Department of Transportation and Public Facilities (DOT&PF)
Administrative Services
3132 Channel Drive, Suite 350
Juneau, AK 99801

Request for Information (RFI) Number: 2522H094

TITLE: STEADY-STATE CORRECTIVE MAINTENANCE AND OPERATIONAL SUPPORT OF THE E-LEASING AND E-PERMITTING SYSTEMS

GENERAL INFORMATION

This Request for Information (RFI) is meant to identify potential sources and approximate costs for the Steady-State Corrective Maintenance and Operational Support[1] of the Alaska Department of Transportation & Public Facilities' (DOT&PF) **eLeasing and ePermitting** applications (In-Scope Systems).

Responses should be geared toward describing how the marketplace will meet the needs of each capability defined below and should include a rough idea of the costs and level of effort based on past implementations of similar maintenance contracts. Responses may include multiple cost projections based on varying scales of implementation. Cost estimates will not become part of any later Request for Proposal (RFP) process.

Alaska DOT&PF Administrative Services Division's (ASD) is soliciting information for a Steady-State Corrective Maintenance and Operational Support contract for its **eLeasing and ePermits** applications.

The eLeasing web application tracks the leasing of rural airport facilities for DOT&PF's Division of Statewide Aviation. It does not include the international airports in Anchorage, Fairbanks or Juneau.

The ePermits application tracks the Right-of-Way (ROW) permitting for DOT&PF's Statewide Design & Engineering Services (D&ES) Division. The application allows members of the public to apply for the following types of permits: Driveway/Approach Road, Tourist Oriented Directional Signs (TODS), Logo Signs, Memorial Signs, Tourist Information Kiosk, Highway Event, Lane Closure, Recreational and Cultural Interest Area (RCIA), and Day Medical Clinic Signs.

Responses should support the capabilities and associated attachments described in this RFI.

[1] Steady-State Corrective Maintenance and Operational Support means maintenance and operation at current capability and performance levels including costs for personnel, corrective software maintenance, operational support of existing information systems, configuration, data communications maintenance, and replacement of faulty hardware. [US Department of Energy, 2022]

SUMMARY

The purpose of this RFI is to collect written information about the Contractor's capability to perform services related to the Operations, Corrective Maintenance, and Development/Modernization/Enhancement (DME) of DOT&PF In-Scope Systems and other related Information Technology (IT) systems. Due to the complexity of the task, the offeror should have the ability to analyze processes in a holistic and integrated context and recommend viable cost-effective technical and data solutions that improve program operations, reduce costs, and lower administrative burdens.

Responses should include support for the following capabilities:

- 1.0 Steady-State Corrective Maintenance,
- 2.0 Monthly Steady-State Operational Support.

BACKGROUND

DOT&PF is an executive branch department within the State of Alaska. DOT&PF designs, constructs, operates, and maintains the State's transportation infrastructure systems, buildings, and other facilities used by Alaskans and visitors. These include more than 5,600 miles of paved and gravel highways; more than 300 aviation facilities, including 237 airports; 21 harbors; and a ferry system covering 3,500 nautical miles serving 35 coastal communities.

- DOT&PF's Administrative Services Division (ASD) develops policy recommendations, provides oversight, and performs a variety of administrative functions in the department.
- ASD's Information Systems & Services (ISS) section is responsible for maintaining the information systems that support DOT&PF.
- DOT&PF's Division of Statewide Aviation oversees policies, procedures, and programs to develop, construct, operate, and manage those facilities in coordination with other functional groups across the department.
- DOT&PF's Statewide Design & Engineering Services (D&ES) Division is responsible for the development, implementation, and coordination of right-of-way policy and procedures, and the primary contact for statewide right-of-way issues involving transportation.

The ePermits system processes applications for permanent or temporary activities in the right-of-way, including driveway construction, lane closures, highway events (e.g., races, street fairs, etc.) and various types of signs. It was originally developed in 2000-2002 using Java 1.4, CORBA, Enhydra multiserver (an obsolete servlet framework) and Java Swing architecture for the desktop application. A recent stabilization project upgraded the Java version in all components to 1.8 and corrected several shortcomings. The ePermits system consists of a back-end database, a server component that communicates with the database and handles business logic, a desktop client for staff and a public-facing website and reviewer website. The websites are combined into a single web application, and still use parts of the old Enhydra framework.

The eLeasing system processes lease applications at state-operated airports. Lease types include building permits, leasing an airport property, leasing a tiedown spot or a permit to sell fuel from a fuel truck. The system allows customers to make payments for application fees, certified activity reports (CARs), existing lease invoices and existing tiedown invoices. It was originally developed in 2005-2006 and has been updated several times including the 2022 stabilization project. The architecture is based on ePermits. Much like ePermits, eLeasing consists of a back-end database, a desktop client for staff, and a public-facing website and a reviewer website. The websites are combined into a single web application which runs under Tomcat.

See attachments: Attachment A eleasing ePermits Configuration Items.xlsx, Attachment B eLeasing System Diagram.pdf and Attachment C ePermits System Diagram.pdf for details.

CAPABILITIES

The capabilities in this section are not meant to be a comprehensive list of requirements. Responses to this RFI may include capabilities not listed within the following descriptions.

1.0 STEADY-STATE CORRECTIVE MAINTENANCE

1.1 The Contractor shall perform Steady-State Corrective Maintenance actions that encompass modifications to fix application problems caused by design, logic, coding, development, and/or infrastructure errors. This type of maintenance will be triggered by an explicit trouble ticket, problem report, or trouble call and involves errors that must be investigated immediately as indicated in Capability-2, Monthly Steady-State Operational Support. The Contractor shall perform all project phases and activities required to build, test and deploy all Steady-State Corrective Maintenance changes as necessary to fix the application problems.

1.2 Steady-State Corrective Maintenance consists of the action(s) taken to restore a failed system to operational status. This usually involves replacing or repairing the software component/configuration item that is responsible for the failure in the system. Corrective maintenance is performed at unpredictable intervals. The objective of corrective maintenance is to restore the system to satisfactory operation within the shortest possible time.

1.3 Code changes or other fixes conducted under a Steady-State Corrective Maintenance Work Request are of the nature that require an application configuration change to implement into Production (i.e., cannot be accomplished via data correction scripts).

1.4 Corrective maintenance is also undertaken to ensure continuing operations for software version/platform/infrastructure changes (e.g., operating system upgrades or strategy upgrades) when the impacted business application/system would otherwise not work as a direct result of that version/platform/infrastructure change. For instance, if ASD determines all systems must upgrade from one configuration item version to another or platform, and that change requires code changes that cannot be implemented **without** application configuration changes, then the work is categorized as Corrective Maintenance. However, version/platform/infrastructure changes that can be accommodated without an application configuration change are considered Monthly Steady-State Operational Support.

2.0 MONTHLY STEADY-STATE OPERATIONAL SUPPORT

Consistent with ASD goals as well as planning and budget processes, the objective of Operational Support is to ensure complete, continuous and successful business operations for all of the DOT&PF systems. Project Management support should be a minimal portion of Monthly Steady-State Operational Support since no work requests are anticipated.

2.1 The Contractor shall create an Operational Verification Checklist for elements within each system that will be verified to ensure normal business operations and submit the checklist to the ISS project manager or business unit for revision or updates on a quarterly basis.

2.2 The Contractor shall use the Operational Verification Checklist to conduct checks on all systems covered by the task order to verify that they are operational. Send a status report to ISS on designated days to identify each failure/issue and escalate as needed. Identify items in which the performance was outside the threshold for acceptable performance.

2.3 The Contractor shall submit and revise on a quarterly basis operational performance measures for business application system processes that include minimum and maximum thresholds as well as average or normal operational thresholds.

2.4 The Contractor shall have access to and monitor the queues in a standard ticket tracking system used by DOT&PF or Contractor related to the systems covered in this RFI. If during this task order DOT&PF adopts an enterprise-wide ticket tracking system for applications, the Contractor shall adopt within six months.

2.5 The Contractor shall monitor system interfaces and automated data transfers on a designated schedule to ensure that transactions are occurring as designed. If interface processes and/or automated data transfers fail, the Contractor shall be responsible for contacting appropriate resources to troubleshoot and resolve interface issues.

2.6 The Contractor shall provide "Tier 2" technical support to the Tier 1 support (business unit for external systems, or Office of Information Technology (OIT) Help Desk for internal systems). The Contractor shall use a ticket tracking system (See 2.4 and 2.20) to intake, log, and track all Tier 2 tickets through resolution. The Contractor shall log tickets within 3 hours during normal business hours (8 AM to 5 PM Alaska Time, Monday through Friday, except State of Alaska holidays). The Contractor shall respond to ticket requests which can include, but are not limited to, technical issues, system access problems and application questions, error messages, permissions, performance issues, batch processes, etc.

2.7 The Contractor shall analyze and diagnose Tier 2 tickets, identify problematic components, re-create the problem, perform a root cause analysis, and provide a description of the problem. The Contractor shall provide an initial analysis of all Tier 2 tickets within one business day. The Contractor shall recommend a strategy or strategies to ISS that will fix or address the problem.

2.8 The Contractor shall implement the ISS-approved strategy to fix or address the problem provided the work is within the scope of Operational Support. If the problem will require a code change that cannot be implemented without application configuration changes, the ticket shall be categorized in the ticket tracking system as such, and must be addressed via Steady-State Corrective Maintenance.

2.9 The Contractor shall send information concerning the cause of the problem to the organization/resource best equipped to address the problem, for example, the ISS Systems Group for hardware/network issues.

2.10 The Contractor shall perform manual transactions in the event of an internal software issue, data correction, or the failure of an internal batch process, e.g., data correction scripts, to ensure the continuity of business operations. Upon approval, the Contractor will follow ISS procedures to have the data correction scripts executed in production. This also includes configuration changes, or other pushes that can be implemented to production without code changes.

2.11 The Contractor shall act as Liaison with ISS Systems Group for troubleshooting system problems. The Contractor will include ISS in the resolution of the problem and notify the program area representative after resolution. Problem resolution may require a coordinated effort with one or more other groups to resolve.

2.12 The Contractor shall act as Liaison with ISS project personnel to ensure continuous, successful business operations/interfaces between the systems of this portfolio and all relevant DOT&PF systems.

2.13 The Contractor shall write and test data correction scripts to make data corrections in response to input from ISS. Upon ISS approval, the Contractor shall follow ISS procedures to have the scripts executed in production. The Contractor shall use proactive quality control processes (e.g., software application and web-based service interface and testing) to ensure data correction scripts are accurate and do not cause unintended consequences. The Contractor shall log all data correction scripts to ensure adequate audit trail should the system be audited.

2.14 At the request of ISS, the Contractor shall write and execute queries against databases to check for data inconsistencies. The Contractor shall propose application code changes and/or database changes that could be implemented in a Corrective Maintenance work request to prevent future inconsistencies from occurring and reduce the overall number of data correction scripts required in the future.

2.15 The Contractor may load data tables that are provided by the business unit for loading in a pre-defined format on a predefined basis. The Contractor must verify that these tables are correct (e.g., no duplicates, no incomplete records, etc.).

2.16 The Contractor shall participate in meetings pertinent to the contract that discuss the operations/supporting infrastructure of the systems of this portfolio including conference calls, Integrated Project Team (IPT) meetings, etc., as requested by ISS.

2.17 The Contractor shall ensure that all existing application software is fully functional and operational. The Contractor shall work with ISS to resolve issues related to software applications. The Contractor shall start (bring up) and stop (shut down) various on-line systems when necessary for all environments, as required. As required, the Contractor shall update the Operations and Maintenance Manual which provides detailed technical instructions to the infrastructure contractors on how to start and stop systems and services, how overnight transactional processes operate, and other essential information on basic system technical configuration.

2.18 The Contractor shall participate in testing the systems' Contingency Plans and/or participating in Disaster Recovery Drills, which ensure the ability to operate and maintain systems and business operations in the event of an attack, natural disaster, or other significant disruption. Typically, Contingency Plan tests/Disaster Recovery Drills occur once per year per system. In the event of a COOP declaration, the Contractor shall execute the Contingency Plan per the direction of the division.

2.19 The Contractor shall conduct analysis and testing of the impact of Agency-wide datacenter infrastructure or software upgrades on the systems of this portfolio and support the infrastructure contractor during the upgrades. The Contractor shall coordinate with ISS staff, the ISS infrastructure contractors, and OIT staff during testing and implementation. Examples may include software patches/upgrades, operating system patches/upgrades, core database version upgrades, or other infrastructure maintenance impacting the systems within scope of this task order. If the upgrade will require application system modification to implement, the effort must be addressed via Corrective Maintenance.

2.20 The Contractor shall maintain a web-based, searchable ticket tracking system that categorizes all system issues by multiple attributes. The Contractor shall enable select divisions and ISS staff to access this system to assess the overall status of each system/project, to assess each documented issue, and to prioritize issues for fixing.

2.21 The Contractor shall provide support for ad-hoc reports including determining report needs and system capabilities; defining report requirements and format; generating and providing the report; and providing support for the business unit, which allows users to download raw data for off-line analysis or ad-hoc reporting.

2.24 The Contractor shall maintain a shared, web-based document repository (e.g., Confluence site) for posting and sharing of documents such as approved Work Requests, prototyped screens, PPM documents, etc., for simplified collaboration with division and ISS staff.

ATTACHMENTS

- Attachment A eLeasing ePermits Configuration Items
- Attachment B eLeasing System Diagram
- Attachment C ePermits System Diagram

IMPORTANT NOTICE: DOT&PF will not award a contract from this RFI, nor will DOT&PF be financially responsible for the preparation, or administrative costs incurred in developing responses to this RFI. All costs associated with responding will be solely at the interested party's expense. Not responding to this RFI does not preclude participation in any future request for proposal (RFP), if any is issued. DOT&PF may or may not choose to meet with potential offerors to get further clarification of potential capability to meet requirements.

RESPONSE INFORMATION: Interested parties must submit a response **no later than 2:00PM prevailing Alaska Time on June 14, 2022**. Responses must be sent to the following:

dotstatewideprocurement@alaska.gov

Responses must include:

- Narrative description of how each capability will be met.
- Cost estimates clearly defining what is in scope.

Questions regarding this RFI must be directed to Tom Mayer, Procurement Specialist, at the following:

Department of Transportation and Public Facilities
Administrative Services Division
Attention: Tom Mayer
3132 Channel Drive, Suite 350
Juneau, AK 99801
Phone: 907-465-8855

tom.mayer@alaska.gov

NOTE: The State does not accept responsibility for failed e-mailed response deliveries. It is the responsibility of the interested party to follow up with the individual listed above to ensure your response was received prior to the deadline specified above.