

**STATE OF ALASKA RFP NUMBER 2024-0300-0069**  
**AMENDMENT NUMBER ONE**  
**AMENDMENT ISSUING OFFICE:**



Department of Law  
Criminal Division  
P.O. Box 110300  
Juneau, Alaska 99811-0300

**THIS IS NOT AN ORDER**

**DATE AMENDMENT ISSUED: October 4, 2023**

**RFP TITLE:**  
**ROBOTIC AUTOMATION PROGRAM (RAP)**

**This is not a mandatory return Amendment.**

*This amendment serves to revise the cost proposal, revise a section of the RFP, and answer offeror questions. **Please thoroughly review all changes and information provided in this amendment and revised documents.***

**Change 1:** Serves to remove in its entirety 2024-0300-0069 Submittal Form G Cost Proposal and replaces it with 2024-0300-0069 Submittal Form G Cost Proposal v2. **Offerors MUST submit version 2 of the cost proposal or offerors proposal will be found non-responsive.**

**Change 2:** Serves to revise Sec. 5.05 Understanding of the Project. Removes evaluation question provided below. Revises the RFP Attachment #1 Proposal Evaluation Form and is included with this amendment as Attachment #1 Proposal Evaluation Form v2.

~~4. Has the offeror demonstrated an understanding of the state's time schedule and can meet it?~~

**Change 3:** Serves to answer offeror questions.

1. Do we need a business license before we submit our proposal or is this something we can obtain once selected and before signing a contract. Last sentence of section states "...all offerors must hold any other necessary applicable professional licenses required by Alaska Statute."

**ANSWER:** RFP Sec. 6.02 states "Prior to award of a contract, an offeror must hold a valid Alaska business license." The last sentence refers to "any other applicable professional licenses required" that are addressed directly above this sentence in the RFP (fisheries, liquor, insurance, and mining licenses).

2. Do offeror's need to use forms A-F.

**ANSWER:** Yes.

**General:**

3. Will any onsite travel to Alaska be required?

**ANSWER: No.**

4. Does the 500k budget include option years?

**ANSWER: Yes.**

5. Would our project team be expected to work during standard business hours in your time zone AKST?

**ANSWER: No, although it is expected that they will make themselves available for necessary meetings that may require work during business hours.**

6. When it comes to expectations regarding training, can you provide more information on the depth of training that would need to be provided (e.g., general support of automation training, advanced code level training)?

**ANSWER: General support of automation training.**

**Processes and Development:**

7. Are tasks 1-8 performed the same way each time by the different people doing them?

**ANSWER: No. Each task should be performed consistently by all employees.**

8. Do the tasks mentioned follow an 80/20 rule, where 80% of the time the process is completed the same way, each time, leaving only 20% of the time to exceptions?

**ANSWER: Yes**

9. Can you elaborate on section 2.01 task 5 "The form will need to be modifiable within the PbK system."

**ANSWER: The CCID form that is developed will need to be modifiable within PbK by the assigned attorney before it is distributed to LEAs. We do not want the CCID form to live outside of PbK. PbK is where our files live. If the attorney needs to edit the CCID, they should be able to do that through PbK.**

10. What data needs to be stored in the SQL Database?

**ANSWER: There will be different type of CJI, HIPAA and PII data stored.**

11. What are the various types of document formats, and what is the anticipated volume of documents that the Division expects to be processed to reduce errors associated with manual data entry?

**ANSWER: The Division works with many different document file types but most commonly .pdfs and Word documents.**

12. Do you anticipate the need to use any kind of Optical Character Recognition (OCR) tool/application to read documents and pull information from them?

**ANSWER: Yes.**

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13. For the different processes mentioned in the proposal, once they are automated, do they all need to run at the same time, or could they be scheduled to run at different times?

**ANSWER: No, they do not all need to run at the same time. However, they should run with enough frequency to ensure the information is updated regularly and (for some tasks) multiple times throughout the day.**

14. Can you provide any estimates, based on each of the 8 processes listed, for how long it takes to complete that process manually down to the individual transaction level and how many transactions are completed monthly and or daily on average?

- a) For example: How many pieces of evidence do you get monthly/daily and how long does it take to inventory 1 piece of evidence for 1 case?

**ANSWER: Due to each case being different and the type and quantity of evidence required/requested, it would be difficult to quantify how much evidence and time needed to process all of it.**

15. Our team requires large amounts of test data to be provided during development and quality assurance testing, would your team be able to provide large amounts of test data for our team to utilize?

**ANSWER: There is a test site in the case management system and the vendor can provide a data dump or snapshot.**

16. Do the software applications mentioned in your processes have test environments available that mirror production environments that our team could use during development and quality assurance testing?

**ANSWER: There is a test site in the case management system and the vendor can provide a data dump or snapshot.**

17. Is single sign on (SSO) used at any point in the processes mentioned for access to system data?

**ANSWER: The case management system has a single sign-in, but other processes would require a MFA.**

18. Is multifactor authentication (MFA) used at any point in the process for access to data (e.g., email verification, text verification)?

**ANSWER: Yes**

19. Do you have your "as-is" processes currently documented with a standard operation procedure or workflow?

**ANSWER: Yes**

20. Are there any kind of requirements to have the bot process through a captcha field in any of your processes mentioned?

**ANSWER: No**

**Software & Licensing:**

21. Does the Division currently have any automated processes in place? If so, which tool?

**ANSWER:**

**Karpel is our CMS and has some automation capacity.**

**There is a case creation tool/automation in place between Karpel and Nice Justice.**

**There is a case creation tool/automation in place between Karpel and Lexus Nexus.**

**There is a connector between Karpel and through Image soft and to Court View (the Alaska Court System's CMS).**

22. Does the budget provided include licensing costs?

**ANSWER: Yes.**

23. Is it mandatory to handle license management and installation exclusively on the servers within the Division's datacenter, or would it be acceptable to consider a hybrid model for hosting and bot agent?

**ANSWER: No. It's not mandatory; however, the budgeted amount in the RFP includes all costs including those costs associated (if any) with hosting.**

24. There are different price points for automation licensing, and they vary between if you want your process to run on unattended or attended bot runners. Do you have a preference on if your automations will run in attended mode, unattended or both?

**ANSWER: No preference.**

25. Is there a requirement or restriction on what software solution can or cannot be used?

**ANSWER:**

- a) Would **UiPath** be an approved software that meets your team's security requirements?

**ANSWER: It depends on several factors, including location of where the software is located, and State of Alaska security requirements.**

**Hosting Related:**

26. Is there a requirement of where the data/automations need to be hosted?

**ANSWER: It depends on several factors, including location of where the software is located, and State of Alaska security requirements.**

27. If the Division is responsible for hosting, do you have support for your own internal IT team to create 3 virtual (VMs) environments (e.g., Development, Test, and Production) that would have access to the software/processes that need to be automated?

**ANSWER: Yes.**

28. These VMs would need to support the follow technical specs from UiPath:

- a) Are you able to support the following hardware requirements in your environment for "Vendor"?

1. Minimum: CPU Cores: 2 x 1.8 GHz 32-bit (x86)

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- a) Recommended: CPU Cores: 4 x 2.5 GHz 64-bit (x64)
  2. Minimum: Ram: 4GB
    - a) Recommended: 8 GB
  3. Disk Space: 3.5 GB

**ANSWER: Yes to all of the above.**

- b) Are you able to support the following software requirements in your environments for "Vendor"?
  1. Operating System Options must be one of the following:
    - a) Windows 8.1 (Windows 8.1 N)
    - b) Windows 10 (Windows 10 N)
    - c) Windows 11
    - d) Windows Server 2012 R2
    - e) Windows Server 2016
    - f) Windows Server 2019
    - g) Windows Server 2022
  2. .NET Framework
    - a) Version 4.6.1 or greater
  3. Web Browsers (For Browser Based Automations)
    - a) Internet Explorer v8.0 or greater
    - b) Google Chrome Version 64 or greater
    - c) Mozilla Firefox Version 52.0 or greater
    - d) Microsoft Edge on Windows 10 version 1803 or greater
  4. Microsoft Office must be one of the following:
    - a) Office 2013
    - b) Office 2016
    - c) Office 2019
    - d) Office 365
  5. Screen Resolution
    - a) Must not be below 1024x768 for any user interface that is in scope for the automations.

**ANSWER: Yes, to all of the above.**

**Maintenance & Support:**

29. Will the Division be responsible for monitoring production errors and fixing/support?

**ANSWER: Yes.**

30. In reference to 24/7/365 monitoring: If the solution is hosted in the Division datacenter, what level of access will the vendor be given?

**ANSWER: The level of access depends on the need of the process created.**

31. SEC. 4.03 Offeror Information and Certifications (Submittal Form A),

- g) Alaska preference qualifications. We do not qualify for the Alaska Bidder Preference. Do we only fill out the header information or respond to every question?

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**ANSWER: Please check appropriate yes or no in header section.**

32. SEC. 4.04 Experience and Qualifications (Submittal Form B)

- There is a limit of 5 pages for this section, but you have also asked for us to attach resumes which will far exceed the number of pages. Are resumes considered part of the submission count for this section? Do you want the resumes attached in this section or separately at the end?

**ANSWER: Resumes are not counted in page requirement.**

33. SEC. 3.02 Deliverables item 6 - Assess and purchase adequate supply and type of “bot” licenses as a pass-thru expenditure;

Do you already have or plan to purchase an RPA platform? If so, which one? Item 6 insinuates the awarded provider is supposed to purchase the “bot” licenses as a pass-thru expenditure. For RPA, it is not just the “bots” that have to be purchased, but the entire platform to support the automations. Also, the number of “bots” depends on the volume of data/transactions that are processed and how frequently.

**ANSWER: No, we don’t have one.**

I am just trying to clarify is it the expectation with this contract that the awarded vendor is also supposed to provide the software?

**ANSWER: No.**

34. Is the quote that the Division is looking for only supposed to be an estimation for the 8 use cases mentioned in the RFP? If not, what is the procedure for determining which additional processes could be automated?

**ANSWER: It should be limited to the 8 use cases mentioned in the RFP.**

35. The RFP mentions in its evaluation criteria that the Division is looking to stick to a time schedule. However, we were unable to find a detailed time schedule within the RFP. Where would we be able to locate the same?

**ANSWER: This evaluation criteria has been removed from the RFP.**

36. Does the cost estimate include the cost of licenses for 5 years?

**ANSWER: Yes.**

37. SEC. 3.02 Deliverables

Item 7 - Plan and pilot a new platform for RPA services. The platform must:

- specifically address the categories identified by the Division in this proposal;
- service the Division on a 24/7/365 basis;
- have capacity to allow for basic-to-advanced modifications as needs arise
- be cost effective
- be scalable
- substantially assist with the Division’s clerical and staffing needs

**Questions:**

- Can you please clarify what is meant by “Plan and pilot a new platform for RPA services”?
  - This relates to my previous question on Item #6. Assess and purchase supply and type of “bot” licenses as a pass-thru expenditure. “Do you already have or plan to purchase an RPA platform? If so, which one?”

**ANSWER: We do not have an RPA. It’s not necessary for the vendor to create a “new” platform if an existing platform is suitable for use and fits the criteria consistent with the SOA security guidelines.**

- Who will be responsible for installing and configuring the new RPA platform?

**ANSWER: The vendor with the assistance of OIT.**

**State Signature**

Name: Janice Neal *jn*  
Title: Contracting Officer

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