	10. Total Estimated Amount for Project Completion >\$ 90000	
11. Total Projected Period of Performance (Include All Multi-Year Phases and Optional Renewals) From: 8/1/2013 To: 6/30/2014			
12. Phase(s) N/A			
13. Project Director's Name Wanetta Ayers	Phone 907 269-4675	14. Preparer's Name Paul Hegg	Phone 907 465-5859
15. Purpose(s) of Contract (Continue on Additional Pages if Necessary)			
<p>We need continuing expert level developer assistance in Microsoft Dynamics CRM/XRM to provide maintenance support for fixes, bugs, and enhancements for the division's individual case management system.</p> <p>The division also would like support and training related to the division's Workforce Investment Act Standardized Record Data (WIASRD). This information is contained in the Individual Case Management (ICM) and in databases operated by the department's research and analysis group.</p>			
<p>Project will be charged to the following CCs: 07610009 -CONSTRUCTION ACADEMY 07610301 – AYF 07610461 DENALI PROGRAM 07616220 ADULT LOC PROGRAM P13 07616230 DW LOC PROGRAM P13 07616253 YTH LOC PG OS SM P13 07610665 STEP TRAINING/SUPPRT</p> <p>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.</p>			

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 Paloma Harbor	Signature 
Department Head/Authorized Representative Title ASD Director	Date 7/23/13