

# STANDARD AGREEMENT FORM FOR TASK ORDER PROCUREMENT SYSTEM (TOPS)

1. TOPS Contract Number <b>0015-04-12-010</b>	2. DGS Solicitation Number <b>2012-0200-0879</b>	3. Financial Coding	4. Agency Assigned Encumbrance Number
5. Vendor Number <b>92-0131155</b>	6. Project/Case Number	7. Alaska Business License Number <b>116276</b>	

This contract is between the State of Alaska,

8. Department of <b>Revenue</b>	Division of <b>Tax / IT</b>
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hereafter the State, and

9. Contractor <b>Resource Data, Inc.</b>	hereafter the Contractor.
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Mailing Address <b>1205 E. International Airport Rd. #100</b>	City <b>Anchorage</b>	State <b>AK</b>	ZIP+4 <b>99518</b>
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10. **ARTICLE 1. Appendices:** Appendices referred to in this contract and attached to it are considered part of it.

**ARTICLE 2. Performance of Service:**

2.1 Appendix A (General Provisions), Articles 1 through 18, governs the performance of services under this contract.

2.2 Appendix B sets forth the liability and insurance provisions of this contract.

2.3 Appendix C sets forth the services to be performed by the contractor.

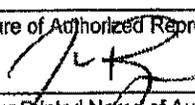
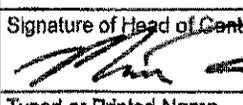
**ARTICLE 3. Period of Performance:** The period of performance for this contract begins 6/30/12 and ends 6/30/13.

**ARTICLE 4. Considerations:**

4.1 In full consideration of the contractor's performance under this contract, the State shall pay the contractor a sum not to exceed \$133,500. Payment shall be made upon receipt and approval of detailed invoice(s) by the State of Alaska Project Manager indicated on TOPS Request #0015-04-12. This proposal will not exceed 1500 hours and \$133,500.

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 #0015-04-12.

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.

<b>12. CONTRACTOR</b>		<b>13. CONTRACTING AGENCY</b>	
Resource Data, Inc.		Department/Division Revenue / Tax	
Signature of Authorized Representative 	Date <b>6/27/12</b>	Signature of Head of Contracting Agency or Designee 	Date <b>6-29-12</b>
Typed or Printed Name of Authorized Representative <b>Jim Rogers</b>		Typed or Printed Name <b>Matt Fonder</b>	
Title <b>President</b>		Title <b>Director</b>	

NOTICE: This contract has no effect until signed by the head of contracting agency or designee.

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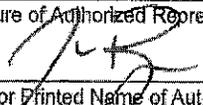
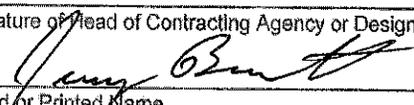
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Signature of Authorized Representative 	Date 6/27/12	Signature of Head of Contracting Agency or Designee 	Date 6-27-12
Typed or Printed Name of Authorized Representative Jim Rogers		Typed or Printed Name JERRY BURNETT	
Title President		Title ASD DIRECTOR	

NOTICE: This contract has no effect until signed by the head of contracting agency or designee.

## APPENDIX A GENERAL PROVISIONS

### Article 1. Definitions.

- 1.1 In this contract and appendices, "Project Director" or "Agency Head" or "Procurement Officer" means the person who signs this contract on behalf of the Requesting Agency and includes a successor or authorized representative.
- 1.2 "State Contracting Agency" means the department for which this contract is to be performed and for which the Commissioner or Authorized Designee acted in a signing this contract.

### Article 2. Inspection and Reports.

- 2.1 The department may inspect, in the manner and at reasonable times it considers appropriate, all the contractor's facilities and activities under this contract.
- 2.2 The contractor shall make progress and other reports in the manner and at the times the department reasonably requires.

### Article 3. Disputes.

- 3.1 Any dispute concerning a question of fact arising under this contract which is not disposed of by mutual agreement shall be decided in accordance with AS 36.30.620-632.

### Article 4. Equal Employment Opportunity.

- 4.1 The contractor may not discriminate against any employee or applicant for employment because of race, religion, color, national origin, or because of age, disability, sex, marital status, changes in marital status, pregnancy or parenthood when the reasonable demands of the position(s) do not require distinction on the basis of age, disability, sex, marital status, changes in marital status, pregnancy, or parenthood. The contractor shall take affirmative action to insure that the applicants are considered for employment and that employees are treated during employment without unlawful regard to their race, color, religion, national origin, ancestry, disability, age, sex, marital status, changes in marital status, 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 B<sup>1</sup> 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 #0015-04-12;**
- **TOPS Response / Cost Proposal #0015-04-12-01.**

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

1. This contract document;
2. TOPS Request #0015-04-12;
3. TOPS Response / Cost Proposal #0015-04-12-01.

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):

Contractor will be providing ongoing support for internal and external users and building additional enhancements to the project that were not covered in the original requests for AIRS. Most of these requests have arisen during the development of the AIRS project.

1. **Employee Expansion:** This area will expand tracking of employees in the system, including ensuring valid dates, effective dates for rates, and expiration of valid rates based on ending dates for employees. This could also include tracking employees based on residence and changes of residences. Reports would also be developed for employees, dates, and rates.
2. **Exception Bucket:** This is a process to capture exceptions inside the system. Currently, exceptions are e-mailed to TransCanada and TransCanada can then upload these exceptions to respond to them. An exceptions bucket would have those exceptions remain in the system and TransCanada could respond to them without having to re-upload the exceptions. This would include a new interface on the external application and various database changes.
3. **Commissioner Signature Application:** This would allow the commissioner to receive an e-mail with a link. That link would open up an application, possibly on a web server, that would allow the commissioner to review the submission and electronically sign the submission, moving that submission along to the next step in the process.
4. **More Exact Conversion Rates:** This would allow the current application to read the monthly average conversion rates from the Bank of Canada web site and apply those rates to submissions from TransCanada. It would use that rate to validate transactions submitted for the applicable month.
5. **CBS Categories:** Here an interface would be added to track categories for each CBS code. These categories would be used by internal users when new CBS codes were approved and for reporting purposes.
6. **Transaction Comment Filters:** Additional filters can be added to the transaction grid to view comments and transactions with comments only. This could include searches of comments and a report of comments.
7. **Denials:** The denial process has not been used nor defined at this time. This process would determine what would be required for denying transactions and how those denials will be processed in the system. It will include changes to interfaces and reports.
8. **Post-Submission Report Expansion:** This would include any requested changes to the post-submission reports including additional reports and additional views using the current reports.
9. **Additional Filter Features:** These are additional features requested for the filtering that is currently in the AIRS system. These additional filters would allow users to filter the selection based on additional criteria, such as an employee type, and type of transaction.
10. **Mass Reviews:** This feature will allow users to apply a review decision to all selected transactions on the grid at one time, for example, by taking exception to all transactions that have met a certain criteria. This would apply the decision

made and the comment applied to all the transactions currently displayed in the grid (with confirmation).

11. Search Function: This will allow the users to search the various fields that are displayed on the grid at any time, allowing them to locate specific terms or specific records on the grid (for any column, for any value).

12. Misc Features: These include a number of smaller features including feature to clear external documents for resets, viewing tax comments and lookup items, exporting CODA submissions in XML format, modifying non-approved records, and deleting non-approved records. Additional features may be discovered in which DOR/TAX will negotiate with contractor to determine inclusion into this TO or a future TO.

13. Ongoing Support: This will include approximately 20-30 hours a week of dedicated support for the application and both internal and external users of the application

14. Each deliverable must include full documentation

15. Contractor will provide 1500 hours at \$89 per hour for a total of \$133,500. Change of hours has been authorized by Jason Grove.

**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**

<b>Hourly Rate</b>		<b>Est. # Hours</b>		<b>Total Cost</b>
\$ 89.00	x	1000	=	\$89,000.00

<b>ETS Fee (\$300 + .5% of Total Cost)</b>	\$ 745.00
<b>Total TO Cost</b>	\$89,745.00

**PROPOSED INDIVIDUAL RESOURCES**

Jeff Ober	Grant Ficek	

**PROPOSED SUB-CONTRACTORS**

<b>Name</b>	<b>Description of Work</b>	<b>% of Overall Work</b>

**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, including 10 point Arial font. Modifications to the format of this template (e.g., altering font size, altering font type, adding colors, adding pictures etc) will result in the rejection of your response.

Other than as requested on this page, your response must be "cleansed" of any identifying names or information. Do not list any names/information in Project Approach, Risk Assessment, or Experience/Qualifications that can be used to identify your firm. The inclusion of identifying information may result in your response being rejected.

**PROJECT APPROACH**

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

Project Approach cannot exceed one page.

**RISK ASSESSMENT**

Itemize potential controllable and non-controllable risks associated with providing the services described in the TOPS Request Form and concisely describe how you will mitigate each risk.

Risks cannot exceed one page. You may add/delete additional rows to identify additional risks and solutions, but do not exceed the page limit. Do not include any cost or marketing information.

**EXPERIENCE/QUALIFICATIONS**

Describe your experience and qualifications specifically as they pertain to the services described in the TOPS. Do not include names or information that can be used to identify your firm or the proposed resource(s).

Experience/Qualifications cannot exceed two pages.

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

The goal of this project is to complete additional requested functionality to the AGIA Invoice Reimbursement System. These requests include enhancements to both the external application dedicated to TransCanada Invoice submission and the internal application dedicated to filing reviews by program administrators.

Our company will provide well-qualified staff members who have worked closely with DOR/TAX personnel on previous projects, including the AGIA Invoice Reimbursement System (AIRS) Phases 1 and 2. All work will be performed onsite in Juneau as requested.

For developing new and enhanced functionality, we propose using an agile software development methodology. The agile methodology involves a series of short, well-defined, iterative rollout cycles (called "sprints") that ensure heavy client interaction and ample opportunity to voice opinions and reprioritize tasks if necessary. Each sprint begins with the review of a "product backlog" (list of defined tasks), moves into a development phase with daily meetings, and ends with a sprint review and retrospective, during which developers demonstrate completed functionality for the business users. Each sprint lasts approximately three weeks. Sprints will continue until all features are implemented.

**FUNCTIONALITY DEVELOPMENT**

During each sprint, developers will use information gathered during sprint planning meetings to complete requirements analysis, craft design and technical documentation, and execute tasks defined in approved documentation. Development on any given task will not begin until a project lead or the State project manager has approved the related documentation.

**MODULE TESTING/PEER REVIEW**

Testing is an integrated part of the agile development process. Testing occurs during sprints and in conjunction with the development of new functions so that at the end of the sprint, the product is completely ready to use. Testing can be completed in part by the developer, but to ensure the most thorough testing possible, it should be expanded to include end users and additional resources, depending on their availability. Our developers will work in conjunction with key end users to test each enhancement as it is developed. If end users are unavailable, our team will create new test scripts and update existing scripts as necessary. See Risk Assessment for more information.

**PRODUCTION APPLICATION SUPPORT**

With the AIRS application going live this year, the portions of the application that are currently being used by both TransCanada and DOR/TAX will require ongoing support.

Support tasks include (but are not limited to) the following:

- responding quickly to application and workflow
- ensuring data integrity
- documenting client requests
- fixing application issues as found

We will also allocate time for answering DOR/TAX developers' questions in an effort to promote understanding of the project and facilitate the system's long-term maintenance by DOR/TAX staff.

**RISK ASSESSMENT**

BEST VALUE PROCESS ONLY: EVALUATOR NAME:

SCORE: 10 5 0**RISK: Scope change**

**WHY IT IS A RISK:** Scope change is a risk with almost any software development project of appreciable size, it can delay the project schedule and affect the project budget.

**OUR SOLUTION:** Working with scope change is part of the agile (Scrum) methodology. This method focuses on a very high level of communication with stakeholders, regular review of scope/priorities, and rapid development of "rollout ready" modules. These elements combine to form a very adaptable project that can be adjusted as business needs or priorities change.

**RISK: Indeterminate number of reports in tasks 1 and 8**

**WHY IT IS A RISK:** With an unknown number of reports in these tasks, project estimates could be off, resulting in an over-budget project.

**OUR SOLUTION:** The solution to this problem is to identify required reports early on, and compile a high priority list of items on which development will be focused. New reports identified beyond this list will be developed as time becomes available. Meetings to prioritize tasks and define scope will allow the project team to narrow the focus of tasks to ensure the amount of work does not exceed the project's budgetary constraints.

**RISK: Lack of availability of key personnel for end-user testing**

**WHY IT IS A RISK:** The end users of this product may not be available to test the end product. Insufficient testing can lead to an incomplete product with faulty functionality.

**OUR SOLUTION:** To mitigate this risk, our team will complete as much testing as possible before releasing any changes to the software. We will work with the State to identify potential areas of conflict before they develop, and ensure the fullest understanding of the project and project areas as possible to reduce the amount of time required for testing.

**RISK: Lack of staff availability**

**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, our team will have significant depth and breadth of experience across roles, which will reduce the risk associated with a staff member leaving the team for any amount of time.

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

- 1) Our firm has a long history of successful projects with DOR/TAX, including work on the AGIA Invoice Reimbursement System (AIRS) Phases 1 and 2. Past projects for DOR/TAX include the TAS project, on the DEE Exclse Enhancement project, the Tax eFiling System, the Online Tax Information System (OTIS), the Property Tax Billing System, and the Data Entry and Examination System (DEX).
- 2) Our firm has implemented numerous critical projects for various State agencies, from requirements gathering and project management through design, development, testing, and implementation. We have provided extensive testing for critical State projects such as the Department of Revenue's Data Entry and Examination (DEX) application to improve tax return processing, and the online PFD application.
- 3) We are a Microsoft Gold Partner specializing in web development in the .NET framework. Our developers have extensive experience on projects meeting State of Alaska standards.
- 4) Our firm has been at the forefront of database technologies for the last 25 years and we employ more than 60 SQL Server experts. We make heavy use of automated data-driven and ad hoc web-based SSRS and ETL processing.
- 5) We have extensive experience implementing SharePoint, automating workflows, developing tools for project management, and developing processes and repositories for document management.
- 6) We provide expert agile software development services. Many of our developers and project managers are certified Scrum masters.
- 7) We have worked on several projects for the Department of Revenue using Microsoft Team Foundation Server and Test Manager Professional. See details below.

**STAFF QUALIFICATIONS**

Our firm has an established team of developers, analysts, and managers that are intimately familiar with the current AGIA filing process and system. This team is ready to begin work immediately on the next Phase of the project and follow it through to a successful conclusion.

Our proposed project manager has over 20 years of experience in IT and a Master's Degree in Information Systems. He has served as project manager and Scrum master for a development project for the DOR/TAX, during which he coordinated all aspects of the project from initial analysis to roll-out and delivery. He was heavily involved in business analysis for the project and defined the business processes for the application.

Our primary developer for AIRS enhancements is experienced with a variety of technologies, including Visual Basic, C#, Silverlight, WPF, Oracle, SQL Server, and the Entity Framework. He has been heavily involved in the AIRS project since it started development.

**RELEVANT EXPERIENCE****DOR/TAX: AGIA INVOICE REIMBURSEMENT SYSTEM PHASE 1 & 2**

Our firm developed the AGIA Invoice Reimbursement System (AIRS) to assist DOR/TAX with processing the charges that TransCanada forwards to the Department of Revenue for reimbursement, as outlined in the Alaska Gasline Inducement Act (AGIA). This system contains an external application for TransCanada representatives to upload thousands of submissions and supporting documentation for review in the internal application. All transactions are validated and corrected through the external application before final submission to the internal application, which was developed to help DOR auditors review and accurately approve and account for reimbursement expenditures.

**EXPERIENCE/QUALIFICATIONS (CONT.)****DOR/TAX: DATA ENTRY AND EXAMINATION**

Our company was contracted to custom build a Data Entry and Examination (DEX) application to improve tax return processing for the Motor Fuel, Mining, and Corporate Income tax programs. This project involved extensive testing including the following:

- Development of a comprehensive testing process including role definition and integration of lifecycle tools as Team Foundation Server and Microsoft Test Manager
- Component development using an iterative process tightly coupled with specification, unit testing, and test case creation

**DOR/TAX: TEAM FOUNDATION SERVER INSTALLATION AND CONFIGURATION**

The DOR/TAX started a major programming project and needed a robust source control system that could be integrated into Visual Studio 2010 and Microsoft Project Server for project management, as well as providing a collaboration methodology that would tie the programming code to the design and business requirements. In order to protect its investment of the new DEX project, DOR/TAX chose Microsoft Team Foundation to provide the necessary linkage between the actual code and the requirements/tasks in Project Server.

Our firm provided the State with initial planning and analysis, environment setup and configuration, migration, ramp up, final documentation, and product demonstration and training for the State of Alaska's Department of Revenue, Tax Division. Our team installed and configured VSTF, documented the final configuration, and provided onsite demonstrations of the tool, which included providing appropriate training on the use of the tool.

**DOR/TAX: ONLINE PERMITTING AND LICENSING SYSTEM**

DOR/TAX used a number of solutions to manage and collect tax and licensing data in the state. We developed specifications to streamline their processes and developed the Online Permitting and Licensing Application (OPAL). This modular system allows users to apply for licenses and pay fees online with full security and authentication.

During execution of the requirements and analysis phase, several fairly significant changes in scope were discovered leading to budget adjustments, but only minor push of the final delivery date of the most critical components. We were able to adequately compensate for the added scope via addition of qualified staff and careful management of parallel tasks in the project plan.

**DOR/TAX: ONLINE TAX INFORMATION SYSTEM**

The Online Tax Information System (OTIS), originally referred to as the Tax Online Services System, provides clients of the DOR/TAX with a one-stop shop for all their DOR/TAX data interaction needs. Our firm worked with DOR/TAX to design, develop, and implement OTIS, along with many of its initial plug-in components such as licensing, permitting, payments, the shopping cart, and history.

**STATE OF ALASKA AUTHENTICATION SYSTEM**

Over the last several years, our firm has been engaged in developing agency applications that have made use of the existing myAlaska framework. Included in this list are the Department of Environmental Conservation's Online Permitting and Licensing Application (now referred to as OASys), the Department of Revenue's Online Tax Information System (OTIS), the Department of Labor's Adult Basic Education System, and several others. Each of these development efforts has required extensive interaction with myAlaska technical staff and helped us develop an intimate knowledge of the inner workings of myAlaska from an integrators perspective.

**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**

**TASK ORDER REQUEST FORM**Complete all applicable sections and e-mail to: [doa.taskorders@alaska.gov](mailto:doa.taskorders@alaska.gov)**REQUESTING AGENCY INFORMATION**

Department: 04 - Revenue  
 Division/Section: Tax/IT  
 Billing Contact: Brenda Vaughn Ph #: 907-465-3692 E-mail: [brenda.vaughn@alaska.gov](mailto:brenda.vaughn@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: June 26, 2012  
*If Task Order is expected to be \$50,000 or under, circulation period must be at least 3 business days. If over \$50,000, circulation period must be at least 5 business days.*  
 Project Title: Alaska Invoice Reimbursement System for AGIA Enhancements v2.2  
 Project Manager: Don McDonald Ph #: 465-2387 E-mail: [donald.mcdonald@](mailto:donald.mcdonald@)  
 Category: 9: Distributed Applications  
 Start Date: June 26, or when TO is signed Not to Exceed: \$160,000  
 End Date: June 30, 2013  
 Location of Work: 11<sup>th</sup> FL SOB Juneau AK  No Preference

**VENDOR SELECTION***(Only complete if Not to Exceed is \$50,000 or less)*

Vendor #1: \_\_\_\_\_  
 Vendor #2: \_\_\_\_\_  
 Vendor #3: \_\_\_\_\_

More vendors may be included on an additional sheet.

**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](http://security.alaska.gov)

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

Both can be downloaded by any authenticated state employee.

**DEPARTMENT APPROVAL**

I, Donald McDonald, 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

In 2010, Work was started on developing a system to allow the AGIA (Alaska Gasline Inducement Act) Licensee to electronically submit AGIA related expense claims to the State of Alaska (SOA) for review and approval for reimbursement. This system allows the licensee to submit their claims electronically for an interactive review of the expense data. When the data validates cleanly against the entry level business reviews, the system then loads the data into the state's database and initiates a vigorous process for review and approval of submitted expense claims for reimbursement to the licensee.

The system development has been managed by a team comprised of 25% SOA/DOR/TAX programming staff and 70% by an external contractor, Resource Data Inc. The project is estimated to be 70% complete. Due to the complexities and changes by the AGIA Licensee, the project team was unable to complete the needed work under the previous Task Order.

## SCOPE / STATEMENT OF WORK

Contractor will be providing ongoing support for internal and external users and building additional enhancements to the project that were not covered in the original requests for AIRS. Most of these requests have arisen during the development of the AIRS project.

1. Employee Expansion: This area will expand tracking of employees in the system, including ensuring valid dates, effective dates for rates, and expiration of valid rates based on ending dates for employees. This could also include tracking employees based on residence and changes of residences. Reports would also be developed for employees, dates, and rates.
2. Exception Bucket: This is a process to capture exceptions inside the system. Currently, exceptions are e-mailed to TransCanada and TransCanada can then upload these exceptions to respond to them. An exceptions bucket would have those exceptions remain in the system and TransCanada could respond to them without having to re-upload the exceptions. This would include a new interface on the external application and various database changes.
3. Commissioner Signature Application: This would allow the commissioner to receive an e-mail with a link. That link would open up an application, possibly on a web server, that would allow the commissioner to review the submission and electronically sign the submission, moving that submission along to the next step in the process.
4. More Exacting Conversion Rates: This would allow the current application to read the monthly average conversion rates from the Bank of Canada web site and apply those rates to submissions from TransCanada. It would use that rate to validate transactions submitted for the applicable month.
5. CBS Categories: Here an interface would be added to track categories for each CBS code. These categories would be used by internal users when new CBS codes were approved and for reporting purposes.
6. Transaction Comment Filters: Additional filters can be added to the transaction grid to view comments and transactions with comments only. This could include searches of comments and a report of comments.
7. Denials: The denial process has not been used nor defined at this time. This process would determine what would be required for denying transactions and how those denials will be processed in the system. It will include changes to interfaces and reports.
8. Post-Submission Report Expansion: This would include any requested changes to the post-submission reports including additional reports and additional views using the current reports.
9. Additional Filter Features: These are additional features requested for the filtering that is currently in the AIRS system. These additional filters would allow users to filter the selection based on additional criteria, such as an employee type, and type of transaction.
10. Mass Reviews: This feature will allow users to apply a review decision to all selected transactions on the grid at one time, for example, by taking exception to all transactions that have met a certain criteria. This would apply

the decision made and the comment applied to all the transactions currently displayed in the grid (with confirmation).

11. Search Function: This will allow the users to search the various fields that are displayed on the grid at any time, allowing them to locate specific terms or specific records on the grid (for any column, for any value).

12. Misc Features: These include a number of smaller features including feature to clear external documents for resets, viewing tax comments and lookup items, exporting CODA submissions in XML format, modifying non-approved records, and deleting non-approved records. Additional features may be discovered in which DOR/TAX will negotiate with contractor to determine inclusion into this TO or a future TO.

13. Ongoing Support: This will include approximately 20-30 hours a week of dedicated support for the application and both internal and external users of the application

14. Each deliverable must include full documentation (

### **SPECIAL EXPERTISE & EXPERIENCE**

\* Must have documented experience working with Alaska Gasline Inducement Act - Expense Reimbursement sections and demonstrate a moderate level of understanding of the AGIA expense submission regulations.

\* min. of 2 years experience working with a tax revenue management system within the last 5 years

Current Department of Revenue IT Standards require the use of the following with a minimum of 2yrs experience:

- \* C#.Net with WPF and Silverlight
- \* SQL Server 2008 R2 (SSRS, SSIS, and SSAS)
- \* Team Foundation Server (Source Code Control)
- \* MS VS Test Manager Professional
- \* SharePoint 2010
- \* Modified Scrum 1.0 project management methodology
- \* Embarcadero Data Modeling and repository
- \* Contractor will be lead of the team and must be embedded with the TAX IT programming staff in Juneau

### **SPECIAL CONSIDERATIONS OR CONSTRAINTS**

Contractor Staff must be located on site within the Tax Division IT Unit. The Tax Division will provide all the necessary software and software tools to perform the work request under the departmental and state standards.

All personnel assigned to the project must be able to submit fingerprints and pass a background check and must be fluent in written and spoken English language.

There is a possibility that the a member of the contractor staff will be required to travel to Alberta Calgary Canada to assist the Licensee in this project. A member of the team must be able to travel and have proper travel documents to enter Canada.

All personnel assigned to this task order, are required to attend a Department of Revenue – Tax Division confidentiality and data security training class provided by the agency staff and sign a SOA confidentiality agreement prior to working on this task order.

## 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.  |
|    |                    | <ul style="list-style-type: none"> <li>- <b>Best Value</b> 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%.</li> <li>- <b>Low Price</b> 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.</li> </ul> |
| 1. | 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.  |
| 2. | Response Deadline: | If Task Order is expected to be \$50,000 or under, this must be at least 3 business days, otherwise the response deadline must be at least 5 business days. These are minimums and a later date may be entered.   |
| 3. | Project Manager:   | Enter the agency Project Manager name and phone number. This will be the point of contact for all project-specific inquiries.   |
| 4. | Category:          | Select the category number that this Task Order generally falls into. Category definitions can be found at:<br><a href="http://doa.alaska.gov/ets/taskorder/">http://doa.alaska.gov/ets/taskorder/</a>  |
| 5. | Start/End Dates:   | Enter the anticipated start and end dates for the Task Order.   |
| 6. | 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

If the Task Order is expected to be \$50,000 or under, the requesting agency may select a minimum of **three** vendors from the Vendor Pool to solicit responses from. **Do not select vendors you know cannot or will not respond in order to ensure a single response** – doing so may result in a procurement violation investigation and related disciplinary measures.

### 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.