

**RFP 2023-0400-0130  
AMENDMENT #2  
AND QUESTIONS & ANSWERS**

**Update Section 1.04 PRIOR EXPERIENCE**

**CHANGE TO:**

In order for offers to be considered responsive offerors must meet these minimum prior experience requirements:

- Three years of experience within the past five years providing Quality Assurance services related to administrative software applications for a state government or a local government similar in size and complexity to the State of Alaska. The proposed staff must include at least one individual who performed the work cited by the offeror.
- The quality assurance team proposed by the offeror to perform the work must include at least one individual holding a current credential as a PMP (Project Management Professional) from the Project Management Institute (PMI) or Senior Project Manager certification from the International Association of Project Managers (IAPM).
- Employees proposed by the offeror to perform the work must have two years of experience in project management or quality assurance functions on software implementations for a state or local government similar in size and complexity to the State of Alaska. The software application must be successfully deployed within the contracting government agency.

An offeror's failure to meet these minimum prior experience requirements will cause their proposal to be considered non-responsive and rejected.

**Update Section 3.03 Deliverables**

**QAC 47 CHANGE TO:**

QAC will be present at the UAT site in Anchorage for the first and last week of the UAT. The period of UAT is expected to be **4 months** in duration. The QAC will monitor the DDI contractor's UAT and System Revision process, review the DDI contractor's written UAT deliverables, and provide written comment within 10 days of receipt.

**QAC 50 CHANGE TO:**

QAC will attend the replacement system implementation and conversion planning sessions, review the DDI contractor's Implementation Plan (or comparable document), and provide written comments to the State's Project Manager within 10 days of receipt of the Implementation Plan. The written comments will include the identification of required system changes or concurrence that the replacement system and implementation strategy are acceptable.

**QAC 57 CHANGE TO:**

QAC will review and assess the DDI Contractor's Disaster Recovery and Business Continuity Test Plan deliverable and provide written comments and recommendation for acceptance to the AMP Project Manager within 10 days of receipt.

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**Update Section 3.07 Location of Work paragraph 4**

**CHANGE TO:**

The contractor should include in their price proposal: transportation, lodging, and per diem costs sufficient to pay for the required number of person(s) to make trip(s) to Anchorage, Alaska. Travel to other locations will not be required.

The estimated QAC on-site requirement is seven weeks. The onsite requirements support the following deliverables:

QAC-4 (1 week)

QAC-47 (2 weeks)

QAC-52 (2 weeks)

QAC-60 (2 weeks).

The onsite requirements are estimates for costing purposes and may be updated following the award of the DDI contract.

**Update Section 4.06 Experience and Qualifications**

**CHANGE TO:**

Offerors must provide an organizational chart specific to the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual(s) responsible and accountable for the completion of each component and deliverable of the RFP.

Offerors must provide a narrative description of the organization of the project team and a personnel roster that identifies each person who will actually work on the contract and provide the following information about each person listed:

- title,
- resume,
- location(s) where work will be performed,

Offerors must provide reference names and phone numbers for similar projects the offeror's firm has completed. At least one letter of reference not to exceed three letters of reference is required.

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**Questions and Answers**

Section 1.04 Prior Experience

**Question:** Is Federal project experience acceptable as replacement for State Government?

***Answer: Yes***

**Question:** Employees proposed by the offeror to perform the work must have two years of experience in project management or quality assurance functions on software implementations for a state or local government similar in size and complexity to the State of Alaska. The software application must be successfully deployed within the contracting government agency. Please confirm if all proposed team members must meet this minimum experience requirement or if it is permissible to also include a junior team member with relevant skills to appropriately support more experienced team members to help reduce projects costs without compromising quality.

***Answer: We will accept a junior member with relevant skills to appropriately support more experienced members. The junior member should not be proposed in the role of the project manager or a team lead.***

**Question:** Can a vendor submit a staff member that is in the process of being certified by the Project Management Institute (PMI) as long as they are certified before the project starts?

***Answer: No, the proposed Project Manager should have their credential prior to submission of the proposal.***

Section 108 PROPOSAL CONTENTS

**Question:** Section 1.08 Items C-E: Where in the proposal response should offerors provide this information?

***Answer: This is usually provided in the proposer's cover letter signed by an individual authorized to bind the offeror to the provisions of the RFP.***

**Question:** Section 1.08 (d): The QA Services vendor shall not bid on, or be awarded any contract, or subcontract to the winning vendor(s) for which it is providing direct/indirect oversight (i.e., DDI, PMO, IV&V, etc.) for the AMP. Would the state consider revising the language to allow the vendors to bid on upcoming opportunities, but only be awarded one contract (i.e., DDI, QA, PMO, IV&V, etc.)? The original language will limit the number of competitive bids, decreasing the number of options for the state.

***Answer: NO, the State will not revise this language***

**Question:** Section 1.08(e): This section requires bidders to identify all known federal requirements that apply to this proposal evaluation and contract. It seems this is information that the State provides to bidders. Please explain what is expected of bidders in response to the requirement.

***Answer: We expect potential offerors to identify any federal requirements that are applicable.***

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**Question: Section 2.01:** Has the DDI contractor RFP been released and is there an expected DDI Project start date?

**Answer:** *No, the DDI services RFP has not been released. We cannot determine the exact start date at this time. We're currently waiting for OCSE to finish reviewing the proposed DDI services RFP. When OCSE approves the RFP, it will be posted for bid.*

Section 3.01 Scope of Work

**Question:** Section 3.01 of the RFP states the ...The Department wants assistance to... lead the User Acceptance Testing. Can the department clarify what the QAC will be responsible for to meet this need?

**Answer:** *The QA contractor will work with the State's staff and develop a UAT strategy for the delivery/acceptance of the new system. The UAT strategy will be based upon the proposed delivery and implementation strategy proposed by the DDI contractor. The expectation is that the QA contractor will serve as the focal point during the execution of UAT to include reviewing DDI contractor's test results, test plans, and test scripts; identifying test requirements; development of additional test scenarios (if required); providing guidance and direction to the UAT testers during testing; defect identification and tracking; and final recommendations for 'Go-live' after UAT is completed.*

**Question:** The Department wants assistance to perform other services within the scope of the QA contract. Can you provide details about what the other services will be?

**Answer:** *All known services are provided in the list of deliverables, this refers to other unknown requirements that may arise during the course of the project.*

Section 3.03 Deliverables

**Question:** When stated within 10 days, can DOR confirm if this is business days or calendar (e.g., QAC-2, QAC-3, QAC-7, QAC-8, QAC-9, QAC-10, QAC-15)

**Answer:** *The review period is 10 calendar days unless otherwise negotiated between the State's project manager, the QA contractor, and the DDI contractor.*

**Question:** Does the AMP have a Master Project Schedule to support the planned due dates for the documents for review included in the deliverables section?

**Answer:** *The Master Project Schedule will be finalized as part of a group planning session with the State's project manager and the QA and DDI contractors after the DDI contract is awarded. It will include all deliverable due dates and QA review timeframes.*

**Question:** Can DOR clarify whether QAC-12 & QAC-50 attendance is in person or via teleconference and whether QAC-40 facilitation requirements are onsite or virtual?

**Answer:** *QAC-12, QAC-40, and QAC-50 can be attended via teleconference.*

**Question:** QAC-43, What will be available for the QAC to monitor data conversion activities; would that be attendance at meetings and various data conversion plans, development, and testing efforts? Is there another form of monitoring you were anticipating?

**Answer:** *QAC's monitoring of data conversion activities is limited only to the information that is available to ensure these activities are successful. The basis for monitoring and measuring success will be based on the approach identified in the DDI contractor's data conversion plan deliverable.*

**Question:** Can you provide details about the project management and business analysis support to the State under the direction of the State's Project Manager which is required as part of deliverable QAC-63? Is this a staff augmentation deliverable? What is the level of effort?

**Answer:** *This is a staff augmentation deliverable. At this juncture in the project, we can only estimate the level of effort will not exceed 20 hours per week for one year. When the DDI contract is awarded and we know the DDI strategy, we'll be able to provide a better estimation.*

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Section 3.08 Subcontractors:

**Question:** Will Subcontractors be allowed?

**Answer:** *See RFP Section 3.08*

Section 4.02 INTRODUCTION

**Question:** Should the Introduction be signed? Is the State expecting this section to act as a typical transmittal letter?

**Answer:** *Yes, a signed transmittal or cover letter must be provided.*

Section 5.03

**Question:** Items 2 and 3 are required in response to the Experience and Qualifications Section. Likewise, Item 9 is required in response to the Understanding Section. Please confirm that these items will not be evaluated based on the Management Plan section but will be evaluated in the Understanding and Experience and Qualifications sections.

**Answer:** Each item (question) will be evaluated in the Section under which it was listed.

Section 6.02

**Question:** Where in the proposal response should offerors provide their AK business license?

**Answer:** *A copy should be provided with the technical proposal.*

Section 7.08

**Question:** If the offeror marks portions of its proposal as CBI, do they need to submit a redacted version of the proposal?

**Answer:** *NO*

Attachment 1 – AMP Cost Proposal

**Question:** Section 4.07 requires that all direct and indirect costs including total number of hours at various hourly rates, direct expenses, percentage of each person's time devoted to the project, etc. be included in the Cost Proposal. However, the Cost Proposal format does allow for this level of information. Please clarify.

**Answer:** *The State expects proposed costs to include all expected expenses, detailed cost breakdown is not required in the cost proposal attachment.*

**Question:** Can the same vendor be awarded QA and IV&V contracts?

**Answer:** *NO, see section 1.08 (d)*

**Question:** Can you tell me if there have been any questions submitted; and if so, how you are handling them?

**Answer:** *Questions and answers will be posted via an update on the Online Public Notice (OPN) or possibly amendment also posted to the OPN.*

**Question:** Will the State share the Streamlined Feasibility Study (SFS) or Implementation Advanced Planning Document (IAPD) with vendors?

**Answer:** *These reports will not be shared prior to award.*

**Question:** Could DOR please confirm that RFP Attachment 2: Standard Contract Goods and Non-Professional Services is the correct standard contract for this opportunity (as opposed to a standard contract for professional services)?

**Answer:** *Yes, Department of Revenue has determined this is a non-professional service contract.*

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**Question:** Article 2.2. of Attachment 2 references insurance requirements included in Appendix B of the attachment; however there does not appear to be an Appendix B included in the document. Could DOR please confirm that the applicable insurance requirements for this project are those included in section 3.15 of the primary RFP document?

***Answer: Yes, the insurance requirements are same as stated in section 3.15 of the RFP. As part of the final contract insurance requirements will be laid out in appendix B.***

**Question:** Please clarify the anticipated duration of services for the QA contractor. This section of the RFP indicates that the QA contractor's services will only be needed during the DDI phase of the AMP, which is anticipated to be approximately 18 months. However, Section 3.02 of the RFP indicates that the length of the QA contract will be from approximately April 1, 2023, or 30 days prior to the execution of the AMP DDI contract until completion, approximately March 31, 2025.

***Answer: Plan for 24 months of QA services***

**Question:** Can DOR provide an organization chart of the AMP?

***Answer: Yes, included with this amendment.***

**Question:** Do we need to provide a signed attachment 2 standard contract with the proposal response?

***Answer: No, this is a sample contract form for your information.***

**Question:** Does Attachment 4- Contractor Confidentiality Agreement need to be completed with this proposal response or if awarded the contract?

***Answer: This does not need to be completed and submitted with the proposal. It can be completed and returned by the vendor who is awarded the contract when the contract is awarded.***

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