ALEXsys/ICM Replacement

RFP# 2018-0700-3842

PRE PROPOSAL MEETING

STATE OF ALASKA

2/26/18

AGENDA

1. Introductions

2. Background

3. Goals and Objectives

4. Criteria and Weights, Submittal Forms, Evaluation Process

5. Risk Assessment Plan

6. Value Added Plan

7. Shortlist and Interviews

8. Clarification

9. Overall RFP Review

BACKGROUND

- The Department of Labor and Workforce Development provides services through a network of 15 Job Centers around the State of Alaska and over 60 grantees

- The Job Centers offer a variety of services, including job search assistance, career exploration, re-employment services, labor market information and resources for employers, workshops for job seekers, liaison services for employers and assistance with Federal and State programs

ALEXSYS AND ICM

■ DOLWD operates the Alaska Labor Exchange System (ALEXsys), an online no-fee labor exchange system that connects job seekers and employers. The system provides information on employment and jobs available in the State of Alaska and the tools to assist both job seekers and employers

■ DOLWD uses the Individual Case Management System (ICM) to support the delivery of grant funded workforce development services to clients. This includes tracking clients participating in grant programs, documenting training expenditures, satisfying Federal and State reporting requirements, and reconciliation of client information with source documentation

BACKGROUND CONTINUED

- Current Users – No older than 5 years

  - ALEXsys – Job Seekers – 377,728

  - ALEXsys – Employers – 20,234

  - ALEXsys – State Employee Users – 111

- Current System Usage and User Information

  - ALEXsys Sessions (2/15/17 – 2/14/18) – 1,078,169

  - ALEXsys Page Views (2/15/17 – 2/14/18) – 16,705,826

  - ICM – State Employee Users – 65

  - ICM – Grantee Users - 76

GOALS & OBJECTIVES

- A system that is able to:

  - Provide a single sign on and common identifier to reduce duplicative data entry

  - Meet the requirements for participant data collection, case management, and common reporting

  - Be user friendly and meet the needs of staff, job seekers, grantees and employers

GOALS & OBJECTIVES

- A Software-As-A-Service (SAAS) solution housing multiple required Federal and State programs….

  - Wagner-Peyser, Adult, Dislocated Worker and Youth

  - State Training and Employment Program

  - Technical and Vocational Education Program

- As well as having the possibility of incorporating

  - Senior Community Service and Employment Program

  - Work Opportunity Tax Credit

  - Trade Adjustment Assistance

  - Adult Basic Eduction

  - Grant Solicitation, Application and Management

CRITERIA AND WEIGHTS

- Proposal Form   25 Points
- Risk Assessment Plan   10 Points
- Value Added Plan   5 Points
- Interviews   20 Points
- Service Plan   15 Points
- Price Proposal   25 Points

SUBMITTAL FORMS

- 1 – Proposal Cover Sheet

- 2 – Proposal Form

- 3 – Service Plan*

- 4 – Risk Assessment Plan*

- 5 – Value Added Plan*

- 6 – Reference List

- 7 – Cost Proposal Form

- 8 – State of Alaska Standard Agreement Form

- 9 – State of Alaska Insurance Requirements

- 10 – STEP/TVEP Program and Reporting Information

* - This submittal must be anonymous

EVALUATION PROCESS

1) Proposals will be assessed for overall responsiveness and compliance with mandatory requirements. Proposals deemed non-responsive or not in compliance with mandatory requirements will be eliminated from further consideration.

2) Each responsive proposal that has passed all mandatory requirements will be assigned a unique code.

3) A proposal evaluation committee (PEC), made up of at least three state employees or public officials, will evaluate specific parts of the responsive proposals.

4) The anonymous Submittal Forms, from each responsive proposal, will be sent to the PEC. No cost information, schedule information, or team information will be shared or provided to the PEC.

5) The PEC will independently evaluate and score the documents based on the degree to which the proposal has met the requirements of the RFP.

6) After independent scoring, the PEC will have a meeting, chaired by the contracting officer, where the PEC will have a group discussion prior to finalizing their scores.

EVALUATION PROCESS

7) The evaluators will submit their final individual scores to the contracting officer, who will then average and compile the evaluator's scores.

8) The contracting officer will prioritize the proposals based on: evaluator scores and cost proposal information,

10) The contracting officer will shortlist the proposals and the state will conduct interviews with the Project Manager and Systems Engineer of the selected vendors.

11) The PEC will evaluate and score the interviews and submit their scores to the contracting officer, who will incorporate these scores into the final prioritization.

12) The state will then conduct clarifications, negotiations, and award a contract if the clarifications and negotiations are successful.

RISK ASSESSMENT PLAN

- **Goal: Describe the greatest issues, risks, or challenges that are commonly encountered**

- **Focus on those items that are unique and commonly applicable to these services.**

- **Consider reasons for project cost increases or items that may be a source of dissatisfaction for the State.**

- **Rely on past experience and knowledge of completing similar services**

- **Describe the risk and strategy in non-technical terms**

IT RISK EXAMPLES

- **Risk:** Without adequate training, users may not comprehend how to use the new system.

- **Vendor A Solution:** We will provide a thoughtful training plan that offers creative ways to drive change management and enhance learning retention. Our implementation approach also empowers the Client to deliver ongoing training assistance to the user community to keep utilization of the system effective.

- **Vendor B Solution:** We have devised a training program that we have successfully executed on our past 7 implementations. We place users in a 1hr interactive in-person training (we will provide all users with laptops that have the system pre-loaded), and follow up this training with a brief exam. Any user that scores below an 80%, we will then target them for additional hands on training. This approach has lead to an overall adoption rate of 95% in less than 3 months.

RISK ASSESSMENT EXAMPLE CONTROLLABLE RISK
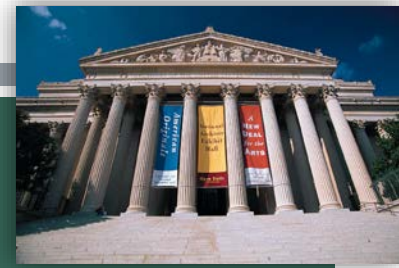
- **RISK:** **Noise from our demolition may result in student/staff complaints (since we will be doing demo in an in-operational library during finals week).**

- **VENDOR 1 Solution**

  Partnering is a key to success on any project. We will work with the user to develop the best strategies that can be implemented to minimize the impact of noise from demolition.

- **VENDOR 2 Solution**

  To minimize this risk, we have planned to limit demolition to off hours and weekends. We will also install rubber sheets on the floors and foam pads around the wall to diminish noise and vibrations.

DINING SERVICES - HEALTH AND SAFETY

#1	Safeguarding the health and safety of our people and customers is our moral responsibility and essential to the success of our business. We have worked hard to establish a safety culture where our people instinctively take individual and collective responsibility for their own safety and that of those around them, and act accordingly
#2	In our day-to-day operations, we make sure safety is an "every-moment-every-day" mindset for our employees. We work hard to create a safety culture where all employees can stop any situation in which they feel unsafe. And we're constantly improving our safety programs so that we can continue to create safer environments today and in the future.
#3	Health and safety is a global strategic priority for our Firm. We are committed to a global health and safety culture and world class health and safety performance. We know that integrating health and safety into everything we do minimizes risk to people and property.

VALUE ADDED PLAN

- **Goal: Providing offerors with an opportunity to identify any value-added options or ideas that may benefit state, the project, or the service.**

- **If the offeror can include more scope or service within the constraints of the offering, the offeror should provide an outline of potential value-added options.**

- **This may include ideas or suggestions on alternatives in implementation timelines, project scope, project cost, goals, deliverables, methodologies, etc. Value-added ideas must not be included in the offeror's base cost proposal.**

EXAMPLE: VALUE ADDED ITEMS

- **Reroofing this building will not stop all water leaks. The majority of the leaks are caused by cracks in the parapet walls, broken/missing glass, and poor caulking. We can repair/replace all of these issues to minimize all water leaks, for a minimal impact to time/funding.**

VALUE-ADDED EXAMPLES
GYM EQUIPMENT

- **Since the University is installing overhead televisions on the third floor of the Student Rec Center, we recommend deleting all of the equipment mounted televisions on the cardio equipment on that floor.**

- **This can result in significant savings, or we can use these savings to potentially provide 5 additional machines in lieu of the TV screens.**

Shortlist & Interviews

KEY PERSONNEL

- **The state may conduct interviews with the key personnel from each of the shortlisted offerors, as identified below (the state reserves the right to request additional personnel):**

- **1) Project Manager – Individual that will lead the overall program/service and will be responsible for the day-to-day operations of the program**

- **2) Systems Engineer – The implementation manager coordinates all set-up activities, team members, and deadlines.**

Clarification Process

MISALIGNED EXPECTATIONS

Vendors Expectation   **Clients Expectation**

PROACTIVE VS REACTIVE
WHAT COULD CAUSE A SURPRISE

- Delivering something that **doesn't work**

- Delivering something that isn't what the client is **expecting**

- Delivering something that isn't what the client **needed**

- Requiring the **client to do something** (that they cannot do)

- Requiring things from the client that they cannot provide

- **Expecting** that something will happen as planned

- Any **assumptions** that we've made

- Changes that **impact cost**

- Changes that **impact time**

- Poor **satisfaction**

HOW CAN WE MINIMIZE SURPRISES

1. Cost Verification
2. Detailed Preplan
3. Client Schedule
4. Align Expectations
5. Assumptions
6. Critical Documentation
7. Risk Mitigation Plan

General RFP Overview

RFP SCHEDULE

- Request for Proposals (RFP) Issued   February 7, 2018
- RFP Educational Meeting (Juneau)   February 26, 2018
- Deadline for Written Comments/Questions   February 27, 2018
- Proposals Due   March 9, 2018
- Evaluations Due   March 14, 2018
- Shortlisting   March 16, 2018
- Interviews (Juneau)   March 28, 2018
- Identify potential Best Value proposer   March 30, 2018
- Invitation to Phase 2   March 30, 2018
- Overview/Kick-Off Meeting (Juneau)   April 2, 2018
- Clarification Period Summary Meeting   April 10, 2018
- Contract Award (Anticipated)   April 30, 2018

COMMENTS / QUESTIONS