

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

1. TOPS Contract Number <b>0060-02-13-025</b>	2. DGS Solicitation Number <b>2012-0200-0879</b>	3. Financial Coding 02178001	4. Agency Assigned Encumbrance Number
5. Vendor Number <b>16-0912632</b>	6. Project/Case Number <b>2012DMVTRACS</b>	7. Alaska Business License Number <b>164728</b>	

This contract is between the State of Alaska,

8. Department of <b>Administration</b>	Division of <b>Motor Vehicles</b>	hereafter the State, and
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9. Contractor <b>CTG Alaska</b>	hereafter the Contractor.
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Mailing Address <b>4701 Business Park Blvd, Bldg J Suite 3</b>	City <b>Anchorage</b>	State <b>AK</b>	ZIP+4 <b>99503</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.

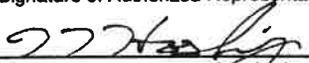
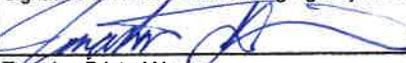
**ARTICLE 3. Period of Performance:** The period of performance for this contract begins 12/6/12 and ends 6/30/14

**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 #**0060-02-13-01**. Payment shall be made upon receipt and approval of detailed invoice(s) by the State of Alaska Project Manager indicated on TOPS Request #**0060-02-13**.

4.2 When billing the State, the contractor shall refer to the TOPS Contract Number and send the billing to the contact listed under **Requesting Agency Information** on TOPS Request #**0060-02-13**.

11. **CERTIFICATION:** I certify that the facts herein and on supporting documents are correct, that this voucher constitutes a legal charge against funds and appropriations cited, that sufficient funds are encumbered to pay this obligation, or that there is a sufficient balance in the appropriation cited to cover this obligation. I am aware that to knowingly make or allow false entries or 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>	
CTG Alaska		Administration / Motor Vehicles	
Signature of Authorized Representative 	Date <b>12/6/12</b>	Signature of Head of Contracting Agency or Designee 	Date <b>12/6/2012</b>
Typed or Printed Name of Authorized Representative <b>MIKE HASKINS</b>		Typed or Printed Name <b>Jonathan O'Quinn</b>	
Title <b>OPERATIONS MANAGER</b>		Title <b>Data Processing Manager I</b>	

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 # 0060-02-13;**
- **TOPS Response / Cost Proposal # 0060-02-13-01.**

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

1. This contract document;
2. TOPS Request # 0060-02-13;
3. TOPS Response / Cost Proposal # 0060-02-13-01.

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):

Good afternoon,

I'm going to adjust the hours to 1078 so the total task order after the ETS fee comes out to just under \$100,000. Attached an update to the cost proposal reflecting 78 additional hours.

Thanks much,

Jonathan O'Quinn, Data Processing Manager  
State of Alaska  
Division of Motor Vehicles  
(907) 269-6723

**From:** Kay Keller [<mailto:Kay.Keller@ctg.com>]

**Sent:** Thursday, December 06, 2012 9:55 AM

**To:** O'Quinn, Jonathan S (DOA)

**Subject:** RE: Standard Agreement for Task Order 0060-02-13 DMV TraCS Infrastructure

I have let Dave Monroe know that you will be contacting him soon. Please sign and return the Standard Agreement for our records.

Thanks,

Kay

Kay Keller  
Account Executive  
Desk: 907-261-4703 • Mobile: 907-230-4174  
4701 Business Park Blvd, St. 36. • Anchorage, AK 99503

**From:** O'Quinn, Jonathan S (DOA)

**Sent:** Wednesday, December 05, 2012 3:57 PM

**To:** 'Kay Keller'

**Cc:** Kizer, Bradley J E (DOA)

**Subject:** RE: Standard Agreement for Task Order 0060-02-13 DMV TraCS Infrastructure

Good afternoon,

Looks good. If you would please increase the number of hours from 1000 to 1086 at the quoted rate of \$92/hr for a total of \$99,912 as the total value of this agreement. Please provide me with the update cost proposal along with a scan of the signed agreement form and forward a fully executed agreement to Brad.

Best regards,

Jonathan O'Quinn, Data Processing Manager

State of Alaska

Division of Motor Vehicles

(907) 269-6723

**VENDOR INFORMATION**

Vendor Name: CTG

<input checked="" type="checkbox"/>	By checking this box, I, Kay Keller for CTG Alaska, 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

Our company has been working with several State of Alaska agencies since 2008 where the TraCS solution was first reviewed and considered for a production deployment. Our TraCS resource is the only technical person in the Alaska that has well over the 5000+ hours of technical experience with designing, developing, integrating, maintaining, and supporting TraCS on servers and clients required under the Special Expertise and Experience section of this Task Order. Our resource has also established relationship with multiple TraCS states for exchanging TraCS specific solutions/knowledge and provided those states additional support and /or consulting for TraCS. Our resource also works closely with the TraCS vendor on a weekly basis to report bugs for fixes and other application issues as well as provide input to drive improvements and enhancements to the TraCS solution.

We will maintain continuous availability, configuration, support, maintenance, and monitoring of critical DMV TraCS infrastructure and related systems. This can be accomplished through implementing the DMV monitoring solution of choice and existing DMV high-availability solutions. Several monitoring options have been reviewed at DMV already and there are others that we are able to assist the DMV staff in evaluating.

We will provide staffing management, work request management and process control management through existing DMV solutions using designated contacts and by recommending other solutions when requested.

Our resource(s) with the necessary skills for infrastructure deployment, configuration and maintenance will be made available on an agreed upon schedule with the appropriate DMV staff and provide consulting based on industry best practice and standards. Our assigned technical resource(s) will comply with the business drivers as noted.

Our designated programming resource(s) will be required to develop, support, maintain, enhance, and if applicable, technically manage the DMV applications and interfaces as needed per the direction of the DMV staff. These services will be provided on a time and materials basis.

We will conduct monthly review meetings to review Deliverable Acceptance forms and the monthly status report for the prior month

Emergency work requests may be added and worked throughout the month as requested and mutually agreed by DMV and us as the contract vendor, with a possible re-prioritization of the other scheduled work requests. We will be expected to respond to emergency work requests within sixteen (16) hours of receipt of the request by DMV. Our resource(s) can work as directed on an as needed basis for emergencies.

We will technically manage the work requests, staffing and procedural or process modifications and will categorize and track them via the USD system following existing DMV procedures.

DMV systems will be documented as required to reflect configuration changes or deployed solutions.

Work requests and an agreed upon schedule will be used for the following: supporting the DMV TraCS infrastructure, through the work requests and investigate reported issues; maintaining DMV TraCS infrastructure including firmware, operating system and system software installation, configuration, maintenance and monitoring; any enhancement to the DMV TraCS infrastructure, including modification that enable new functionality or configure existing functionality.

We will consult on new configurations, solutions, system software or interfaces that will enable DMV to provide enhanced service to the Alaska public.

#### RISK ASSESSMENT

BEST VALUE PROCESS ONLY: EVALUATOR NAME:

SCORE: 10 5 0

Risk: Availability of DMV technical staff may impact our ability to help resolve reported problems on the production environment. DMV staff has extensive knowledge of the current infrastructure – their unavailability may delay the schedule for maintenance and support tasks.

Mitigation: Have DMV assign a single point of contact (SPOC) to work with our resource(s) for the life of the contract.

Risk: Existing DMV staff or contractors may not have all the knowledge required to support the current or future DMV environment

Mitigation: Detailed documentation will be made for both DMV systems and processes. That documentation should be maintained in a central location such as a SharePoint site. Mentoring will be provided where appropriate. Appropriate formal training recommendations will be made as identified.

Risk: Tasks or Projects may not meet specified deadlines

Mitigation: Communication on an as needed basis via meetings, phone, email, etc will be maintained between the contractor and the appropriate DMV staff to avoid and/or mitigate any delay in delivery.

Risk: DMV data may be comprised – Data in any environment can and often includes sensitive data

Mitigation: Our resource has over 10 years experience and holds industry recognized security based Certifications and both practices and consults on industry best practices for security IT and physical concerns regularly. Our resource has also based both State and Federal Security background checks and is currently approved to work in locations including the Alaska Department of Public Safety, ETS, and State and Local Law Enforcement agencies throughout Alaska.

Risk: Priority of work requests may change - Work requests need to be categorized and tracked via USD system and appropriate tasks will be performed on those work requests based on the priority established by the agency.

Mitigation: DMV must ensure that our resource(s) have access to the USD system during the life of this contract so that we are able to document our work efforts on any reported problem(s).

Risk: Availability of our resources - Expert resources are required and they are in high demand. Once they are engaged in a project, they need to stay billable so that they are not removed to other projects. Unplanned delays to the project caused by the inavailability of DMV resources may increase the project cost.

Mitigation: Ensure that both DMV and our resources manage to a mutually approved schedule.

Risk: Out of Scope work becomes required – Often in IT projects, the work needing performed becomes greater/different than detailed in the contract or work requests.

Mitigation: This is a DMV managed Task. Any change in the Scope of Work would be identified by our resource(s) or DMV staff and managed by DMV. Our resource(s) would work as directed.

**EXPERIENCE/QUALIFICATIONS**

**BEST VALUE PROCESS ONLY:** EVALUATOR NAME:

SCORE: 10 5 0

Due to the nature of this mission critical system as well as the time constraints involved in resolving issues immediately, this work must be addressed and accomplished by expert level resources.

Expert level Traffic and Criminal Software (TraCS) v10.04.x knowledge is mandatory. Expert level requirements to meet a Traffic and Criminal Software expert level resource are:

5000+ hours designing, developing, implementing and supporting a production operational environment utilizing TraCS Server, TraCS Client, TraCS Web, TraCS Update and the Incident Tool with 200+ client units in the field.

Our company has been working with several State of Alaska agencies since 2008 where the TraCS solution was first reviewed and considered for a production deployment. Our TraCS resource is the only technical person in the Alaska that has well over the 5000+ hours of technical experience with designing, developing, integrating, maintaining, and supporting TraCS on servers and clients required under the Special Expertise and Experience section of this Task Order. Our resource has also established relationship with multiple TraCS states for exchanging TraCS specific solutions/knowledge and provided those states additional support and /or consulting for TraCS. Our resource also works closely with the TraCS vendor on a weekly basis to report bugs for fixes and other application issues as well as provide input to drive improvements and enhancements to the TraCS solution.

Our lead technical resource proposed for this Task Order has been working with other State of Alaska agencies actively with TraCS since 2008 when TraCS was first assessed as a solution to be deployed in a production environment. Since that time, our resource has been primarily assigned to one State of Alaska agency for over 4 years to assist them with the design and development of a TraCS solution that has now been deployed statewide to well over 200+ laptops - to include the infrastructure and operational support.

Additional skills include the use of Microsoft Windows Server 2003, Microsoft Windows Server 2008 R2, Microsoft Active Directory, Microsoft Biztalk, Microsoft SQL Server 2008 R2, Microsoft SQL Server 2012, Microsoft Team Foundation Server 2010, Microsoft SharePoint, Traffic and Criminal Software (TraCS) v10.04.x, VMware ESXi Server 4.x, VMware vSphere Hypervisor 5.x, VMware vCenter 4.x and 5.x, VMware vCenter Converter, IBM BladeCenter H, IBM HS22 Blade Servers, Cisco M9000 Fiber Channel Switches, Cisco Device Manager, Cisco Fabric Manager, Brocade 5000 Fiber Channel Switches, EMC CLARiiON CX3-40 SAN w/ Navisphere 6 IOS, Windows Server Update Services (WSUS).

Our resource has the expert technical background and experience in all of the technical skill sets described above. He has also previously submitted fingerprints and passed a background check for other State of Alaska projects. He is fluent in written and spoken English language.

Our organization has provided solutions to enterprise level customers in both private industry and government agencies for well over 40 years. Work we have completed successfully includes:

Role – Consultant/Network Architect/Solution Architect/Help Desk

Our organization has consulted for, designed, and assisted in managing the setup of a Help Desk and Support team for an Alaskan mine owned and operated by a global Mining, Resource, and Electronics company. In addition to bringing a more standardized approach to internal support, we were also able to the industry standards used to suit the company's unique needs and also make several noted improvements to the performance and stability within their environment.

Role - Senior Network Administrator/Designer/Consultant

Our organization has consulted for a regional medical facility in remote Alaska to both assist as their onsite Senior Network Administrator and Consultant. We designed and assisted with setting up both a Help Desk and a Call Center. We also assisted with implementing a local trouble ticket system to replace the remotely based contracted system they used. Also, in implementing a VMWare solution, most of their production servers were virtualized and overall number of SQL servers reduced when possible to reduce operating costs, temperatures, and power requirements for their server room. By implementing a SAN solution in conjunction with this, their recovery time for critical production servers was reduced from days to minutes. We also migrated the network from AD 2000 to AD 2003 and optimized the services located on both the domain controllers and production servers.

#### **EXPERIENCE/QUALIFICATIONS (CONT.)**

Proven success and 46 years of experience – our company has a strong commitment to customer service and we measure our success by your success. Our professional relationships are strengthened by open dialogue and continuous improvement. With over forty-three years of experience, we attribute much of this success to our highly developed tools and methodologies. These tools and methods have helped us estimate and deliver projects on time and within budget while meeting our clients' expectations.

Government expertise – Management from agencies throughout the State of Alaska has expressed great satisfaction with our resources and project execution. We have worked directly with state and municipal agencies and our team members include staff with successful prior government project experience.

A partnership with local Alaskans – Our company has a strong commitment to Alaska and has been working here for the past 20 years. This local presence provides value by giving our clients immediate access to our staff enabling better communication and interaction on projects. Due to our strong local presence, our staff understands the technology challenges we Alaskans face in a remote environment; our company has over 45 years of experience developing innovative solutions for our clients and 20 years working for clients in the most remote parts of Alaska.

We provide local presence with global depth – Choosing our company provides you with the local service you require, along with the global capacity needed for large projects and specialized engagements. With approximately 90 local and 3,800 employees throughout North America and Europe, our company has a large pool of qualified professionals for your projects. We can leverage our extensive staff to access experts as needed—from advising and mentoring local staff to assigning personnel with unique skills for a short-term—all while maintaining control and accountability within the same company. Our ability to bring in expertise when local skills are scarce is a differentiator and offers the state added value.

Emphasis on knowledge transfer—mentoring and coaching – On projects with the State of Alaska, our company includes members of the state IT staff in the work processes to enable knowledge transfer of our processes and methodologies. Numerous state agency IT staff members have been involved with interviews, requirements documentation, presentations and hands-on training in preparation for the handover of development projects.

Consistency, predictability and manageability on projects – Our company's management system is ISO 9001:2000-certified. Our certified methodologies and processes have played a significant role in our wide-scale project successes around the globe.

Quality delivery – Our company implements a Service Quality Assessment (SQA) process with all of our clients to measure customer satisfaction. The State is familiar with this process since it has been applied to all of our past State engagements.

**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.

<b>PROJECT APPROACH</b>

<b>RISK ASSESSMENT</b>

<b>EXPERIENCE/QUALIFICATIONS</b>

**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>
\$ 92.00	x	1078	=	\$99,176.00

<b>ETS Fee (\$300 + .5% of Total Cost)</b>	\$ 795.88
<b>Total TO Cost</b>	<b>\$99,971.88</b>

**PROPOSED INDIVIDUAL RESOURCES**

David Monroe	1078	100%

**PROPOSED SUB-CONTRACTORS**

Name	Description of Work	% of Overall Work