

# This Amendment can be acknowledged on Attachment 1, Submittal Form A



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Shared Services of Alaska  
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**THIS IS NOT AN ORDER**

**DATE AMENDMENT ISSUED: 10/04/2019**

<b>RFP TITLE:</b> 2020-0200-4381 Improvement of Shared IT and Back-office Service Functions
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## AMENDMENT 1

**IMPORTANT NOTE TO OFFERORS: Only the following items referenced in this amendment are to be changed. All other sections of the RFP remain the same.**

### **SEC. 1.02 BUDGET**

Department of Administration, Office of the Commissioner, estimates a budget of \$5 million dollars for completion of this project. Proposals priced at more than \$5 million dollars total for this project will be considered non-responsive.

### **SEC. 3.10 LOCATION OF WORK, Paragraphs 4 & 5 (4<sup>th</sup> paragraph)**

When quoting travel costs (Attachment 1 – Submittal Form G), the Offeror shall include in their Cost Proposal all travel costs estimated for completion of the project, including but not limited to, transportation, lodging, and per diem costs sufficient for no more than 10 person(s) for no more than 32 weeks in Anchorage and Juneau.

### **(5<sup>th</sup> paragraph)**

By signature on their proposal, the offeror certifies that all services provided under this contract by the contractor shall be performed in the United States. The State requires that certain specific data types, as specified by Federal and State law, be housed, handled and processed only within the United States. If the offeror cannot certify that all work will be performed in the United States, the offeror must contact the procurement officer in writing to request a waiver at least 10 days prior to the deadline for receipt of proposals.

### **SEC. 3.14 CONTRACT PERSONNEL**

Any change of the project team members named in the proposal must be approved, in advance and in writing, by the project director or procurement officer. Personnel changes that are not approved by the State may be grounds for the State to terminate the contract.

### **SEC. 3.17 NONDISCLOSURE AND CONFIDENTIALITY, Paragraph 1**

Contractor agrees that all confidential information shall be used only for purposes of providing the deliverables and performing the services specified herein and shall not disseminate or allow dissemination of confidential information except as provided for in this section. The contractor shall hold as confidential and will use reasonable care (including both facility physical security and electronic security) to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, the confidential information.

“Reasonable care” means compliance by the contractor with all applicable federal and state law, including the Social Security Act and HIPAA. The contractor must promptly notify the state in writing if it becomes aware of any storage, disclosure, loss, unauthorized access to or use of the confidential information. The successful vendor must be fully cognizant and be able to meet compliance requirements for data handling and processing to include but limited to IRS Pub 1075, HIPAA, PCI, CJI, Etc.

#### **Sec. 4.05 MANAGEMENT PLAN USED FOR THE PROJECT (SUBMITTAL FORM C) 5.**

5. Offeror must also provide a detailed staffing plan that identifies all the personnel with the roles that are required to complete the planning and implementation. It is expected that the successful vendor will submit staff capable of passing relevant background checks as required by Federal and State laws and as appropriate per the data type being interacted with. The staffing plan must provide the role and responsibilities for each key person on the project along with time allocation to the project and must include a profile with relevant experience. Offeror must describe in detail how their firm plans to address the change of personnel assigned to the project. The State expects any change in personnel to have the commensurate level of skills and experience as those provided in the plan. If not, the State reserves the right to request a staff member with skills and experience commensurate to those provided in the plan.

#### **SEC 4.10 INTERVIEW**

NOTE: The RFP is amended to add SEC 4.10

The PEC may choose to conduct in-person interviews with up to two of the key personal identified in submittal form C, with the offerors determined to be within the competitive range after evaluation of technical proposals and costs. No substitutes, proxies, phone interviews, or electronic interviews will be allowed. Interviews will take place in Anchorage Alaska. If selected for interview the state will notify the offeror of the time and date the interview is scheduled. The state anticipates giving, at a minimum, one weeks' notice of interview date and time. If interviews are held, after interviews are completed, the PEC will be allowed to adjust their technical scores based on the outcome of the interview.

Proposers are responsible for all costs associated for their employee to attend the interview, including but not limited to, flights, per-diem, car rental and lodging for their employee (s) to travel to Alaska for the in-person interview.

**Remove Attachment 1, Submittal Form A and replace with Amendment 1 – Attachment 1 – Submittal Form A, dated 10/3/2019.**

**The following paragraph is added for clarification purposes, in Offeror Certifications, number 12:**

Indicate below whether or not the firm or any individual that will work on the contract has a possible conflict of interest (e.g., currently employed by the State of Alaska or formerly employed by the State of Alaska within the past two years) and, if so, the nature of that conflict. The Commissioner of the Administration reserves the right to consider a proposal non-responsive and reject it or cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity services to be provided by the offeror. The Commissioner's determination regarding any questions of conflict of interest shall be final.

**Remove Attachment 1, Submittal Form G and replace with Amendment 1 – Attachment 1 – Submittal Form G, dated 10/3/2019.**

**The following paragraph replaces wording under Travel Estimate:**

When quoting travel costs, the offeror shall include in their cost proposal all travel costs estimated for completion of the project, including but not limited to, transportation, lodging, and per diem costs sufficient for no more than 10 person(s) for no more than 32 weeks in Anchorage and Juneau. **Note: The State of Alaska will only reimburse flight costs at coach rate.**

**Total Travel Costs: \$** \_\_\_\_\_

**The following are answers for vendor questions that were submitted in writing to the Procurement Officer regarding RFP 2020-0200-4381:**

1. Please provide the number of Application/system for the following Services:  
Information Technology  
Centralized Procurement  
Travel Administration  
Finance & Accounting: Accounts Payable, Collections  
Leasing  
Centralized Mail and Print Services

**Answer:**

**Information Technology:** It is estimated that the state has approximately 700 IT applications.

**Centralized Procurement:** Zero, but there is one Procurement Microsoft Access database that is not related to centralized procurement that is used to assign formal solicitation numbers when doing a formal solicitation outside of the Statewide Accounting System.

**Travel Administration:** 3 systems: We have the Statewide Accounting System, the Booking tool and a unified ticketing system used for travel reconciliation submissions. These systems are not owned or managed by Shared Services staff.

**Finance & Accounting:** Accounts Payable, Collections-2 systems. We have the Statewide Accounting System, and a unified ticketing system used for accounts payable reconciliation submissions. These systems are not owned or managed by Shared Services staff.

**Leasing:** 2 systems. The Lease Management System and Lease Projection System, they interact with each other.

**Centralized Mail and Print Services:** 2 systems. Business manager (leased equipment, owned by Pitney Bowes), this allocates postage to the correct billing account and the Arrival system (leased equipment, owned by Pitney Bowes), it scans the certified mail and any trackable mail for both incoming and outgoing mail.

2. Regarding Phase III, are you looking for the Offeror to provide:
  - a) Project Management & Change Management services, or
  - b) Project Management & Change Management with actual technical migrations/consolidations/integrations services?

**Answer:** Project Management & Change Management with actual technical migrations/consolidation/integrations services.

3. Please confirm that training required related to implementation of a shared services and IT model would be provided by the contractor, but any specific training related to software (preliminary and/or ongoing) that is implemented as part of the integration would be covered under a separate contract.

**Answer:** Training required related to implementation of a shared services and IT model would be provided by the contractor, but any specific training related to software (preliminary and/or ongoing) that is implemented as part of the integration would be covered separately. Contractor is expected to develop a training curriculum and identify gaps for people transitioning into the organization. There may be a need for IRIS or other software/application-specific training, so contractor will need to identify how DOA will meet that need. For staff migrating into OIT customer service or network service area, OIT is using different tools than they have been using. So then the contractor needs to identify that those people need to be brought up to speed and what they need to know. We need to have that identified and a plan provided to management for resolving that situations.

4. Will there be a full-time Project Manager assigned to work and collaborate with the team and represent SSOA during the project?

**Answer:** The Director of SSOA will be the primary POC for SSOA. The Acting CIO/CIO will be the primary POC for OIT. The Commissioner of DOA will serve as the Project Manager for AAPEX.

5. To what degree do you desire SSOA resources to help with the effort? What role beyond subject matter experts does SSOA want to play, and how many hours do you foresee SSOA resources being able to contribute to the effort by Phase?

**Answer:** The Director of SSOA will be the primary POC for SSoA. We anticipate SSOA leaders will contribute approximately 15-25 hours a week towards AAPEX efforts. We anticipate current SSOA staff will contribute approximately 2-4 hours a week towards AAPEX efforts. The AAPEX contractor team will work closely in coordination and alignment with Director of SSOA to accomplish Phases 1-3.

6. Is there now, or will there be an opportunity to provide proposals on the physical consolidation and transformation of IT service delivery in Phase 3?

**Answer:** Phase 3 is considered to be inclusive with and not separate or independent from this contract. Phase 3 includes physical consolidation and transformation of IT service delivery. DOA will not consider Phase 3 proposals that do not include Phase 1 and Phase 2.

7. With regards to section 1.04 which reads: ***All Offerors must be a member of the National Governor's Association Partners (NGA Partners), or a firm that offers all the following services in-house (without sub-contracting): professional services, audit, assurance services, taxation, management consulting, advisory, actuarial, corporate finance and legal services. Offerors must have been in business as a company in good standing for at least 25 years.***

Would the State consider altering this requirement from a paid association membership to a requirement based on experience doing directly relevant work for example: All Offerors must have completed similar projects for 2 US States or country governments and must have revenues greater than \$1B USD.

**Answer:** No.

8. Would Alaska consider extending the deadline for submission by 7 to 10 calendar days?

**Answer:** No.