



Information Technology Offeror Procurement Guide

State of Alaska
Department of Health

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1 Introduction

This document provides a concise overview to guide Offerors engaging in State of Alaska (State) Department of Health (DOH) Information Technology (IT) procurement opportunities. This document highlights the opportunity for Offerors to showcase their expertise and capabilities in delivering the required IT solution while meeting DOH's IT requirements and standards. This document is meant to serve as a guide to assist Offerors and potential vendors in responding to DOH's requests through various procurement paths (e.g., Request for Proposals [RFP], National Association of State Procurement Officials [NASPO] or other master contracts, and sole source contracts).

This document is meant to accompany the DOH IT Requirements Attestation Matrix, which provides a detailed description of the minimum DOH Information Technology Services (ITS) and State of Alaska's Office of Information Technology (OIT) technical requirements and expectations, which vendors are to meet. The Attestation Matrix provides an opportunity for Offeror's to explain how they intend to meet each requirement. Offerors must indicate their solutions preparedness to meet each requirement and comment on how they intend to meet it if their solution does not do so now. They must submit their responses to DOH before Procurement can receive approval to proceed from ITS.

Items in the Attestation Matrix are noted to apply to DOH Supported or offeror supported Software as a Service (SaaS) solutions. If the proposed solution is a hybrid solution, it will need to meet the requirements for both. Offerors should read each section carefully to understand how DOH ITS applies its requirements, policies, and standards to procured services/solutions and what specific requirements, questions, and statements must be answered.

This document also highlights DOH's project management requirements, standards, and best practices; security requirements; technical requirements; and more, that the project must address to support DOH.

Please be aware that the State of Alaska requires all resources utilized as a part of the solicitation response, system development, implementation, hosting, and data, to be U.S. based resources. This includes, but is not limited to, hosted services, vendor personnel, vendor contracted services, and contracted consulting services.

2 Department of Health IT Requirements

2.1 Technical Qualifications Response

Completion of the DOH IT Requirements Attestation Matrix is required of all Offerors. It provides an opportunity for Offerors to explain how they will meet DOH-specific requirements, including, but not limited to the following categories:

- Architecture and performance
- Investment assurance
- Security and Regulatory Compliance
- Hosting and support

2.1.1 Minimum Qualifications

To be classified as responsive, Offerors must complete and address all requirements listed in the **DOH IT Requirements Attestation Matrix**. A failure to complete and return the Attestation Matrix will result in a proposal being deemed non-responsive and rejected.

A failure to demonstrate how the proposed solution addresses the technical requirements may result in the proposal being deemed non-responsive and rejected.

3 Engagement Requirements

This section provides a high-level overview of the anticipated management tasks the selected contractor will need to perform and the associated deliverables they will need to successfully submit to meet the required Scope of Work.

3.1 Ongoing Project Management

The Contractor must perform ongoing project management for the duration of the project.

- The Contractor must facilitate ongoing project status meetings with the DOH project team. These meetings will follow an agenda mutually developed by the selected vendor and DOH. The required frequency of the meetings (i.e., weekly, biweekly, monthly) will be determined and agreed upon by DOH and the selected vendor.
- The Contractor must provide a Monthly Status Report to DOH to provide an update on project progress; any risks or issues affecting the project scope, schedule, and budget; quality of deliverables; and key project decisions.
- For all meetings, the Contractor must take minutes and provide them to meeting participants within three (3) business days after the meeting.

3.2 Project Management and Work Plan

As part of the proposal, the Offeror must provide a preliminary Project Management and Project Work Plan/Schedule. The Offeror must agree they will maintain the Master Project Management Plan and Master Project Work Plan Schedule in an accessible format readable by all parties, as part of their project planning activities.

Table 1 provides an overview of the criteria that must be included in the Preliminary Project Management Plan and Preliminary Project Work Plan DOH will analyze when reviewing the Offeror’s response.

Table 1: Preliminary Project Management and Work Plan Requirements

Criteria	Description
Scope Management	<ul style="list-style-type: none"> • State how the project and product scope will be managed. • State how the Business Requirements Analysis will be performed. • Provide the Preliminary Work Plan – Work Breakdown/Requirement Breakdown Structure, to include: <ul style="list-style-type: none"> ○ Anticipated individual project resources by (Contractor, DOH business, DOH IT) ○ Anticipated external resource dependency requirements.

Criteria	Description
	<ul style="list-style-type: none"> ○ Anticipated effort required for each resource. ● State how Traceability will be completed for the Work Breakdown Structure (WBS) deliverable from requirements to deliverable acceptance.
Schedule/Task Management	<ul style="list-style-type: none"> ● State how the schedule will be managed. ● State how task assignments will be generated and tracked. ● Note: <ul style="list-style-type: none"> ○ Internal DOH IT Developer resources are managed with Azure DevOps (ADO) Scrum Templates. ○ Internal DOH IT infrastructure resources are managed through Service Desk Requests. ● State plan to coordinate with DOH’s project manager to use the above resources, if DOH IT resources are needed. ● State plan to coordinate and follow the overall master schedule. ● State how traceability from requirements to acceptance for scheduled milestones will be tracked and managed. ● Note: If an Agile methodology will be used: <ul style="list-style-type: none"> ○ State what the boundaries are and what ceremonies will be established for vision, release, iteration, and stand up and how they will be used. ○ State what the number of anticipated iterations for Milestones and buffer iterations and how the management of the product backlog will be handled against the overarching goals
Change Management	<ul style="list-style-type: none"> ● State how the scope, cost, and schedule changes will be managed. ● State how Task Discovery Clarification updates, that are deemed in scope, will be handled.
Risk Management	<ul style="list-style-type: none"> ● Identify any known risks, assumptions, or constraints based on this proposal request and experience with similar projects. ● State what method will be used for tracking known and unknown risks and how these risks, if they occur, will be managed and progressed to resolution.
Issue Management	<ul style="list-style-type: none"> ● State how issue identification, tracking, resolution, and escalation will be handled.
Quality Management	<ul style="list-style-type: none"> ● State how quality will be managed. ● State the anticipated Testing and Acceptance process and how testing, requirements, and documentation will be handled.

Criteria	Description
	<ul style="list-style-type: none"> • State the anticipated training for product processes. • State the anticipated training for maintenance and operational support.
<p>Staffing Management</p>	<ul style="list-style-type: none"> • State the anticipated roles and responsibilities and subcontractor management areas. • Provide the Contractor submitted resumes for all contract resources assigned to the project to the project manager. • State that if the proposed contract resources change at the time of award, or during the life of the project, the contractor will submit all new resource resumes for DOH review and approval. • State all assumptions of the roles and responsibilities for any anticipated DOH resources. <ul style="list-style-type: none"> ○ State what DOH resource dependent activities will be needed for the vendor’s effort to be successful. ○ State all assumptions regarding skills and support needs for DOH Staff. ○ State what expectations are anticipated for DOH staff outside their standard support hours during the project, including Rollout, and post support. Note: DOH IT standard operation support hours are 7:00 a.m. to 5:00 p.m. Monday through Friday AKT.
<p>Communication Management</p>	<ul style="list-style-type: none"> • State how communication will be managed among contractor, project resources, and impacted project stakeholders. • State the desired approach to utilizing a document repository for collaboration and document versioning. • State how notifications and escalations will be handled.
<p>Implementation Management</p>	<ul style="list-style-type: none"> • State the Rollout expectations and Integration dependencies anticipated. • State how the rollout will be managed. • State what expectations are anticipated for work by DOH staff, outside the standard support hours during the project rollout. • State the anticipated maintenance and operations management after rollout. • State the expectations anticipated for support, outside standard work hour support (i.e, 5 p.m. to 7 a.m. AKT).

3.3 Project Initiation

The selected vendor must facilitate a project kickoff meeting with DOH program and IT representatives within **thirty (30) calendar days** after contract award, or a mutually agreed upon date. At a minimum this meeting should serve to:

- Introduce the Contractor's draft Project Management Plan (PMP). The PMP focuses on how the team is going to work together to meet the project objectives. At minimum, the PMP should include the primary stakeholders and their roles; primary methods of communication; how risks, issues, and mitigation strategies are going to be reviewed, decided upon, and tracked to completion; overall project schedule and high-level objectives; execution and monitoring activities; closing and handoff planning. The Contractor must update this plan as needed throughout the project.
- Introduce the Contractor's draft Master Project Work Plan/Schedule. This plan includes key milestones and project activities, when those milestones and activities will occur, and who will be involved for all steps related to the completion of the project objectives. At a minimum, the Master Project Work Plan/Schedule should include the overall project schedule with target dates for all project tasks and milestones; development cycles (including time for specification gathering, designing, implementation, and testing); define entrance/exit criteria for all project phases and define approval criteria for user acceptance. The Contractor must update this plan as needed throughout the project.

Additionally, the Contractor must engage with the DOH Department Security Office (DSO) within a mutually agreed upon number of days of contract execution. The Contractor must complete the AK Security Risk Assessment (SRA) to address moderate-level compliance legal requirements, such as HIPAA and HITECH.

The Contractor must be responsive to revising these plans to meet regulatory requirements. The selected vendor will engage with the DSO, throughout the Software Development Lifecycle (SDLC), to complete the System Security Plan in order for the DSO to be able to issue an Authority to Operate (ATO). ATO is required for successful implementation of the solution, and must be attained before any confidential data can be housed/accessed by the solution.

3.4 SDLC Management

The Contractor must use industry standard tools to support the Software Development Life Cycle (SDLC). SDLC tools (e.g., DOH SharePoint Project Site, Microsoft [MS] ADO Services) include, but are not limited to, the following:

- Application Lifecycle Management (ALM) toolset to support all Design Development and Implementation (DDI) and Maintenance and Operations (M&O) tasks and services. This must include requirements management tools to document each of the detailed requirements, any changes that adjust or expand each detailed requirement, and the System component(s) required to implement each detailed requirement. The Contractor and DOH will use this ALM toolset to:
 - Track and provide the status of each requirement from definition through acceptance.
 - Track test cases and test results linked to specific requirements.
 - Track well-formed user stories in accordance with an agreed upon template, method, and/or format.

- Track known defects and defect statuses linked to specific requirements; the Contractor must document the approach, processes, and roles and responsibilities related to use of ALM tools in the Master Project Management Plan.
- Ticket tracking tool to support user entry and monitoring of System defects and other identified System problems.
- Source Code Management (SCM) tool to store and manage multiple versions of computer programs and files. Together, the ALM and SCM tools must contain the source code and technical documentation. DOH expects the Contractor to document the approach, processes, and roles and responsibilities related to use of the SCM tool in the System Design/Configuration Road Map. An SCM tool in a format acceptable to DOH must be provided for source code included under any Software Escrow Agreement, if applicable.
- Configuration management tools to accurately manage configurations, configuration dependencies, and configuration changes, and automate deployments during the design, development, and testing phases of the project. The configuration management tool must control changes made to hardware, software, firmware, and documentation throughout the solution life cycle.

The Contractor must use and maintain the SDLC tools to perform all tasks within the scope of work.

Appendix A: IT Procurement References

As a condition of contract, it is mandated that a contracted Business Associate (BA) will work with sponsoring DOH division personnel to complete a DOH HIPAA/Security Assessment for each contracted system. This work must clearly articulate the components of the system which DOH staff are expected to configure and administer and, likewise, which components of the system the Business Associate is expected to configure and administer. Responses throughout the DOH HIPAA/Security Assessment must conform to those respective roles and be provided by the appropriate parties. Responses will be entered into the DOH HIPAA/Security Assessment questionnaire by the sponsoring DOH division Security Designee.

- [Information System/Data Flow Diagram](#), this will outline all major components of the system (system type and technologies employed) and their interconnections (protocols and payloads).
 - If sub-system, or peer system, is directly accessed by users in a standalone capacity (determined by the Security Assessor) each system may need its own DOH HIPAA/Security Assessment completed.
- Interconnection Risk Assessment Worksheet (IRAW) for each outbound or inbound interconnection outlined in the Information System/Data Flow Diagram and any ancillary Application Programming Interface (API) or data transfers, which are within contract scope.
- Complete the DOH HIPAA/Security Assessment questionnaire and answer any DOH Security Assessor questions, to the Assessor's satisfaction.
- A signed DOH Business Associate Agreement (BAA) must be on file for the BA and solution.
- Code Scanning attestation:
 - Attestation must confirm the BA performs MITRE conformant code scanning (Common Weakness Enumeration [CWE]) against each deployable version of the code base and remediates CWE flaws of medium, or higher, technical impact.
- HIPAA BA understanding attestation:
 - Attestation must confirm that the BA understands the roles and requirements of a HIPAA BA and will comply with said roles and requirements.
- Server vulnerability scanning attestation:
 - Attestation must confirm that the BA performs regular industry standard vulnerability scanning against all in-scope servers and remediates identified vulnerabilities in a timely manner.

Appendix B: DOH IT Standards

This Appendix presents software, hardware, and other Information Technology product standards for AK DOH. This Appendix is a reference companion to other documents, such as the DOH IT Requirements Attestation Matrix, that clarifies the current IT standards. DOH supports many solutions with our standards, based on the Microsoft stack, as outlined in the following table.

Table 2: IT Standards

Category	Standard Offering	
Engagement and Service Delivery	Microsoft SharePoint 2019 Azure DevOps Server Azure DevOps Services	SolarWinds Web Help Desk (internal staff only)
Asset Management	Ivanti Inventory Scanner SCCM Inventory Tracking Microsoft Team Foundation Server 2018 (on prem)	Azure DevOps (SaaS) IRIS/Alder Dell Asset Management
Development Language	C# language	Versions of .NET Framework and .NET Core (preferred)
Diagramming and Modeling	Microsoft Visio	
Development IDE	Microsoft Visual Studio Microsoft Visual Studio Code	Microsoft Dynamics 365 (on prem)
Software Development Life Cycle	Microsoft Team Foundation Server Azure DevOps	
Remote Desktop Access	Ivanti SCCM VMWare vSphere Citrix Access Gateway	Cisco AnyConnect OpenConnect for Mainframe Microsoft Windows Remote Desktop Client
Infrastructure and Administrative Tools	Internet Information Services (IIS) Microsoft SQL Server Microsoft PowerShell Microsoft SQL Server Reporting Services	Visionware MultiVue F5 Proxy Services Microsoft Active Directory Federation Services iSCSI for VMware Storage Area Network (SAN)

Category	Standard Offering	
	Microsoft SQL Server Analysis Services VMWare ESXi Hypervisor Virtualization Microsoft Azure PaaS Enterprise Service Bus (Microsoft BizTalk)	NFS for VMware Network Attached Storage (NAS) Microsoft Systems Center Configuration Manager (SCCM)
Infrastructure	Cisco UCS Blade Server Dell PowerEdge Server	NetApp Storage Area Network Checkpoint Firewall
Security and Privacy	Splunk Veracode Windows Defender	Varonis Brilliant Assessments Microsoft BitLocker
Desktop/Laptop Hardware	Dell Precision 3540 Mem 32GB HD M.2 512 SSD Processor i5-11500 Dell Precision 3650 Mem 32GB HD M.2 512 SSD Processor i7 Dell Latitude 5310 Mem 16GB HD M.2 256 SSD Proc i5-10210U	Dell Precision M3551 Mem 32GB HD M.2 512 SSD Proc i7 Dell Precision M7750 Mem 32GB HD M.2 512 SSD Proc i7 Dell Latitude 7210 2 in 1 Mem 16 GB HD M.2 256 SSD Proc i5
Desktop/Laptop Standard Software	Microsoft Windows Microsoft Office 365	Microsoft Edge (current version) Chrome (current version) FireFox (current version)