STATE OF ALASKA

AUTHORITY TO SEEK PROFESSIONAL SERVICES

1. Agency Reference Number	07-14-007
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	Dept. No.	4. Division	Division No.
Labor	07	Unemployment Insurance	

5. Service Code(s)	6. Name of Program, Project or Service	7. Statutory Authority (If Applicable)
	Virtual Call Center	n/a

8. Amount this ASPS	9. Last Total ASPS Amount	10. Total Estimated Amount for Project Completion
$ 120,000	$	$

11. Total Projected Period of Performance (Include All Multi-Year Phases and Optional Renewals)

From: 9/2/2013 To: 6/31/2014

12. Phase(s)

N/A

13 Bill Kramer	Phone	14. Preparer's Name	Phone
Leasa Davis Coding	907.465.5942	Youseph Tanha	907.465.6552

15. Purpose(s) of Contract (Continue on Additional Pages if Necessary)

The Department of Labor acts as administrator for a multi-agency communication system, ININ. To accomplish this task, there is a need for a part-time analyst to provide project management and governance support. Activity to manage includes: monthly meeting with vendors, quarterly meeting with agency stakeholders, review invoices and allocate costs among agencies on a monthly basis, maintain license, address and track issues, update SharePoint communication site, act as liaison with ININ, coordinate software upgrades and functional enhancements, and document system administrative work.

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

CONTRACTING DEPARTMENT

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

16. Department Head/Authorized Representative Name	Signature
Paloma Harbour	[signature]
Department Head/Authorized Representative Title	Date
Administrative Services Director	10/10/13

AUTHORITY TO SEEK PROFESSIONAL SERVICES (ASPS)

ENTRY DEFINITIONS

1. The number assigned by the contracting agency for tracking, reference, billing, and identification purposes.

2. This is the date in which you require the contractor on board.

3. Department name and number.

4. Division number(s). Division number is the number obtained from the division and mail stop listing.

5. Service codes. Look up the service you are planning to secure on Appendix C. Select the number which most closely describes your required service.

6, 7, 8, 9, and 10. Blocks are self-explanatory.

11. Total projected period of performance.

12. This is the number of phases or the number of renewals planned for the Request for Proposals (RFP) and resulting contract this authority shall encompass.

13. The project director's name and telephone number.

14. The name of the preparer of the document and telephone number.

15. Explain purpose of contract in detail. Include as much of the following information as is applicable:

    a. Project description (what is required of the contractor).
    b. Why the project is needed.
    c. Objectives.
    d. Tangible (measurable) benefits.
    e. Intangible (unmeasurable) benefits.
    f. Cost/benefit description.
    g. Project schedule.

16. Block is self-explanatory.

STANDARD AGREEMENT FORM FOR TASK ORDER PROCUREMENT SYSTEM (TOPS)

1. TOPS Contract Number	2. DGS Solicitation Number	3. Financial Coding	4. Agency Assigned Encumbrance Number
0106-07-14-010	**2012-0200-0879**		

5. Vendor Number	6. Project/Case Number	7. Alaska Business License Number
92-0131155		116276

This contract is between the State of Alaska,

8. Department of	Division of	
Labor Workforce Development	Employment Security Division/Unemployment Insurance	hereafter the State, and

9. Contractor	
Resource Data, Inc. (RDI)	hereafter the Contractor.

Mailing Address	City	State	ZIP+4
560 E. 34th Ave., Suite 100	Anchorage	AK	99503

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 **10/1/2013** and ends **6/30/2014**.

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 **#0106-07-14-01**. Payment shall be made upon receipt and approval of detailed invoice(s) by the State of Alaska Project Manager indicated on TOPSRequest **#0106-07-14-01**.

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 **#0106-07-14-01**.

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	
		Department/Division Labor Workforce Development / ESD/Unemployment Insurance	
Signature of Authorized Representative	Date 10/3/13	Signature of Head of Contracting Agency or Designee	Date 10/10/13
Typed or Printed Name of Authorized Representative Jim Rogers		Typed or Printed Name Paloma Harbour	
Title President		Title Director, Administrative Services Division	

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, changes in marital status, pregnancy or parenthood. This action must include, but need not be limited to, the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The contractor shall post in conspicuous places, available to employees and applicants for employment, notices setting out the provisions of this paragraph.

4.2 The contractor shall state, in all solicitations or advertisements for employees to work on State of Alaska contract jobs, that it is an equal opportunity employer and that all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, age, disability, sex, marital status, changes in marital status, pregnancy or parenthood.

4.3 The contractor shall send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding a notice advising the labor union or workers' compensation representative of the contractor's commitments under this article and post copies of the notice in conspicuous places available to all employees and applicants for employment.

4.4 The contractor shall include the provisions of this article in every contract, and shall require the inclusion of these provisions in every contract entered into by any of its subcontractors, so that those provisions will be binding upon each subcontractor. For the purpose of including those provisions in any contract or subcontract, as required by this contract, "contractor" and "subcontractor" may be changed to reflect appropriately the name or designation of the parties of the contract or subcontract.

4.5 The contractor shall cooperate fully with State efforts which seek to deal with the problem of unlawful discrimination, and with all other State efforts to guarantee fair employment practices under this contract, and promptly comply with all requests and directions from the State Commission for Human Rights or any of its officers or agents relating to prevention of discriminatory employment practices.

4.6 Full cooperation in paragraph 4.5 includes, but is not limited to, being a witness in any proceeding involving questions of unlawful discrimination if that is requested by any official or agency of the State of Alaska; permitting employees of the contractor to be witnesses or complainants in any proceeding involving questions of unlawful discrimination, if that is requested by any official or agency of the State of Alaska; participating in meetings; submitting periodic reports on the equal employment aspects of present and future employment; assisting inspection of the contractor's facilities; and promptly complying with all State directives considered essential by any office or agency of the State of Alaska to insure compliance with all federal and State laws, regulations, and policies pertaining to the prevention of discriminatory employment practices.

4.7 Failure to perform under this article constitutes a material breach of the contract.

Article 5. Termination.

The Project Director, by written notice, may terminate this contract, in whole or in part, when it is in the best interest of the State. The State is liable only for payment in accordance with the payment provisions of this contract for services rendered before the effective date of termination.

Article 6. No Assignment or Delegation.

The contractor may not assign or delegate this contract, or any part of it, or any right to any of the money to be paid under it, except with the written consent of the Project Director and the Agency Head.

Article 7. No Additional Work or Material.

No claim for additional services, not specifically provided in this contract, performed or furnished by the contractor, will be allowed, nor may the contractor do any work or furnish any material not covered by the contract unless the work or material is ordered in writing by the Project Director and approved by the Agency Head.

Article 8. Independent Contractor.

The contractor and any agents and employees of the contractor act in an independent capacity and are not officers or employees or agents of the State in the performance of this contract.

Article 9. Payment of Taxes.

As a condition of performance of this contract, the contractor shall pay all federal, State, and local taxes incurred by the contractor and shall require their payment by any Subcontractor or any other persons in the performance of this contract. Satisfactory performance of this paragraph is a condition precedent to payment by the State under this contract.

Article 10. Ownership of Documents.

All designs, drawings, specifications, notes, artwork, and other work developed in the performance of this agreement are produced for hire and remain the sole property of the State of Alaska and may be used by the State for any other purpose without additional compensation to the contractor. The contractor agrees not to assert any rights and not to establish any claim under the design patent or copyright laws. The contractor, for a period of three years after final payment under this contract, agrees to furnish and provide access to all retained materials at the request of the Project Director. Unless otherwise directed by the Project Director, the contractor may retain copies of all the materials.

Article 11. Governing Law.

This contract is governed by the laws of the State of Alaska. All actions concerning this contract shall be brought in the Superior Court of the State of Alaska.

Article 12. Conflicting Provisions.

Unless specifically amended and approved by the department of Law the General Provisions of this contract supersede any provisions in other appendices.

Article 13. Officials Not to Benefit.

Contractor must comply with all applicable federal or State laws regulating ethical conduct of public officers and employees.

Article 14. Covenant Against Contingent Fees.

The contractor warrants that no person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee except employees or agencies maintained by the contractor for the purpose of securing business. For the breach or violation of this warranty, the State my terminate this contract without liability or in its discretion deduct from the contract price or consideration the full amount of the commission, percentage, brokerage or contingent fee.

Additional Terms and Conditions

Article 15. Limitation of Liability.

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

Article 16. Special Task Order Terms and Conditions.

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

Article 17. Ownership of Intellectual Property.

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

Article 18. Warranties and Disclaimer.

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

APPENDIX B[1]
INDEMNITY AND INSURANCE

Article 1. Indemnification

The Contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission or negligent act of the Contractor under this agreement. The Contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the Contractor and the independent negligence of the Contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. "Contractor" and "Contracting agency", as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term "independent negligence" is negligence other than in the Contracting agency's selection, administration, monitoring, or controlling of the Contractor and in approving or accepting the Contractor's work.

Article 2. Insurance

Without limiting Contractor's indemnification, it is agreed that Contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the Contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to the Contracting Officer prior to beginning work and must provide for a 30-day prior notice of cancellation, nonrenewal or material change of conditions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the Contractor's services. All insurance policies shall comply with, and be issued by insurers licensed to transact the business of insurance under AS 21.

2.1 Workers' Compensation Insurance: The Contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and; where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.

2.2 Commercial General Liability Insurance: covering all business premises and operations used by the Contractor in the performance of services under this agreement with minimum coverage limits of $300,000. combined single limit per occurrence.

2.3 Commercial Automobile Liability Insurance: covering all vehicles used by the Contractor in the performance of services under this agreement with minimum coverage limits of $300,000. combined single limit per occurrence.

APPENDIX C
SCOPE OF WORK

This contract incorporates the following documents by reference:

- **TOPS Request #Error! Reference source not found.;**
- **TOPS Response / Cost Proposal #0106-07-14-01.**

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

1. This contract document;
2. TOPS Request #0106-07-14-01;
3. TOPS Response / Cost Proposal #0106-07-14-01.

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):

APPENDIX D

PAYMENT FOR SERVICES

Payment for services provided under this contract shall not exceed **$119,000.00** for the period of performance of this contract.

The contractor shall be paid a rate of **$119.00** an hour.

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

Each invoice must:

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

COST PROPOSAL

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

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

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

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

COST

Hourly Rate		Est. # Hours		Total Cost
$ 119.00	x	1000	=	$119,000.00

ETS Fee ($300 + .5% of Total Cost)	$ 895.00
Total TO Cost	**$119,895.00**

PROPOSED INDIVIDUAL RESOURCES

Maggie Brockhaus	Jenny Munroe	

PROPOSED SUB-CONTRACTORS

Name	Description of Work	% of Overall Work

TASK ORDER REQUEST FORM

Complete all applicable sections and e-mail to: doataskorders@alaska.gov

REQUESTING AGENCY INFORMATION

Department: 07 - Labor Workforce Development
Division/Section: Employment Security Division/Unemployment Insurance
Billing Contact: Leasa Davis Ph #: 465-5942 E-mail: leasa.davis@alaska.gov
CC / LC:

TASK ORDER INFORMATION

Solicitation Type: ☐ **Best Value** ☐ **Low Price**
Cost Type: ☐ **Fixed Fee** ☒ **Time & Materials:** 1,000 est # of hours
Response Deadline: 07/19/2013
All TOPS Requests will be in circulation for a minimum of 5 business days.

Project Title: Virtual Call Center (VCC) Upgrades
Project Manager Youseph Tanha Ph #: 907-465-6552 E-mail: youseph.tanha@alaska.gov
Category: 12: IT Project Management
Start Date: 08/01/2013 Project Estimate: $120,000 ☒ **NTE**
End Date: 06/31/2014
Location of Work: Juneau ☐ **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, Paul Hegg, **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

Unemployment Insurance (UI) maintains a virtual contact center and has partnered with other state agencies to secure communication services.

Problem Statement:
There is a need for on-going project management and oversite of the various activities needed to maintain multi-agency communication services. There is a need for a part-time Project Manager to manage and support the governance of the project.

The critical objectives for this task order include:
- Project Management and Governance Structure
- Project Planning
- Project Monitoring and Review
- Project communication - monthly, quarterly, and event specific
- Cost tracking and allocation among partner agencies

SCOPE / STATEMENT OF WORK

UI Program is requesting a technical resource well versed in project management processes, understands telecommunications, including interactive voice response systems, is organized and able to communicate with various stakeholders, understand cost allocation principles, and is able to coordinate between multiple vendors and participating state agencies.

The vendor will be expected to provide a technical resource to hold monthly, quarterly, and as needed meetings between vendors, stakeholders, and participating state agencies. The resource must be capable of working about 1/2 time and in arrangement with the schedules of the Program technical and IT staff. The vendor will need to be on-site in Juneau. This is not negotiable and the inability to do this will disqualify the bidder.

The resource will be expected to provide on-going status and update reports, document project support tasks, maintain a project SharePoint site, and work with partner agencies and department staff to seek system enhancements and/or corrections.

SPECIAL EXPERTISE & EXPERIENCE

UI expects the vendor to provide a resouce familiar with the complexities of telecommunications and interactive voice response systems.

Familiarity with Team Foundation Server is a plus as it is how we store our intellectual effort such as requirements, bugs found in testing, prioritized enhancements, etc.

SPECIAL CONSIDERATIONS OR CONSTRAINTS

Some scheduling around department staff availability may be needed.

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.**

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 Assesement, 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 task order is to provide project management for the Department of Labor (DOL), Unemployment Insurance (UI) Program to maintain and enhance the Virtual Contact Center (VCC). Managing the VCC implementation will involve the following areas of expertise:

1. Telecommunications (including interactive voice response systems)
2. Organization and communication with various stakeholders (multiple state agencies)
3. Cost allocation principals
4. Coordination of multiple vendors
5. Status reporting
6. Managing enhancement requests
7. Maintaining a project SharePoint site
8. Using Team Foundation Server to store requirements, bugs, and enhancement requests

To meet these needs in the next fiscal year, Resource Data, Inc. (RDI) proposes to provide a project management team consisting of a lead PM and a supporting PM, both with extensive prior experience with the VCC project. This staffing model mitigates the risk of staff turnover and gives us the flexibility to adjust hours as needed, ensuring that adequate staffing is always available for your project and each billable hour is used to its fullest.

Our project approach for ensuring a successful implementation will be broken into the following tasks:

HOST PROJECT MANAGEMENT/GOVERNANCE BOARD MEETINGS
To ensure that stakeholders understand the status of the project and requests for future enhancements, RDI will schedule and host project management and governance board meetings. These meetings will provide an effective structure for making joint decisions across multiple agencies, supporting the needs and integrity of each individual agency, while still allowing the agencies to be more cost effective and benefit from shared experience and shared service.

DETERMINE ENHANCEMENTS
RDI will work with partner agencies and department staff to create a list of desired system enhancements. Our Project Managers will prioritize and plan the implementation effort for each enhancement.

MANAGE PROGRAM TECHNIAL AND IT STAFF
RDI Project Managers will work with internal and external resources to achieve the goals established in governance board meetings.

TRACK SHARED COSTS
Project management will include cost tracking and allocation between partner agencies.

MAINTAIN SHAREPOINT SITE
The Project Managers will be responsible for maintaining the project SharePoint Site, including:
- Announcements
- Calendar
- Contacts
- Documents (meeting agendas, meeting notes, etc)
- Issues
- Enhancements
- Training information and FAQ

RISK ASSESSMENT

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

RISK: Agencies may not be able to agree on direction and priority of next enhancements
WHY IT IS A RISK: If the agencies cannot agree on direction and priority, the project can become "stuck in the mud."
OUR SOLUTION: Regular Project Management and Governance Board meetings with stakeholders help reduce the risk of this problem by giving agencies the opportunity to discuss their needs. Good communication and recommendations from RDI's Project Managers will help ensure that the project's forward momentum continues.

RISK: Technical resources may not be available to implement requested enhancements
WHY IT IS A RISK: When decisions regarding the project direction are made, technical resources will need to be available to implement enhancements. As some of the resources are external, it could be difficult to ensure their availability on short notice.
OUR SOLUTION: Our Project Managers will identify early the types of resources required and plan according. Both internal and external supervisors who control these resources will be notified as early as possible for planning purposes. Additionally, we will encourage external supervisors to maintain flexible schedules and backups for key personnel to ensure that technical resources are available on an as-needed basis.

RISK: Insufficient financial resources to implement requested enhancements
WHY IT IS A RISK: If the budget allocated for enhancements is insufficient, funding could run out before requested enhancements are completed.
OUR SOLUTION: Project planning will include estimates on the budget to complete tasks including testing, implementation, and training so there are no surprises.

RISK: Users may be too busy to determine requirements, answer questions, or perform UAT
WHY IT IS A RISK: Successful enhancements rely heavily on client input. If key users are unavailable, it will be difficult to accurately determine requirements and create enhancements that meet end user needs.
OUR SOLUTION: We mitigate this by planning for periods of unavailability as far in advance as possible. Plans can include adjusting rollout schedules, having backups for key personnel, or a combination that ensures adequate review and feedback.

RISK: Lack of communication
WHY IT IS A RISK: Lack of communication can cause projects to fail.
OUR SOLUTION: Our Project Managers will provide regular status reports, host project meetings, and facilitate quarterly stakeholder meetings. Additionally, the project SharePoint site will be kept updated with relevant information.

RISK: Insufficient or unavailable project management resources
WHY IT IS A RISK: If contractor staff is not available, the project schedule, scope, and success will suffer.
OUR SOLUTION: Our firm uses a proprietary tool designed specifically to solve this problem. We've used it successfully for millions of dollars of work, and it will ensure that our team members are available for the hours stated in the TOPS request. Additionally, by providing a project management team rather than a single resource, we will ensure that the project has full coverage throughout the duration of the contract.

EXPERIENCE/QUALIFICATIONS

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

COMPANY QUALIFICATIONS

1. RDI has provided Project Management for the Virtual Contact Center project for over three years. In this time, our team has supported vendor selection, system implementation, status meetings, status updates, SharePoint site maintenance, use case review, and other document review. Two RDI employees received Certificates of Appreciation for their work on this project.

2. RDI has years of experience on dozens of successful projects for the Alaska Department of Labor. Projects have included layout and design for the Unemployment Insurance (UI) application, programming services for the Alaska Labor Exchange System (ALEXsys), and project management for the Workers Compensation Rewrite and Workplace Investment Performance System projects. Our familiarity with DOL systems, data, processes, and personnel will ensure that RDI provides the most efficient and cost-effective project management.

3. We are familiar with DOL uses SharePoint and TFS to store requirements, bugs, and enhancements.

4. RDI has implemented numerous critical projects for various State agencies, providing services ranging from requirements gathering and project management to design, development, testing, and implementation. Recent examples or our work include managing the DOL's Workers Compensation Rewrite and Workplace Investment Performance System projects, which include implementing and managing third party vendors, as well as managing diverse groups of stakeholders.

STAFF QUALIFICATIONS

MAGGIE BROCKHAUS, SR. PROJECT MANAGER/SR. ANALYST: Maggie is extremely experienced at managing complex projects with an extended and diverse group of users. Her recent projects have included coordinating a multi-agency call center project (VCC) in which all three agencies were able to agree on a solution within a short timeframe, managing Microsoft for the Department of Labor's Secure Access Manager (SAM) project, and overseeing third-party vendors for the Division of Workers' Compensation Rewrite (ICERS) project. She has more than 30 years in IT

JENNY MUNROE, PROJECT MANAGER: Jenny is a resourceful leader with experience working on a variety of State of Alaska projects including an Electronic Grants Management project (EGrAMS) for the Department of Labor & Workforce Development. Jenny is an expert in employing a process-oriented approach toward reaching aggressive goals in support of cost, profit, customer service and organizational objectives.

RELEVANT EXPERIENCE

ALASKA DEPARTMENT OF LABOR: VIRTUAL CONTACT CENTER
Maggie Brockhaus, the proposed Project Manager for this project, led the implementation of the Alaska Department of Labor's Virtual Contact Center, designed to streamline a customer's experience when contacting the Unemployment Insurance program. The project required the coordination of three vendors and four State IT units to combine three unemployment claim centers into one. The new system forwards all incoming calls to the next available agent, regardless of the agent's physical location. The system also allows callers to request an automated call-back service instead of waiting on hold. As a result, the average wait time for callers using the system has been reduced dramatically—from 25 minutes to just 8 minutes per call. The system has proven so successful that the Department of Administration and the Department of Revenue have also adopted the new call center technology.

EXPERIENCE/QUALIFICATIONS (CONT.)

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.

STATE OF ALASKA DCCED: GRANTS TRACKING SYSTEM ENHANCEMENTS
In a follow-up Task Order to the Grants Tracking System build, our team prioritized and implemented enhancements to the recently application that tracks grants information for the State of Alaska. We led and organized the lifecycle of individual enhancements to existing architecture from analysis through deployment, including user testing and client approval.

ALASKA DEPARTMENT OF LABOR: UNEMPLOYMENT INSURANCE APPLICATION TEMPLATE
RDI produced a web application design that enhanced usability of the unemployment insurance (UI) application while conforming to all applicable standards as defined by the State of Alaska and Department of Labor. Additionally, our team provided technical programming support for agency staff for web server-side coding.

ALASKA DEPARTMENT OF LABOR: MANAGEMENT FOR WORKERS' COMPENSATION REWRITE
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. They interviewed 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. 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. Training was written and delivered by RDI.

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 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
- Need to add that we did training – at least I think we did

ALASKA DEPARTMENT OF LABOR: PROJECT MANAGEMENT FOR SECURE ACCESS MANAGER
Maggie Brockhaus has led the development team in the build, test, and documentation processes for moving SAM interface from mainframe to SharePoint extranet. We coordinated internal and contractor staff, as well as communications with external entities.

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