

REQUEST FOR PROPOSALS PACKAGE



RETURN THIS PROPOSAL TO THE ISSUING OFFICE:

LEGISLATIVE AFFAIRS AGENCY
Procurement and Supply Section

Issuing Office Mailing Address: State Capitol, 120 4th Street, Room 3, Juneau, AK 99801-1182

Issuing Office Hand Delivery Address: Terry Miller Legislative Office Building, 129 6th Street, Room 222, Juneau, Alaska

REQUEST FOR PROPOSALS (RFP) NO. 685

OFFICE OF VICTIMS' RIGHTS CASE MANAGEMENT SOFTWARE

SEALED PROPOSALS MUST BE RECEIVED AT THE ABOVE ADDRESS OR MUST BE EMAILED TO LAA.PROCUREMENT@AKLEG.GOV BY 2:00 P.M. ON MONDAY, AUGUST 4, 2025. FAXED PROPOSALS ARE NOT ALLOWED.

Offerors Are Not Required to Return this RFP with the Proposal.

Under AS 36.30.020, the Alaska Legislative Council adopted procurement procedures that were based on competitive principles consistent with AS 36.30 and adapted to the special needs of the Legislative Branch. Therefore, the Legislative Branch follows its own procurement procedures (Alaska Legislative Procurement Procedures) and is not subject to the procurement procedures of the Executive Branch. Copies of the Alaska Legislative Procurement Procedures are available upon request or at: <https://aws.state.ak.us/OnlinePublicNotices/Notices/Attachment.aspx?id=137335>

IMPORTANT NOTICE: YOU MUST REGISTER WITH THE PROCUREMENT MANAGER LISTED IN THIS DOCUMENT TO RECEIVE SUBSEQUENT AMENDMENTS, WHETHER YOU RECEIVED THIS RFP FROM THE STATE OF ALASKA'S "ONLINE PUBLIC NOTICE" WEBSITE, VIA THE MAIL, OR FROM ANOTHER SOURCE. FAILURE TO CONTACT THE PROCUREMENT MANAGER MAY RESULT IN THE REJECTION OF YOUR PROPOSAL. OFFERORS SHALL THOROUGHLY REVIEW ALL THE REQUIREMENTS OF THE RFP WHEN SUBMITTING THEIR PROPOSALS. A PROPOSAL CHECKLIST HAS BEEN INCLUDED FOR OFFERORS TO USE, THE CHECKLIST IS INTENDED AS A REMINDER OF CERTAIN IMPORTANT ITEMS AND IS NOT INTENDED TO BE A COMPLETE LIST OF WHAT MUST BE INCLUDED IN THE PROPOSAL.

JC Kestel, Procurement Manager

PH: 907-465-6705

TDD: 907-465-4980

Email: LAA.Procurement@AKLeg.gov

Table of Contents

SECTION ONE - NOTICES TO OFFERORS	4
1.01 PURPOSE OF RFP	4
1.02 PROCUREMENT MANAGER.....	4
1.03 PRE-PROPOSAL TELECONFERENCE.....	4
1.04 SCHEDULE OF EVENTS	4
1.05 RIGHT OF REJECTION	5
1.06 PHOTOCOPIES.....	5
1.07 ALASKA BUSINESS LICENSE AND LEGAL ENTITY	5
1.08 U.S. FUNDS	5
1.09 TAXES.....	6
1.10 CONTACTS / RFP QUESTIONS / CONTACT PERSON	6
1.11 REVIEW OF RFP	6
1.12 PROPOSAL SUBMISSION, DELIVERY, AND ACCEPTANCE.....	6
1.13 DISCUSSIONS WITH OFFERORS	7
1.14 AMERICANS WITH DISABILITIES ACT	8
1.15 PREFERENCE FOR ALASKA OFFEROR.....	8
1.16 FUND OBLIGATIONS	8
1.17 CANCELLATION; REJECTION OF ALL PROPOSALS; PREPARATION COSTS	8
1.18 REJECTION OF INDIVIDUAL PROPOSALS	9
1.19 MORE THAN ONE PROPOSAL SUBMISSION	9
1.20 PROCUREMENT PROCEDURES	9
1.21 DISCLOSURE OF PROPOSAL CONTENTS	9
1.22 ADDITIONAL TERMS AND CONDITIONS.....	9
1.23 FORMAT OF CONTRACT	9
1.24 FIRM OFFER	9
1.25 AWARD OF CONTRACT	9
1.26 AWARD CRITERIA	9
1.27 NOTICE OF INTENT TO AWARD	9
1.28 PROTEST	10
1.29 CONTRACT NEGOTIATIONS.....	10
1.30 FAILURE TO NEGOTIATE.....	10
1.31 CONTRACT AMENDMENTS	10
1.32 CONTRACT ASSIGNMENT/TRANSFER	10
1.33 TERMINATION OF CONTRACT	10
1.34 BINDING ON SUCCESSORS	11
1.35 BREACH OF CONTRACT	11
1.36 APPLICABLE LAWS	11

1.37 VENUE AND APPLICABLE LAW	11
1.38 RECORDS; AUDIT.....	11
1.39 OWNERSHIP AND REUSE OF DOCUMENTS	11
1.40 MATERIALS AND PROCESSES COVERED BY PATENTS, TRADEMARKS, OR COPYRIGHTS	11
1.41 INDEMNIFICATION.....	12
1.42 FORCE MAJEURE	12
1.43 INSURANCE.....	12
1.44 TIME.....	13
1.45 HUMAN TRAFFICKING	13
1.46 COVERAGE UNDER ETHICS LAW	14
SECTION TWO - RFP SPECIFICATIONS	15
2.01 BACKGROUND INFORMATION.....	15
2.02 MINIMUM QUALIFICATION REQUIREMENTS.....	15
2.03 SCOPE OF WORK AND SERVICES.....	16
2.04 PHASING, GENERAL TERMS, AND CONDITIONS OF ENSUING CONTRACT.....	18
2.05 PROJECT DIRECTOR.....	20
2.06 AUTHORITIES AND LIMITATIONS	20
SECTION THREE - PROPOSAL FORMAT AND CONTENT	21
3.01 GENERAL INSTRUCTIONS	21
3.02 TECHNICAL PROPOSAL FORMAT	21
3.03 COST PROPOSAL REQUIREMENTS	22
3.04 DEMONSTRATION (IF SELECTED)	22
SECTION FOUR - EVALUATION CRITERIA	23
4.01 EVALUATION PROCESS	23
4.02 UNDERSTANDING OF THE PROJECT	24
4.03 UNDERSTANDING OF REQUIREMENTS.....	24
4.04 EXPERIENCE AND QUALIFICATIONS.....	25
4.04 CONTRACT COST	25
4.05 DEMONSTRATION (IF SELECTED)	25
SECTION FIVE – RFP AND CONTRACT FORMS.....	26
5.01 SAMPLE EVALUATION FORM.....	26
5.02 SAMPLE OFFEROR DEMONSTRATION EVALUATION FORM.....	30
5.03 LIST OF DETAILED REQUIREMENTS.....	37
5.04 COST PROPOSAL FORM.....	48
5.05 PROPOSAL CHECKLIST	49

SECTION ONE - NOTICES TO OFFERORS

1.01 PURPOSE OF RFP

The Legislative Affairs Agency (Agency) is soliciting proposals on behalf of the Office of Victims' Rights (OVR) from qualified Contractors to provide a Case Management System (CMS). Currently, OVR operates a highly customized legacy software package to perform case management, including case creation, electronically collecting case evidence and notes, and managing workflows. OVR is interested in a commercial off the shelf (COTS) application to support OVR and ten (10) staff with minimum customization necessary.

A more detailed description of the project including the Work and Services that are to be performed are described in section two (RFP Specifications) of this RFP.

1.02 PROCUREMENT MANAGER

The Procurement Manager for this project is the Agency's Procurement Officer. The Procurement Manager's office is located in Juneau, Alaska. EMAIL: LAA.Procurement@AKLeg.gov, PH: 907-465-6705, TDD: 907-465-4980.

1.03 PRE-PROPOSAL TELECONFERENCE

All prospective Offerors are encouraged to call into the pre-proposal teleconference. This pre-proposal teleconference will be held on Monday, June 23, 2025, at 10:00 a.m., Alaska Time. To attend, Offerors shall call one of the following teleconference lines: 907-586-9085 (Juneau), 907-563-9085 (Anchorage), or 1-844-586-9085 (toll free outside of Juneau and Anchorage).

The purpose of the pre-proposal teleconference is to discuss details of the RFP with the prospective Offerors and allow them to ask questions concerning the RFP. Call-in attendance at the pre-proposal teleconference is not mandatory. Participants should read the RFP and call in prepared to discuss any concerns and ask questions related to the RFP and specified services.

Questions asked during the teleconference will be answered in accordance with paragraph 1.10 (Contacts / RFP Questions / Contact Person). The Procurement Manager may request potential Offerors to submit questions in writing for further clarification.

Offerors with a disability needing accommodation should contact the Procurement Manager prior to the date set for the pre-proposal teleconference so that reasonable accommodation can be made.

1.04 SCHEDULE OF EVENTS

This schedule represents the Agency's best estimate. If one component is delayed, the remainder of the schedule may be shifted an equivalent number of days at the Agency's discretion.

RFP Issue Date	May 29, 2025
Pre-proposal Teleconference	June 23, 2025
Deadline for Written Questions	July 24, 2025
Deadline for Receipt of Proposals and Proposals Opened	August 4, 2025
Scheduled Demonstrations (by invite only)	August 11-12, 2025

1.05 RIGHT OF REJECTION

A proposal may be rejected if the proposal contains a material alteration or erasure that is not initialed by the signer of the proposal.

The Procurement Manager may waive minor informalities that:

- a) do not affect responsiveness;
- b) are merely a matter of form or format;
- c) do not change the relative standing of or otherwise prejudice other offers;
- d) do not change the meaning or scope of the RFP;
- e) are trivial, negligible, or immaterial in nature;
- f) do not reflect a material change in the work, services, or products requested; or
- g) do not constitute a substantial reservation against a requirement or provision.

1.06 PHOTOCOPIES

Photocopied proposals may be submitted. However, at least one original document, with an original signature on the enclosed Proposal and Price Offer Forms, must be submitted.

If the Offeror chooses to submit their proposal through email, a scanned copy of the original signed document, submitted by email, is sufficient to meet the requirement of this section. However, at any time, the Procurement Manager may request that an Offeror provide the Procurement Manager with the original signed document. If requested by the Procurement Manager, the Offeror shall deliver the original signed document to the Procurement Manager within five (5) business days of the request. Failure to provide the Procurement Manager with an original signed document under this paragraph may result in an Offer being determined to be nonresponsive or termination of a Contract resulting from this RFP.

1.07 ALASKA BUSINESS LICENSE AND LEGAL ENTITY

The Offeror must have a current, valid Alaska business license when the proposal is submitted. The Offeror must include the business license number in the cover letter or provide a copy of the business license with the Proposal. The Offeror must include in the cover letter the type of legal (e.g., corporate) entity of the Offeror and the current status of that entity. If the Offeror is a corporation or a limited liability company, the business entity must be in good standing with the State of Alaska Department of Commerce, Community, and Economic Development at the time of proposal submission. **For more information regarding an Alaska business license or legal entity's status, please contact the Division of Corporations, Business and Professional Licensing in the Department of Commerce, Community, and Economic Development at (907) 465-2550 or visit: <https://www.commerce.alaska.gov/web/cbpl>.** If an Offeror fails to comply with this paragraph, the Agency reserves the right to disregard the proposal.

1.08 U.S. FUNDS

Prices quoted shall be in U.S. funds.

1.09 TAXES

A proposal shall reflect that the Offeror is responsible for all federal, state, and municipal taxes. A proposal must include all federal, state, and local taxes; those taxes may not be set out or billed for separately.

1.10 CONTACTS / RFP QUESTIONS / CONTACT PERSON

An Offeror or their agent may not contact any member of the Proposal Evaluation Committee (PEC), the staff of a member of the PEC, or any member of the legislature or their staff regarding this RFP. All questions concerning this request for proposals must be directed to the Procurement Manager.

There are generally two types of questions:

(1) A question which can be answered by directing the Offeror to the specific section of the RFP where the information is found. Response to these questions may be given over the phone or email but are limited to directing the Offeror to a portion of the RFP which can then be read by the Offeror.

(2) A question that would require the Procurement Manager to clarify or interpret part of the RFP or its intent. Response to this type of question will not be given except in writing via amendment to the RFP, and Offerors must put these questions in writing; "writing" includes, but is not limited to, email; these questions should be received by the Procurement Manager at least ten (10) days prior to the deadline for receipt of proposals.

The Procurement Manager is JC Kestel, Legislative Affairs Agency, State Capitol, 120 4th Street, Room 3, Juneau, Alaska. EMAIL: LAA.Procurement@AKleg.gov, PH: 907-465-6705, TDD: 907-465-4980.

1.11 REVIEW OF RFP

Offerors shall carefully review this RFP, without delay, for defects and questionable or objectionable material. Comments concerning defects and questionable or objectionable material must be made in writing and should be received by the Procurement Manager at least twelve (12) days before the deadline for receipt of proposals. This will allow issuance of any necessary amendments. It will also help prevent the opening of a defective solicitation and exposure of an Offeror's proposal upon which award could not be made.

1.12 PROPOSAL SUBMISSION, DELIVERY, AND ACCEPTANCE

Offerors must submit and deliver their proposal in one sealed package to the issuing office identified on Page 1 of this RFP or may email their proposal to the Procurement Manager at the email address shown on Page 1 of this RFP, no later than the date and time listed on Page 1 of this RFP as the deadline for receipt of proposals. If emailed, the email must contain the RFP number in the subject line of the email. Mailed or hand delivered packages must be marked on the outside to identify the RFP and the Offeror.

An Offeror must complete and submit the form in paragraph 5.04 (Cost Proposal Form).

One (1) copy of the form in paragraph 5.04 (Cost Proposal Form) should be submitted in a separate sealed envelope or PDF document marked COST PROPOSAL with the RFP number

on the outside of the envelope or the COST PROPOSAL shall be emailed in the form of a PDF document labeled COST PROPOSAL with the RFP number in the subject line of the email.

One (1) copy of the TECHNICAL PROPOSAL with the remainder of the offer shall be submitted in a sealed envelope or container with the RFP number on the outside of the sealed envelope or container; or the TECHNICAL PROPOSAL with the remainder of the offer shall be emailed in the form of a PDF document labeled TECHNICAL PROPOSAL with the RFP number in the subject line of the email that the PDF forms are sent in.

Emailed proposals must be submitted as an attachment in PDF format. The PDF document should be named in a format such as “Offeror A – Cost Proposal for RFP 685.pdf” (Offeror A is the name of the Offeror).

Please note that the maximum size of a single email (including all text and attachments) that can be received by the Agency is 50 megabytes (mb). If the email containing the proposal exceeds this size, the proposal must be sent in multiple emails that are each less than 50mb and each email must comply with the requirements described in the previous two paragraphs.

Failure to follow the above instructions may result in the proposal being found non-responsive and rejected.

It is the responsibility of the Offeror to ensure that their proposal and any Agency-issued RFP forms, attachments, or amendments (signed by the Offeror) are in the issuing office of the Agency prior to the scheduled proposal closing time. A proposal will be rejected if the proposal and any signed forms, attachments, or amendments are not received prior to the closing date and time. Any forms, attachments, or amendments that are submitted by the Offeror should be included in the Offerors Technical Proposal packet.

The Agency is not responsible for unreadable, corrupt, or missing attachments. It is the Offeror’s responsibility to contact the issuing office at (907) 465-6705 - Voice, (907) 465-4980 - TDD to confirm that the emailed proposal has been received. Failure to follow the above instructions may result in the proposal being found nonresponsive and rejected.

1.13 DISCUSSIONS WITH OFFERORS

The Agency may conduct discussions with Offerors for the purpose of clarification. The purpose of these discussions will be to ensure full understanding of the proposal and the requirements of the RFP. Discussions will be limited to specific sections of the RFP identified by the Procurement Manager. Discussions, if held, will be after initial evaluation of proposals by the Proposal Evaluation Committee (PEC), and only with Offerors who have submitted a proposal considered reasonably eligible for award. If modifications are made as a result of these discussions, they will be put in writing. Following discussions, the Procurement Manager may set a time for best and final proposal submissions from those Offerors with whom discussions were held. Proposals may be reevaluated after receipt of best and final proposal submissions. Reevaluation will be limited to the specific sections of the RFP opened to discussion by the Procurement Manager.

1.14 AMERICANS WITH DISABILITIES ACT

The Alaska State Legislature complies with Title II of the Americans with Disabilities Act of 1990. Individuals with disabilities who may need auxiliary aids, services, and/or special modifications to submit a proposal should contact JC Kestel, Procurement Manager, Legislative Affairs Agency, (907) 465-6705 - Voice, (907) 465-4980 - TDD within a reasonable time, as determined by the Agency, before the proposals are due, to make any necessary arrangements.

1.15 PREFERENCE FOR ALASKA OFFEROR

If the Alaska Legislative Procurement Procedures apply and if an Offeror qualifies for the Alaska Bidder Preference, the Offeror will receive a preference of five (5) percent, applied in accordance with sec. 145 (Contract Award) of the Alaska Legislative Procurement Procedures. To qualify for the preference, the Offeror must: (a) hold a current Alaska business license; (b) submit an offer for the Contract under the name that appears on the person's current Alaska business license; (c) have maintained a place of business in the State staffed by the Offeror or an employee of the Offeror for a period of six months immediately preceding the date of this offer; (d) be incorporated or qualified to do business under the laws of the State, be a sole proprietorship and the proprietor is a resident of the State, be a limited liability company organized under AS 10.50 and all members are residents of the State, or be a partnership under AS 32.06 or AS 32.11 and all partners are residents of the State; and, if a joint venture, be composed entirely of ventures that qualify under (a) - (d) of this paragraph.

To receive the Alaska Bidder Preference, the proposal must include a statement certifying that the Offeror is eligible to receive the Alaska Bidder Preference. If the Offeror is a limited liability company (LLC) or a partnership as identified in the previous paragraph, the statement must also identify each member or partner and certify that all members or partners are residents of the State. If the Offeror is a joint venture which includes an LLC or a partnership as identified in the previous paragraph, the statement must also identify each member or partner of each LLC or partnership that is included in the joint venture and certify that all of those members or partners are residents of the State.

1.16 FUND OBLIGATIONS

The availability of funds to pay for OVR's monetary obligations under the Contract is contingent upon appropriation of funds for the particular fiscal year involved. In addition to any other right of the OVR under this Contract to terminate the Contract, if, in the judgment of the Executive Director of the Agency, sufficient funds are not appropriated, the Contract will be terminated by OVR or amended, without liability of OVR or the Agency for the termination or amendment. To terminate under this section, the Project Director shall provide written notice of the termination to the Successful Offeror.

1.17 CANCELLATION; REJECTION OF ALL PROPOSALS; PREPARATION COSTS

This RFP does not obligate OVR, the Agency, or the Alaska Legislative Council to award a contract or to pay any costs incurred in the preparation of the proposal if a contract is not awarded. This RFP may be cancelled, or all proposals rejected, as provided in sec. 120 of the Alaska Legislative Procurement Procedures. Among the reasons that justify cancellation is that all of the responsive proposals exceed the funds available for the Contract.

1.18 REJECTION OF INDIVIDUAL PROPOSALS

A proposal may be rejected in whole or in part when in the best interest of OVR, as provided in sec. 130 of the Alaska Legislative Procurement Procedures.

1.19 MORE THAN ONE PROPOSAL SUBMISSION

Offerors may only submit one proposal in response to this RFP. If an Offeror submits more than one proposal in response to this RFP, all proposal submissions from that Offeror will be considered nonresponsive to the RFP.

1.20 PROCUREMENT PROCEDURES

This RFP is subject to the Alaska Legislative Procurement Procedures. The website link to the Procurement Procedures is on page one of this RFP.

1.21 DISCLOSURE OF PROPOSAL CONTENTS

All proposals and other material submitted become the property of the Agency and may be returned only at the Agency's option. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award a Contract is issued. Thereafter, proposals will become public information.

1.22 ADDITIONAL TERMS AND CONDITIONS

The Agency reserves the right to include additional terms and conditions in the Contract. However, these terms and conditions must be within the scope of the RFP and may not amount to a material modification of this RFP.

1.23 FORMAT OF CONTRACT

The Contract entered into as a result of this RFP will be in the contract format desired by OVR and will include the provisions of the RFP that apply to the Contract.

1.24 FIRM OFFER

For the purpose of award, proposals made in accordance with this RFP shall be good and firm for a period of ninety (90) days from the deadline for receipt of proposals in response to the RFP.

1.25 AWARD OF CONTRACT

Award of this RFP is subject to approval by the State of Alaska Legislative Council.

1.26 AWARD CRITERIA

The final award of a Contract based on this RFP is not solely based on the price. See Section Four (Evaluation Criteria) requirements of this RFP.

1.27 NOTICE OF INTENT TO AWARD

Upon selection of an apparent Successful Offeror, the Procurement Manager will issue a written Notice of Intent to Award (NIA) and send copies to all Offerors. The NIA will list the names and addresses of all Offerors and identify the proposal selected for award.

1.28 PROTEST

If an Offeror wishes to protest a solicitation, the award of a contract, or the proposed award of a contract, the protest must be filed in accordance with secs. 230 and 240 of the Alaska Legislative Procurement Procedures.

1.29 CONTRACT NEGOTIATIONS

After issuing the NIA, OVR may elect to initiate contract negotiations. The option of whether or not to initiate contract negotiations rests solely with OVR. If OVR elects to initiate contract negotiations, these negotiations cannot involve changes in OVR's requirements or the Offeror's proposal that would, by their nature, affect the basis of the source selection and the competition previously conducted.

1.30 FAILURE TO NEGOTIATE

OVR may terminate negotiations under paragraph 1.29 (Contract Negotiations) of these Notices to Offerors and negotiate with the next highest ranked Offeror if:

- a. the selected Offeror fails to provide the necessary information required to begin negotiations in a timely manner;
- b. the selected Offeror fails to negotiate in good faith;
- c. the selected Offeror indicates it cannot perform the contract within the budgeted funds available for the project; or
- d. the selected Offeror and OVR, after a good faith effort, simply cannot come to terms.

1.31 CONTRACT AMENDMENTS

In addition to any other amendment the parties may be allowed to make under the Contract, the terms of the Contract entered into as a result of this RFP may be amended by mutual agreement of the parties if the Agency determines that the amendment is in the best interests of OVR.

1.32 CONTRACT ASSIGNMENT/TRANSFER

Assignment or transfer of the Contract entered into as a result of this RFP is subject to sec. 160 of the Alaska Legislative Procurement Procedures.

1.33 TERMINATION OF CONTRACT

Upon delivery of written notice to the Successful Offeror, the Contract resulting from this RFP may be terminated by the Project Director with or without cause. To terminate, the Project Director shall provide notice by email or delivery of a hard copy to the Successful Offeror, whichever method is selected in the sole discretion of the Project Director. If the Contract is so terminated and the termination is not based on a breach by the Successful Offeror, OVR shall compensate the Successful Offeror for services and/or products provided under the terms of the Contract up to the date the termination notice is delivered, provided the Successful Offeror provides OVR with a statement in writing containing a description of the services and/or products provided prior to contract termination and a copy of all documents, reports, material, and other items required to be delivered to the Project Director by this RFP.

1.34 BINDING ON SUCCESSORS

The Contract issued as a result of this RFP and all the covenants, provisions, and conditions contained in the Contract shall inure to the benefit of and be binding upon the successors and assigns of the Successful Offeror and OVR.

1.35 BREACH OF CONTRACT

In case of a breach of the Contract, for whatever reason, by the Successful Offeror, OVR and the Agency may procure the services from other sources and hold the Successful Offeror responsible for damages resulting from the breach.

1.36 APPLICABLE LAWS

The Successful Offeror and its offer must comply with all applicable federal, state, and municipal labor, wage/hour, safety, and any other laws which have a bearing on the Contract, and the Successful Offer must have all licenses, registrations, permits, and certifications required by the Agency and state and municipal law for performance of the Contract covered by this RFP.

1.37 VENUE AND APPLICABLE LAW

In the event that the parties find it necessary to litigate the terms of the Contract, the venue shall be the State of Alaska, First Judicial District at Juneau, and the Contract shall be interpreted according to the laws of Alaska.

1.38 RECORDS; AUDIT

The requirements in this section 1.38 (Records; Audit) are in addition to any other records required by this RFP. Unless the resulting Contract will be primarily for products, the Successful Offeror shall accurately maintain detailed daily records that state the date of the work, the start and finish time of the work for each day, and describe the work done during the day. For all types of contracts, the Successful Offeror shall also keep any other records that are required by the Project Director. The records required by this paragraph are subject to inspection by OVR, the Agency or the Project Director at all reasonable times.

1.39 OWNERSHIP AND REUSE OF DOCUMENTS

Unless an RFP is soliciting primarily for products, all documents, reports, material, and other items generated as a consequence of work done under this Contract are the property of OVR. To the extent an Offeror has any interest in the copyright for these items under the copyright laws of the United States, the Offeror transfers any and all interest the Offeror has in the copyright for these items to OVR, and OVR will be the owner of the copyright for these items. Upon completion of the work or termination of the Contract, the items shall be delivered to the Project Director. Offerors acknowledge that all the items are Agency records and, as a result, may be public records.

1.40 MATERIALS AND PROCESSES COVERED BY PATENTS, TRADEMARKS, OR COPYRIGHTS

If the Successful Offeror employs any design, device, material, or process covered by a patent, trademark or copyright, the Offeror shall provide for the use by suitable legal agreement with the owner. The Successful Offeror shall indemnify and save harmless the Legislature of the State of Alaska, OVR, the Agency and their officers, agents, and employees, and any affected third party from any and all claims for infringement by reason of the use of the patented design,

device, material or process, or any trademark or copyright, and shall indemnify OVR and the Agency for any costs, expenses, and damages which it may be obliged to pay by reason of any infringement at any time during the Contract or after the completion of the Contract.

1.41 INDEMNIFICATION

The Successful Offeror shall indemnify, save harmless, and defend the Alaska State Legislature, OVR, the Agency, and the Legislature and Agency's officers, agents, and employees from liability of any nature or kind, including, but not limited to, costs, attorney fees, and expenses, for or on account of any and all legal actions or claims of any character whatsoever resulting from injuries or damages sustained by any person or persons or property as a result of any error, omission, or negligence of the Successful Offeror that occurs on or about the Legislature or Agency's premises or that relates to the Successful Offeror's performance of its Contract obligations.

1.42 FORCE MAJEURE

The Successful Offeror is not liable for the consequences of any delay or failure to perform, or default in performing, any of its obligations under this Agreement, if that failure or default is caused by any unforeseeable Force Majeure, beyond the control of, and without the fault or negligence of, the Successful Offeror. For the purposes of this paragraph, "Force Majeure" means: war (whether declared or not); revolution; invasion; insurrection; riot; civil commotion; sabotage; military or usurped power; lightning; explosion; fire; storm; drought; flood; earthquake; epidemic; quarantine; or strike.

1.43 INSURANCE

Without limiting the Successful Offeror's indemnification responsibilities under paragraph 1.41 (Indemnification) of this RFP, it is agreed that the Successful Offeror shall purchase at its own expense and maintain in force at all times during the Contract the following insurance and bonds:

1. workers' compensation insurance as required by AS 23.30.045(d) for all employees engaged in work under the Contract and as required by any other applicable law; the Successful Offeror will be responsible for worker's compensation insurance for any subcontractor who directly or indirectly provides services under the Contract; the coverage under this paragraph must include a waiver of subrogation against the State of Alaska;
2. comprehensive general liability insurance covering all business premises of, and operations by or on behalf of, the Successful Offeror in the performance of the Contract, including, but not limited to, blanket contractual coverage, products coverage, premises and operations coverage, independent contractors coverage, broad form property damage endorsement, and personal injury endorsement; the policy must have minimum coverage limits of \$1,000,000 combined single limit per occurrence and annual aggregates where generally applicable; unless waived by the Agency, the insurance policy shall name OVR as an additional insured;
3. commercial automobile liability insurance covering all vehicles used by the Successful Offeror or any subcontractor who directly or indirectly provides services under this

Contract in the performance of the Contract, with minimum coverage limits of \$500,000 combined single limit per occurrence;

Certificates of Insurance must be furnished to the Procurement Manager before a contract is entered into. Each of the required insurance policies must provide for the Agency to receive a 30-day prior notice of any cancellation. Where specific limits are shown above, it is understood that they are the minimum acceptable limits. If a policy contains higher limits, OVR will be entitled to coverage to the extent of the higher limits. All insurance policies must comply with, and be issued by, insurers licensed to transact the business of insurance in Alaska or in another state.

All insurance shall be considered to be primary and non-contributory to any other insurance carried by OVR and the Agency through self-insurance or otherwise.

In addition to providing the above coverages, the Successful Offeror shall require that all indemnities obtained from any subcontractors be extended to include OVR and the Agency as an additional named indemnitee. The Successful Offeror shall further require that OVR and the Agency be named as an additional insured on all liability insurance policies maintained by all subcontractors under their contracts with the Successful Offeror, and that an appropriate waiver of subrogation in favor of OVR and the Agency be obtained with respect to all other insurance policies.

A lapse of an insurance policy and or a failure to furnish satisfactory evidence of insurance is a material breach of this Agreement and shall be grounds for termination of the Successful Offeror's services. All insurance policies shall comply with, and be issued by, insurers licensed to transact the business of insurance in Alaska.

1.44 TIME

Time is of the essence.

1.45 HUMAN TRAFFICKING

By the Offeror's signature on their Proposal, the Offeror certifies that the Offeror is not headquartered in a country recognized as Tier 3 in the most recent U.S. Department of State's Trafficking in Persons Report.

In addition, if the Offeror conducts business in but is not headquartered in a country recognized as Tier 3 in the most recent U.S. Department of State's Trafficking in Persons Report, a certified copy of the Offeror's policy against human trafficking must be submitted to the Agency prior to contract award.

The most recent U.S. Department of State's Trafficking in Persons Report can be found at the following website: <https://www.state.gov/bureaus-offices/under-secretary-for-civilian-security-democracy-and-human-rights/office-to-monitor-and-combat-trafficking-in-persons/>

If an Offeror fails to comply with this paragraph 1.45 (Human Trafficking), the Agency may, without liability, reject the Offeror's proposal as nonresponsive, cancel an intent to award to the Offeror, or cancel the resulting Contract to the Offeror.

1.46 COVERAGE UNDER ETHICS LAW

Certain provisions of the Legislative Ethics Act (AS 24.60) apply to legislative consultants, legislative independent contractors, and their employees. It is the responsibility of the Successful Offeror to review AS 24.60 and determine whether the Offeror is in compliance with AS 24.60.

SECTION TWO - RFP SPECIFICATIONS

2.01 BACKGROUND INFORMATION

The Alaska Office of Victims' Rights serves three functions: 1) advocating to preserve and protect individual crime victims' rights under the Alaska Constitution and statutes; 2) investigating complaints by crime victims concerning criminal justice agencies; and 3) participating in community and government advocacy groups to help improve crime victim experiences in the criminal justice system. OVR is an independent agency within the legislative branch of state government established by the Alaska Legislature in 2001. OVR's placement in the legislative branch avoids conflicts in state government and ensures OVR's independence to investigate criminal justice agencies and make appropriate recommendations. Alaska Statute 24.65, et seq. (Effective July 1, 2002) provides authority for OVR's investigative powers and responsibilities. OVR remains a national leader in victim advocacy. It is one of the first law offices in the nation to have comprehensive investigative tools and powers, with legislative oversight, to advocate for crime victims' legal rights. OVR provides victims with a variety of services including information, education, investigation, and courtroom advocacy. In providing these services, OVR maintains a philosophy of cooperation and collaboration when working with the courts, criminal justice agencies, and crime victims.

Technology support is provided to the OVR through a cooperative agreement with the Agency's Division of Information and Technology (DTI). DTI provides infrastructure and help desk support to OVR and other offices of the Legislature. For the purposes of responding to this RFP, Offerors responses must meet the technology standards of DTI as outlined in the following table.

Technology	DTI Standard
Network Server Operating System	Microsoft Windows Server
Desktop/Laptop Operating System	Microsoft Windows 11 (23H2)
Database Management System	Microsoft SQL Server 2019 or later
Web Server	Microsoft IIS
Virtualization	Microsoft Hyper-V

If an Offeror's solution is delivered solely as a SaaS offering, the Offeror may provide alternate technologies, however, must explain the technology in detail and how it functions.

2.02 MINIMUM QUALIFICATION REQUIREMENTS

An Offeror must include evidence in their proposal that demonstrates they possess a minimum of three (3) successful implementations of their CMS, and include if these implementations or installations were for offices or agencies of Victims' Rights, Victims Advocacy or public law defense, and a minimum of five (5) years prior experience installing, configuring, and customizing such in government workplace environments including offices or agencies of Victims Rights, Victims Advocacy or public law defense.

An Offeror's failure to meet these minimum requirements may cause their proposal to be considered nonresponsive and rejected. If the Successful Offeror fails to meet these minimum

requirements during the Contract resulting from this RFP, the Agency may terminate the Contract by providing notice to the Successful Offeror.

2.03 SCOPE OF WORK AND SERVICES

OVR is interested in a CMS to manage initial case intake, attorney assignment and case management, to provide scheduling capability, key reporting capability; manage workflow; and increase operational efficiencies. The new CMS must allow staff to work in a modern system with integrated workflows, internal and external communication, and dynamic automations with features promoting collaboration between attorneys, co-workers and clients.

A. High Level CMS Must Have Requirements (HLR):

1. General core capabilities
 - i. HLR-1 System must support multiple users, user administration, customizations by admin users, simultaneous use; and provide auditing capability for all actions.
 - ii. HLR-2 System must support either cloud-based or on-premises environments, allow for bulk upload or migration of pre-existing case data and documents.
 - iii. HLR-3 System must present screens or pages in an intuitive tabular based interface.
2. Case intake
 - i. HLR-4 CMS System must have case intake capabilities that supports gathering of required client case data via public facing web page or form, and automatic intake and population of case data into the system, or automatic rejection of the case based on the administrators' requirements.
3. Case management
 - i. HLR-5 CMS system must provide for case management that includes case processing, custom workflow management, alerting and notifications, calendaring and scheduling, relating cases, and task assignment to users.
 - ii. HLR-6 The system must allow for addition of notes or comments to cases, documents, contacts, events and any artifact in the system.
 - iii. HLR-7 The system must allow for artifacts to be attached to Cases, for files to be stored in a navigable and searchable file explorer interface, and for documents to be automatically generated with case details based on administrator defined templates.
4. Search
 - i. HLR-8 CMS system must be searchable by any keyword appearing in the details of any system artifact, such as case name, persons involved, crime, files, document contents, contacts, events, etc., with hyperlinks appearing for relevant artifacts. Searches must be filterable on all report data types.
 - ii. HLR-9 System must be searchable by wildcard and phonetic searches.
 - iii. HLR-10 Search results should include brief text summaries of each result item.
5. Reporting
 - i. HLR-11 CMS system must provide the capability for generating reports of all case data in the system. Demographics of victims and defendants, agency names, attorney caseload, crime type, assistance type provided, case status, court and hearing events, start dates, end dates, days open, staff assigned, agency involved, geo information, and other key performance metrics as determined. Reports must be filterable on all report data types.
6. Information security

- i. HLR-12 CMS system must be capable of protecting the confidentiality, integrity, and system accessibility from unauthorized disclosure, destruction, and denial. Cases contain sensitive information such as personal identifiable information, health related information, and criminal justice information, and must be encrypted at rest and in transit.
- ii. HLR-13 System must support configurable data retention policies, continuous backup and redundancy, and data must be housed on United States (US) soil.
- iii. HLR-14 System must support administrator configurable rules for username, password, failed and forgotten usernames and passwords, multi-factor authentication, session timeouts, and data redundancy via continuous backups.
- iv. HLR-15 System must support administrator defined Role Based Access Controls, defining user permissions for access and permissions to cases, artifacts, and administrative controls, and integrate with the client's Active Directory.

B. Detailed Requirements:

1. Requirements – See for form 5.03 (List of Detailed Requirements) of this RFP
 - i. Offeror must clearly indicate which of the Requirements their proposed solution fully meets, partially meets, does not meet, or would require customization to meet. Please note, customization means adjustments needed to your COTS application to fit OVR' requirements.

C. Services shall include, but are not limited to, the following:

1. Implementing a CMS inclusive of all software and licensing required for 10 users located in the Anchorage office or remotely by users who may be working off-site;
2. Configuring the CMS features to achieve the performance as outlined in this RFP;
3. Consulting with the Project Director, DTI Staff, and other designees on CMS customizations (as required);
4. Implementing customizations approved by the Project Director, DTI Staff and other designees;
5. Consulting with the Project Director, DTI Staff, and other designees on CMS other desired requirements (as required);
6. Implementing other desired requirements approved by the Project Director, DTI Staff and other designees;
7. Training OVR staff, and DTI support personnel on the CMS;
8. Providing system maintenance and support of the CMS during the contract period and through the minimum five (5) year maintenance agreement; and
9. Providing other CMS assistance as directed by the Project Director, DTI Staff, and OVR staff.

D. Response must include and fully address the following:

1. Licensing – An Offeror must include in its proposal the cost of licensing (one-time perpetual fee or 12-month subscription-based fee) per user for its CMS solution.
2. Configuration and Customization – An Offeror must include in its proposal the cost for configuration of the CMS. Customization work is to be included in the price provided.
3. Maintenance and Support – An Offeror must include in its proposal the annual cost for a five (5) year maintenance agreement to provide on-going system support and

maintenance including upgrades, bug fixes, patches, and other technical support as necessary to operate the new system.

4. Software Documentation – An Offeror must certify that it will provide detailed system and user documentation to DTI and OVR staff responsible for the operation and support of the system.
5. Training – An Offeror must certify that it will provide two levels of training:
 - i. Administrative/Power User – Training for OVR staff who will assist others with end-user training, in a Train-the-Trainer or similar methodology.
 - ii. End-User – End-user training covering the basics of CMS user activities.

E. Response must describe System Deployment Options, specifically:

1. Software as a Service (SaaS) – If an Offeror’s solution is delivered solely as a SaaS offering, the Offeror must explain in detail how the CMS solution meets this paragraph 2.03 High Level CMS Must Have Requirements, including all licensing, data security (including US soil requirement), support, and maintenance.
2. Hosting – An Offeror must include **all** technical specifications required to host the CMS in the following deployment scenarios:
 - i. As a virtual machine(s) / virtual appliance(s) which could be hosted in Microsoft Azure Government Cloud.
 - ii. As a virtual machine(s) / virtual appliance(s) which could be hosted on-premise utilizing (virtualization technology standard).
 - iii. Special care must be taken to denote ALL the necessary licenses required to support the CMS, including Server Operating System, Database System, Web Server, etc., and Remote Administration for support and maintenance. Describe whether these licenses are included in the proposal or is the responsibility of the OVR to provide.

2.04 PHASING, GENERAL TERMS, AND CONDITIONS OF ENSUING CONTRACT

A. Phasing of Ensuing Contract: Due to the limited number of staff, OVR would like the CMS project to be implemented in the following phases:

1. **Phase 1 Pre-Implementation Planning** – After the contract has been signed, the Successful Offeror will schedule an onboarding session with the Project Director, DTI, and any OVR representative that OVR would like included. This session will serve as the first of the project management planning meetings for the implementation. Other meetings will occur as needed during this phase. The Project Director will take the lead in deciding whether any substantive customizations will be performed, if other desired requirements will be performed, as well as deciding the process for addressing issues and questions that might affect the CMS rollout for the office.
2. **Phase 2 Implementation and Initial System Use Testing** – After the Project Director deems pre-implementation planning is complete, the Successful Offeror will schedule implementation work with DTI. After a successful implementation and the CMS solution is operational, the Project Director and OVR representative(s) will perform initial system use testing. The purpose of this initial testing is to identify where configurations or

customizations may be required to support any unique OVR processes. The Successful Offeror will collect these to guide follow-on work. The Successful Offeror should be prepared to provide support and/or ad hoc training to ensure initial system use testing is successful.

3. **Phase 3 Configuration and Customization** – Using the information collected in Phases 1 and 2, the Successful Offeror will complete configurations required to support OVR’s processes. Customizations shall be considered based on time to implement and estimated cost. Should the Project Director desire to pursue customization work or other desired requirements, such work will be completed during this phase of the project.
 4. **Phase 4 Final Use Acceptance Testing** – After the completion of work in the previous phase, the Project Director and staff involved in the initial system use testing will validate the configurations and customizations implemented by the Successful Offeror.
 5. **Phase 5 Training** – CMS solution training will be scheduled and delivered to all OVR staff. The use of online conference tools in which to conduct training, such as Microsoft Teams, Zoom, and similar platforms will be the preferred method of training staff. Ample time should be scheduled for Q&A.
- B. Terms and Conditions of Ensuing Contract: The Contract resulting will have the following Terms and Conditions and the Contract is subject to additional Terms and Conditions that the Agency see’s appropriate for the project:
1. Term: The Contract resulting from this RFP will not take effect until signed by the Agency’s Executive Director or her designee. The Successful Offeror for this project will begin meeting and planning with OVR upon execution of the Contract by the Agency’s Executive Director. The Successful Offeror shall reach Phase 4 (Final Use Acceptance Testing) of the project no later than November 30, 2025. After the successful completion of Phase 4 (Final Use Acceptance Testing) of the project, the Successful Offeror shall provide OVR with training for the new CMS solution by coordinating a training schedule with OVR that is acceptable to the Project Director.

The Successful Offeror shall provide five (5) years of ongoing maintenance and support to provide on-going system support and maintenance including upgrades, bug fixes, patches, and other technical support as necessary to operate the CMS and the five (5) year period shall begin upon the successful completion of Phase 5 (Training) of the project.

2. Contract Payment: The Successful Offeror shall be paid after completion of Phase 5 (Training) of the Project for all cost proposed on the offerors Cost Proposal with the exception of the on-going system maintenance and support cost proposed on line C. (Maintenance and Support (5-years)) of form 5.04 (Cost Proposal Form) of this RFP. The payments for the five (5) years of on-going system maintenance and support will be made annually at the beginning of each year of the on-going maintenance and support. The Project Director must approve all contract payments.
3. Invoices: The Successful Offeror shall verify invoices for accuracy before submission to Project Director for payment. The Successful Offeror will submit invoices within thirty

(30) days of the successful completion of Phase 5 (Training) of the project and each year annually for the on-going system maintenance and support. Payment will be made after acceptance of the work and services rendered as described by the received invoices.

4. Changes of Successful Offeror's Personnel: Any change of the Successful Offeror's Representatives or personnel named in the proposal must be approved, in advance and in writing, by the OVR. Personnel changes that are not approved by OVR may be grounds for OVR to terminate the Contract by providing notice to the Successful Offeror.
5. Subcontractors: Subcontractors are not permitted to provide Work and Service functions under the Contract resulting from this RFP. All personnel must be employed by the Successful Offeror and meet the minimum experience requirements of this RFP.

2.05 PROJECT DIRECTOR

The Project Director for this project is OVR's Executive Director or her designee. The Project Director's office is located in Anchorage, Alaska.

2.06 AUTHORITIES AND LIMITATIONS

The Successful Offeror shall perform the Work and Services in accordance with any written order (including, but not limited to, instruction, direction, interpretation, or determination) issued by an authorized representative of OVR in accordance with the authorized representative's authority to act for the Project Director. The Successful Offeror assumes all the risk and consequences of performing the Work and Services in accordance with any order (including, but not limited to, instruction, direction, interpretation, or determination) of anyone not authorized to issue such order, and of any order not in writing.

Should the Project Director or the Project Director's authorized representative designate a Consultant to act as an authorized representative for OVR as provided for in the previous paragraph, the performance or nonperformance of the Consultant under such authority to act, shall not give rise to any contractual obligation or duty of the Consultant to the Successful Offeror, any subcontractor, any supplier, or any other organization performing any of the Work and Services or any Surety representing them.

The Project Director will decide all questions which may arise as to;

- A. Quality and acceptability of programming furnished;
- B. Quality and acceptability of Work and Services performed;
- C. Compliance with the schedule of progress;
- D. Interpretation of contract documents;
- E. Acceptable fulfillment of the Contract on the part of the Successful Offeror.

SECTION THREE - PROPOSAL FORMAT AND CONTENT

3.01 GENERAL INSTRUCTIONS

The Agency discourages overly lengthy and costly proposals; however, in order for OVR to evaluate proposals fairly and completely, Offerors should follow the format set out in this section and provide all information requested at time of proposal submission. Any information or materials submitted after the deadline for receipt of proposals will be rejected by the Agency.

Offerors must deliver their proposals according to paragraph 1.12 (Proposal Submission, Delivery, and Acceptance) of this RFP.

The proposal must be split into two parts: 1) a technical proposal and 2) a cost proposal.

3.02 TECHNICAL PROPOSAL FORMAT

All proposals shall include the following items in the order as shown. Please be as concise and clear as possible. All proposal documents must be provided on 8 ½” x 11” paper or in 8 ½” x 11” PDF format.

- A. Cover Letter: Provide a cover letter on the Offeror’s letterhead signed by a person with the authority, including, but not limited to, fiscal authority and authority contractually to bind the Offeror, certifying the accuracy of all information in the proposal and certifying that the proposal will remain valid for ninety (90) days from the RFP date of closing. This Cover Letter should have the Offeror’s name, address, telephone number, email address, Alaska business license number (see paragraph 1.07 (Alaska Business License and Legal Entity) for more information), tax identification number, and legal (e.g., corporate) entity number of the Offeror and the current status of that entity. If the Offeror is a corporation or a limited liability company, the business entity must be in good standing with the State of Alaska Department of Commerce, Community, and Economic Development at the time of proposal submission.

The cover letter shall include a certification (statement), as applicable, if the Offeror qualifies as an Alaskan Offeror in accordance with paragraph 1.15 (Preference for Alaska Offeror) of this RFP and include a statement regarding any perceived or potential conflicts of interest that the Offeror may be aware of.

- B. Evaluation Criteria: A proposal must address the evaluation criteria under Section Four (Evaluation Criteria) of this RFP in paragraphs 4.02 (Understanding of the Project), 4.03 (Understanding of Requirements), and 4.04 (Experience and Qualifications). The Offeror shall give detailed descriptions and provide all the details requested by each paragraph of the criteria found in Section Four (Evaluation Criteria) of this RFP.

The top three (3) scored proposals after the initial evaluation, including the cost portion, will be selected to advance and provide an online demonstration of the Offerors’ CMS solutions.

- C. The Proposal Evaluation Committee will evaluate the demonstration using the Sample Offeror Demonstration Evaluation Form shown in Section Five (Sample Offeror Demonstration Evaluation Form).

3.03 COST PROPOSAL REQUIREMENTS

The Offerors Cost Proposal must include, fully complete, one (1) original hard copy of the COST PROPOSAL FORM in paragraph 5.04 (Cost Proposal Form) The cost proposal must be submitted as described in the instructions in paragraph 1.12 (Proposal Submission, Delivery, and Acceptance) of this RFP.

3.04 DEMONSTRATION (IF SELECTED)

After review and evaluation of written responses from qualified Offerors, the three (3) top scoring Offerors after the initial evaluation, including the cost portion, will be selected to provide an online demonstration of the Offeror's CMS solution. The Procurement Manager will notify Offerors of the time and place for demonstrations. Demonstrations are anticipated to be scheduled on August 11-12, 2025.

Offerors are to provide their own hardware/software and will not have access to any State supplied equipment. Any software application will need to be installed on the Offerors equipment. In addition, Offerors are responsible for populating their demonstrations with sample data.

Offerors will be given 90 minutes for their demonstration. This time includes any necessary set-up and break-down associated with the demonstration and must allow for a minimum of 15 minutes for Q&A and clarification. The Agency is not responsible for, nor will grant additional time for any technical difficulties that may occur during the demonstration on behalf of the Offeror.

The demonstration may be conducted online or in Anchorage (with online capacity for Juneau Agency staff participation) and must include the following:

- A. A demonstration of the system's ability to address paragraph 2.03 (High Level CMS Must Have Requirements) and form 5.03 (List of Detailed Requirements) of this RFP. OVR requests that Offerors indicate during the demonstration which features are out of the box functionality, configurable, and/or would require customization.
- B. A demonstration of case intake, including contact information collection, inserting external information to a case (e-mail, electronic documents, pictures), evidence input, scheduling for follow-up, etc.
- C. A demonstration of reporting capabilities, including canned system reports, ad-hoc report creation, exporting to PDF, other electronic file format capabilities.
- D. A demonstration and explanation of all configurable and customizable system options and features.

The demonstration will be evaluated using the Offeror Demonstration Evaluation Form shown in Section Five (Sample Offeror Demonstration Evaluation Form).

SECTION FOUR - EVALUATION CRITERIA

4.01 EVALUATION PROCESS

It is the Agency's intent to conduct a comprehensive, fair, and impartial evaluation of all proposals. All Proposals will be reviewed by the Procurement Manager to determine if they are responsive. The responsive Proposals will then be evaluated by the Proposal Evaluation Committee (PEC) using the methods and criteria described below.

PEC members may or may not have specialized knowledge or technical expertise regarding all of the information submitted for evaluation. It is the Offeror's responsibility to fully explain in layman's terms the advantages, attributes, benefits, and technical aspects of all information they feel is pertinent to OVR's decision-making process in awarding points. Proposals that merely propose to meet or exceed the requirements with no further explanation will not garner additional evaluation points.

1. EVALUATION OF PROPOSALS:

PEC members will individually read and rate each Offeror's proposal and will exercise independent judgment and base their evaluation on the evaluation criteria set out in this RFP. In exercising independent judgment, PEC members may take into consideration their personal knowledge and experiences.

If any scores are tied, the Offeror submitting the lowest Total Price Offer on the Cost Proposal Form after application of the 5% Bidders Preference, will prevail. If proposals are tied in scoring and in Total Price Offer, the Procurement Manager will conduct a coin flip to break the tie.

Offerors shall not contact any member of the PEC but may contact the Procurement Manager.

2. METHOD OF AWARD:

Proposals that are determined to be responsive by the Agency are evaluated by the PEC. Proposals are evaluated based on the criteria set forth in Section Four (Evaluation Criteria). The evaluation results in a numerical score for each proposal. Each criterion in Section Four (Evaluation Criteria) has an assigned number of points for this RFP to demonstrate its relative importance.

The evaluation will be a multi-step evaluation. After completion of individual ratings, the PEC will meet to discuss proposals. PEC members may then alter their ratings; however, any changes shall be based solely on the criteria set out in this Section Four (Evaluation Criteria). The initial evaluation will determine the three (3) top scoring Offerors that will advance and provide an online demonstration of the Offerors' CMS solution. The demonstration will then be evaluated and the scores from the demonstration evaluation will be added to the initial evaluation score to determine the Offeror most advantageous to OVR. The total number of points used to score the responses for the initial evaluation, including the cost portion, is 1000. The total number of points used to score the demonstration is 200. The points for the initial evaluation and the points for the demonstration will be added together for a total possible score of 1200. A sample evaluation form for each evaluation is included that lists the questions that will be used by the PEC, which will be comprised of members appointed by OVR.

Upon completion of the demonstration scoring by the PEC, the Agency will calculate the pricing and scoring of the three (3) proposals that provided demonstrations. The Agency will then prepare a summary of the points awarded to each proposal. The highest ranked Offeror will be considered the presumptive Successful Offeror.

Proposals will be evaluated against the questions set out below.

4.02 UNDERSTANDING OF THE PROJECT

Maximum Point Value for this Section – 100 Points

- A. Has the Offeror demonstrated a thorough understanding of the business need for a case management system and the necessary configuration/customization work to be performed?
- B. Has the Offeror expressed an understanding and acceptance of the ad-hoc and formal staff training required to be performed?
- C. How well has the Offeror identified pertinent issues and potential problems from similar related projects in other government environments?
- D. To what degree does the Offeror express an understanding of the phased approach to the project described in paragraph 2.04 (Phasing, General Terms and Conditions of Ensuing Contract)?

4.03 UNDERSTANDING OF REQUIREMENTS

Maximum Point Value for this Section – 300 Points

- A. Does the Offeror's proposed solution meet the minimal High Level CMS Must Have Requirements stated in paragraph 2.03 (Scope of Work and Services)?
- B. Does the Offeror clearly indicate which of the Detailed Requirements their proposed solution fully meets, partially meets, does not meet, or would require customization to meet?
- C. Does the Offeror thoroughly explain their approaches to:
 - 1. Licensing;
 - 2. Configuration and Customization;
 - 3. Maintenance and Support;
 - 4. Software Documentation; and
 - 5. User Training?
- D. Does the Offeror comprehensively describe the potential solution deployment options?
- E. Are the technical specifications for deployment scenarios complete and do they demonstrate understanding of cloud virtualization?

4.04 EXPERIENCE AND QUALIFICATIONS

Maximum Point Value for this Section – 200 Points

- A. Do the individuals or subcontractors performing the required services have extensive experience installing, implementing, configuring, and customizing case management systems?
- B. Are resumes of the Offeror's staff resources complete and do they demonstrate experience and educational backgrounds that would be desirable for individuals performing the required services?
- C. Does the response demonstrate a successful history regarding timely and successful completion of similar projects?
- D. Does the response include the number of clients using the proposed solution today?
- E. Does the Offeror indicate how many ombudsman office installations they have completed?
- F. Is there clear evidence in the response that reflects extensive experience working with national, state, or local governments on similar projects?

4.04 CONTRACT COST

Maximum Point Value for this Section – 400 Points [1000 Points x 40% = 400 Points]

Converting Cost to Points: The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the formula listed below. If the legislative procurement procedures are applicable, all Alaskan Offerors will receive a five (5) percent bidder's preference. This preference will be given before converting the cost to points. The Agency's Procurement Manager will be calculating this section of the evaluation criteria after the PEC and Procurement Manager record scores for the PEC's evaluations of all Technical Proposals that are received.

Formula for Converting Cost to Points

$$\frac{([\text{PRICE OF LOWEST COST PROPOSAL}] \times [\text{MAXIMUM POINTS FOR COST}])}{(\text{COST OF EACH HIGHER PRICED PROPOSAL})}$$

4.05 DEMONSTRATION (IF SELECTED)

(Maximum Point Value for this Section – 200 Points)

The top three (3) scored proposals after the initial evaluation, including the cost portion, will be selected to advance and provide an online demonstration of the Offerors' CMS solutions.

The PEC will evaluate the demonstration using the Sample Offeror Demonstration Evaluation Form shown in Section Five (Sample Offeror Demonstration Evaluation Form).

SECTION FIVE – RFP AND CONTRACT FORMS

5.01 SAMPLE EVALUATION FORM

All proposals will be reviewed for responsiveness and then evaluated using the criteria set out below. The total number of points used to score this proposal is 1000.

Person or Firm Name: _____

Name of Proposal Evaluation Committee Member: _____

Date of Review: _____

RFP Number: _____

EVALUATION CRITERIA AND SCORING - 1000 POINTS POSSIBLE

A. Understanding of Project - Maximum Points Possible = 100

(Scale Rating 1:100 where 1 = lowest and 100 = highest; Median Score = 50)

1. Has the Offeror demonstrated a thorough understanding of the business need for a case management system and the necessary configuration/customization work to be performed?
2. Has the Offeror expressed an understanding and acceptance of the ad-hoc and formal staff training required to be performed?
3. How well has the Offeror identified pertinent issues and potential problems from similar related projects in other government environments?
4. To what degree does the Offeror express an understanding of the phased approach to the project described in paragraph 2.04 (Phasing, General Terms and Conditions of Ensuing Contract)?

COMMENTS:

Total Points for Understanding of Project _____

D. Contract Cost - Maximum Points Possible = 400

The lowest cost proposal will receive the maximum number of points allocated to cost. The point allocations for cost on the other proposals will be determined through the formula listed below. All Alaskan Offerors will receive a five (5) percent bidder's preference. This preference will be given before converting the cost to points. The Agency Supply Officer will be calculating this section of the evaluation form.

Formula for Converting Cost to Points (The amount of each cost proposal is reached after applying any applicable bidder's preferences.)

([PRICE OF LOWEST COST PROPOSAL] X [MAXIMUM POINT FOR COST]) DIVIDED BY (COST OF EACH HIGHER PRICED PROPOSAL)

- 1. Price of Lowest Cost Proposal _____

- 2. Maximum Points for Cost 400 Points

- 3. Total of line 1. times line 2. _____

- 4. Cost of Higher Price Proposal _____

- 5. Divide line 3. by line 4. = _____ Points

Total Points for Contract Cost _____

TOTAL POINTS COMBINED FOR ALL SECTIONS OF INITIAL EVALUATION: _____

INITIAL EVALUATION POINTS: _____ +

DEMONSTRATION EVALUATION POINTS: _____ =

TOTAL POINTS FOR BOTH EVALUATIONS: _____

5.02 SAMPLE OFFEROR DEMONSTRATION EVALUATION FORM

At a minimum, the Proposal Evaluation Committee must grade the demonstration (high, medium, or low). The following briefly provides the definitions for each of the ratings. It is important that these are filled out during the demonstration. At the end of the demonstration the evaluation sheets are handed in and made part of the evaluation process.

- **High** - system functionality demonstrated meets the Agency’s requirements;
- **Medium** - system functionality demonstrated does not exactly meet the Agency’s requirements; however, the Agency can develop reasonable workarounds; and,
- **Low** - system functionality demonstrated does not meet the Agency’s requirements.

The Proposal Evaluation Committee may ask questions at any point during the demonstration. The Offeror is expected to answer questions and the Proposal Evaluation Committee must use the opportunity to clarify any outstanding issues.

DEMONSTRATION EVALUATION CRITERIA AND SCORING - 200 Points Possible

Name of Evaluator:		Date:			Vendor:	
GENERAL REQUIREMENTS						
Function	Activities	“Fit” with the Agency Requirements			Comments	
		High	Med	Low	Strengths/Weaknesses	
Access	<ul style="list-style-type: none"> • Demonstrate the ability to access the system and log on to the system. 					
	<ul style="list-style-type: none"> • Demonstrate the various classes of users for the system (i.e., user, system administrator, etc.). 					
User Interface	<ul style="list-style-type: none"> • Demonstrate the system’s user interface. 					

Name of Evaluator:		Date:		Vendor:	
GENERAL REQUIREMENTS					
Function	Activities	“Fit” with the Agency Requirements			Comments
		High	Med	Low	
	<ul style="list-style-type: none"> • Demonstrate how to navigate through the system with minimal clicks. 				
	<ul style="list-style-type: none"> • Demonstrate how to move between screens within the system. 				
	<ul style="list-style-type: none"> • Do the application field labels relate to the language of the Office of Victims' Rights industry? 				
	<ul style="list-style-type: none"> • Do the application screens provide visual clues for intuitive navigation? 				
	<ul style="list-style-type: none"> • Do screens share a common organizational style to create familiarity? 				

Name of Evaluator:		Date:		Vendor:	
GENERAL REQUIREMENTS					
Function	Activities	“Fit” with the Agency Requirements			Comments
		High	Med	Low	
	<ul style="list-style-type: none"> Does the application support expanded and collapsed case views for cleaner look and feel? 				
	<ul style="list-style-type: none"> Does the application support a case intake page or form, which gathers client information, with capability to automatically accept or reject the case? 				
	<ul style="list-style-type: none"> Demonstrate capability to customize pages, workflows, alerts, notifications, schedule events, case relation and task assignment. 				
	<ul style="list-style-type: none"> Demonstrate capability to attach documents, notes, comments to artifacts, cases and items in the system. 				
	<ul style="list-style-type: none"> Demonstrate capability to store files in a navigable file explorer interface, and for documents to be generated with case data into pre-formatted templates. 				

Name of Evaluator:		Date:		Vendor:	
GENERAL REQUIREMENTS					
Function	Activities	“Fit” with the Agency Requirements			Comments
		Hig h	Med	Low	
Reporting Capabilities	<ul style="list-style-type: none"> Demonstrate the ad hoc reporting capabilities. 				
	<ul style="list-style-type: none"> Demonstrate the ability to search and query case data, documents and all system contents. 				
	<ul style="list-style-type: none"> Demonstrate “drill-down” reporting capabilities of the system, to allow data granularity by selecting specific data elements. 				
	<ul style="list-style-type: none"> Demonstrate capability to create custom reports on all data contained in the system. 				
Data Import / Export Capabilities	<ul style="list-style-type: none"> Demonstrate the data import/export facilities capabilities of the application. 				

Name of Evaluator:		Date:		Vendor:	
GENERAL REQUIREMENTS					
Function	Activities	“Fit” with the Agency Requirements			Comments
		Hig h	Med	Low	
	<ul style="list-style-type: none"> Is the data import/export capability integrated into the application or require vendor support? 				
Security/ Audit	<ul style="list-style-type: none"> Demonstrate the key aspects of the application’s security, including system access, data transport and configurable data retention policies. 				
	<ul style="list-style-type: none"> Demonstrate the admin’s ability to configure rules for username, password, failed and forgotten usernames and passwords, multi-factor authentication, and session timeouts. 				
	<ul style="list-style-type: none"> Demonstrate the admin's ability to define role-based access controls, and to secure various pages and artifacts in the system against unauthorized access, attempts to exfiltrate, alter or destroy data, or secure users ability to self-escalate permissions. 				

Name of Evaluator:		Date:		Vendor:	
GENERAL REQUIREMENTS					
Function	Activities	“Fit” with the Agency Requirements			Comments
		Hig h	Med	Low	
	<ul style="list-style-type: none"> Demonstrate the capability to log and report all of the user’s activity in the system, and access attempts which are unauthorized, exploitive, or attempts to escalate privilege, or attempts to destroy data. 				
Historical Data	<ul style="list-style-type: none"> Show options for importing or bridging access to historical data, or migrating data and documents into the system. 				

Name of Evaluator:	Date:	Vendor:
GENERAL REQUIREMENTS		
<p>Comment on:</p> <p>Ease of Navigation</p>		
<p>User Interface</p>		
<p>General Comments on this Portion of the Demonstration:</p>		

Total Points for Demonstration _____
(To be added to initial evaluation scores)

5.03 LIST OF DETAILED REQUIREMENTS

DR-1	Implementation	Supports multiple environments, i.e. dev, test, prod.
DR-2	Implementation	Supports bulk upload of case data.
DR-3	Search	supports searching the system by name as text field.
DR-4	Search	search results include hyperlink to open the profiles of search results.
DR-5	Search	<p>search by Name results are presented in table format. Search results table include the fields below.</p> <p>last name first name middle name prefix suffix name type DOB DL state DL class DL number race gender hair color eye color SSN APSIN birth city, state FBI print number</p>
DR-6	Search	<p>search by Name fields include:</p> <p>last name first name middle name prefix suffix name type DOB DL state DL class DL number race gender hair color eye color SSN APSIN birth city, state FBI print number</p>

DR-7	Search	supports searching the system for Documents by keyword.
DR-8	Search	supports searching the system by keyword ("quick search").
DR-9	Search	supports searching the system by Name ("quick search by keyword").
DR-10	Search	supports searching system for Files by Keyword in the "Filing Cabinet" search.
DR-11	Search	filing Cabinet search by keyword results include hyperlinked Case title, summary text of case, and text Highlighting the search keyword. Selecting the Case Title hyperlink opens the Case.
DR-12	Search	<p>supports advanced case search. Required fields below:</p> <p>Case type(s) agency received beginning date (date picker, null checkbox) status beginning date (date picker, null checkbox) arrest beginning date (date picker, null checkbox) PIP first name caseID case attribute case status(es) group by received end date (date picker, null checkbox) status end date (date picker, null checkbox) arrest end date (date picker, null checkbox) PIP last name agency number case attribute code</p>
DR-13	Search	<p>supports case status search by agency. Required fields below:</p> <p>agency type case status end dt (date picker, null checkbox) agency start date (date picker, null checkbox)</p>

DR-14	Search	<p>supports advanced name search. Required fields below:</p> <p>last name middle name date of birth (date picker, null checkbox) sex DL state FBI number misc. number name attribute first name SSN race DL class DL # state ID # name type name attribute code</p>
DR-15	Search	searches support capability to add Wildcard Search Checkbox.
DR-16	Search	searches support capability to add Phonetic Search.
DR-17	Search	search results are Case Titles with selectable hyperlink which opens the Case.
DR-18	Search	<p>resulting search result Case Titles can expand to show additional case details:</p> <p>case ID primary full name case status case type ANC PD law court # OVR # case attribute case attribute code case attribute value</p>
DR-19	Case Management	supports file storage. Stored files are associated with a specific case.
DR-20	Case Management	Supports a calendar: where business users can set and track events.
DR-21	Case Management	Supports a calendar: business users are sent reminder notifications specific to each Victim event.

DR-22	Case Management	Supports a calendar: the calendar should be able to be exported and printed.
DR-23	Case Management	Supports a calendar: business users can set and track events, and receive notifications specific to each Client end user. The calendar should be able to be exported and printed.
DR-24	Case Management	Supports a calendar: Calendar report data required: Name of Victim, Defendant, Attorney, Case #, Court #, Law #, Event status, Case involved people, case type, case status.
DR-25	Case Management	Supports a calendar: calendar report grouping features required: group by date, group by location, group by event type, group by application person.
DR-26	Case Management	is customizable to support creating/customizing input forms
DR-27	Case Management	is customizable by authorized internal users and without direct vendor support.
DR-28	Case Management	supports business users to create custom, public facing, fillable forms.
DR-29	Case Management	provides a public-facing portal for public users to enter their case intake information, by which victims can fill the forms with required data for their case, and the data automatically populates case information in the system. I.e. eliminates duplicative work of business users receiving victim data via forms, and duplicating data entry into the system.
DR-30	Case Management	be customizable to allow internal users to create their own form fields for intake input based on agency requirements
DR-31	Case Management	support authorized internal users being able to add/remove options from selection controls (i.e. text fields, boolean, list, radio buttons, date-pickers, checkbox options)
DR-32	Case Management	support the ability to create text fields on intake forms
DR-33	Case Management	support radio buttons or similar Boolean selection (yes/no)
DR-34	Case Management	support drop-down selection controls (list selection)
DR-35	Case Management	support logic to display further fields if certain conditions are selected/met
DR-36	Case Management	support date-picker controls
DR-37	Case Management	support checkbox controls

DR-38	Case Management	support form validation to alert users to required field input prior to submittal
DR-39	Case Management	support ability to add notes/comments to a contact that are not directly tied to a case
DR-40	Search	Contain functionality to allow the business user to search for contact by: name document quick search name quick search case search agency advanced name search
DR-41	Case Management	supports assignment of case task to OVR business user
DR-42	Case Management	allows for listing of cases assigned to OVR business user in sortable and filterable table format. Fields: case priority case name task type status notes start date-time MM:DD:YYYY HH:MM AM/PM duration end date-time MM:DD:YYYY HH:MM AM/PM
DR-43	Case Management	supports a Task Profile Page for each User, which displays name of user, Agency, Date, Task Involved People
DR-44	Case Management	supports displaying or listing all Case Involved People, within a Case screen
DR-45	Case Management	supports a User Task Summary page, where upon selecting a Task on the User's Task profile, a page brings up details regarding the Case Summary, Case Information, Case Involved People, Case Notes, Case Events, Case Correspondence, Case Tasks, Case Summary
DR-46	Case Management	supports functionality to select an existing Case to open, from the User's Task Profile.

DR-47	Case Management	<p>supports creation of a Case Profile Page, which features separate tabs or screens for case information:</p> <ul style="list-style-type: none"> agencies and involved parties charges notes attributes related cases events filing cabinet case summary names
DR-48	Case Management	<p>the Agencies and Involved Parties Tab contains case information in sortable table format. The Agencies and Involved Parties table includes:</p> <ul style="list-style-type: none"> agency type (picklist) agency name (text) agency number (id number) lead (checkbox) active (checkbox) notes (text) created by (name - must be pre-existing)
DR-49	Case Management	<p>the Agencies and Involved Parties Tab contains a table featuring information on Case Involved Parties, in sortable table format. The Case Involved Parties table includes:</p> <ul style="list-style-type: none"> agency type (picklist) involvement (picklist) created by (name - must be pre-existing) notes (text) active (checkbox) active date (picklist) inactive date (picklist)

DR-50	Case Management	<p>the Charges Tab contains case information in sortable table format. The Agencies and Involved Parties table includes:</p> <ul style="list-style-type: none"> statute (picklist) occurred (date picklist) ended (date picklist) notes (text) statute severity (picklist) statute class (picklist) created by (name - must be pre-existing) created by (date picker) last modified by (name) Last modified on (date picker)
DR-51	Case Management	<p>the Charges Tab contains case information in sortable table format. The Charge table includes:</p> <ul style="list-style-type: none"> statute (picklist) occurred (date picklist) ended (date picklist) notes (text) statute severity (picklist) statute class (picklist) created by (name - must be pre-existing) created by (date picker) last modified by (name) Last modified on (date picker)
DR-52	Case Management	<p>the Notes Tab contains case information in sortable table format. The Notes table includes:</p> <ul style="list-style-type: none"> note type (picklist) notes (text) date taken (date picklist) notes (text) taken by (name - must be pre-existing) private (checkbox)
DR-53	Case Management	<p>the Attributes Tab contains case information in sortable table format. The Attributes table includes:</p> <ul style="list-style-type: none"> case attribute (picklist) case attribute 2 (picklist) value (text) created by (name - must be pre-existing) created on (date picklist) last modified (name - must be pre-existing)

DR-54	Case Management	<p>the Events Tab contains case information in a sortable table format. The Events table includes:</p> <ul style="list-style-type: none"> type (picklist) start date (date picklist) end date (date picklist) status (picklist) location (picklist) note (text)
DR-55	Case Management	<p>the Events>Tasks Tab contains case information in sortable table format. The Events>Tasks table includes:</p> <ul style="list-style-type: none"> priority (picklist) type (date picklist) notes (date picklist) status (picklist) start (date picklist) end (date picklist)
DR-56	Case Management	<p>the Events>Tasks Tab contains case information in sortable table format.</p>
DR-57	Case Management	<p>the Filing Cabinet Tab contains a customizable file folder structure, including the features:</p> <ul style="list-style-type: none"> generate doc new folder add file(s) more (dropdown menu) file explorer view modifier button (hierarchical list, detailed list, grid list, image list) search bar file preview window file properties modifier text box (to rename files) file explorer
DR-58	Case Management	<p>System supports generating Documents, which are automatically populated with details of the selected Case.</p>

DR-59	Case Management	<p>the Case Summary tab includes the following details:</p> <p>victim(s): name last and first charges defendant(s) OVR attorney court # law # OVR id # crime type case status (open/closed) case ID # received date status date agency name case age case active age case attributes (assistance level, "How did you hear about OVR?" related name(s) & relationship persons involved (primary involvements, other involvements, OVR, public defender, judge, DAO charges events (count) case status history (count) filing cabinet (count) tasks (count) case notes (date, note)</p>
DR-60	Notifications	The system automatically generates user-defined communications to victims. I.e. Generates emails, online alerts, etc.
DR-61	Reporting	system provides out of the box reports
DR-62	Reporting	system provides ability to create custom reports
DR-63	Reporting	system provides ability to export reports in various formats, i.e. excel, pdf.
DR-64	Reporting	<p>Report to track attorney caseload / workload. System features a calender, where business users can set and track events, and receive notifications specific to each Client end user. The calendar should be able to be exported and printed. Calendar report features required: group by date, group by location, group by event type, group by application person. Calendar report data required: Name of Victim, Defendant, Attorney, Case #, Court #, Law #, Event status, Case involved people, case type, case status.</p>

DR-65	Reporting	Calendar extract report features required: group by date, group by location, group by event type, group by application person. Calendar report data required: Name of Victim, Defendant, Attorney, Case #, Court #, Law #, Event status, Case involved people, case type, case status.
DR-66	Reporting	Report to track upcoming case schedule.
DR-67	Reporting	Report to list upcoming hearings.
DR-68	Reporting	Annual stat report: breakdown of case count and case percentage by Types of Crime (assault, homicide, other, property crimes, sexual offenses), Crimes with Domestic Violence (Domestic Violence, Cases without DV), Crime Type with DV (Assault, Homicide, Other, Property Crimes, Sexual Offense), Location of Crimes by District (first jd, second jd, third jd, fourth jd, other), Category of Assistance by Category (advice and information, court representation, informal investigation, information only, inquiry)
DR-69	Reporting	Case status search by agency: breakdown of Case Status by Case Title, Agency Type, Agency Name, Status, Start Date, End Date.
DR-70	Reporting	System provides the ability to "tag" a case with a user defined flag. Flags are a filterable data point in reports.
DR-71	Security	support configurable role based permissions
DR-72	Security	all deleted files should be recoverable by some means, e.g. recycle bin time retention policy set by sys admin.
DR-73	Security	log user name and action performed as part of versioning control history (audit trail)
DR-74	Security	system supports username and password for login.
DR-75	Security	system supports password reset methods, e.g. recovery email/phone, security questions, 2FA/MFA, Authenticator App.
DR-76	Security	security settings are configurable by the system admin to set required username parameters.
DR-77	Security	security settings are configurable by the system admin to set required password complexity.
DR-78	Security	security settings are configurable by the system admin to set required recovery email/phone/devices.

DR-79	Security	security settings are configurable by the system admin to set required MFA requirements.
DR-80	Case Management	supports implementation of Statutes, which can be selected and associated with cases. When associated to a Case, details of the Statute applying to the case populates fields in the Case Profile's table: Charges>Charge.
DR-81	Case Management	allows users to increase the size of freeform text entry boxes, when inputting notes. i.e. the ABC button opens a larger text box.
DR-82	Case Management	allows users to Seal cases, where only the user who created the case can search for, find, and view the Case details. Low priority.
DR-83	Case Management	allows Users to open screens as Tabs. Tabs remain open and selectable during the Users session, and are closed when they log out
DR-84	Security	allows the system admin to configure session timeout / logout parameters, e.g. after 30 minutes of inactivity, or when a user logs out of their AD account
DR-85	Security	supports active directory for user authentication
DR-86	Security	System enables users to contact Support for lost access / locked access.
DR-87	Security	System retains data for 10 years, and automatically deletes data after 10 years.
DR-88	Security	Systems and data should be backed up redundantly, continuously.
DR-90	Case Management	supports relating cases as parent>child, and vice versa, if cases share victim or defendant. The parent case appears first in the search results.
DR-92	Case Management	allow for multiple users to view the same case simultaneously
DR-93	Case Management	Intake Form supports screening filters, which automatically filters out cadidate inquiries outside of OVR's jurisdiction. An email or letter is sent explaining why the case is being declined and refers the person to other appropriate agencies.
DR-94	Implementation	the solution provider makes pre-recorded trainings available.
DR-95	Implementation	the solution provider makes 1:1 trainings available.

5.04 COST PROPOSAL FORM

RFP Number: 685

RFP Title and Description: Office of Victims' Rights Case Management Software

OFFEROR

Company Name: _____

Address: _____

City, State, Zip Code: _____

Telephone No.: _____ Email address: _____

Alaska Business License No.: _____

Indicate if you qualify as an Alaska Offeror. Yes No (See RFP for criteria to qualify.)

COST PROPOSAL

The Offeror hereby provides the price(s) listed below in accordance with the RFP as the Total Proposed Contract Prices for the Work and Services described in RFP 685. The prices provided shall be all inclusive and include all costs associated with administration, travel, per-diem, shipping, hardware, software, supplies, materials, equipment, equipment rentals, personnel, subcontractors, permits, licenses, office space, taxes, and all necessary labor to complete the Work and Services as required in this RFP.

Itemized Price List:

A. **Licensing:** Software Licenses; Cost Per User (10 users)\$ _____ (Cost x 10 users = Price) **Price:** \$ _____ +

B. **Configuration and Implementation:** Configuration, Customization, and Implantation of CMS **Price:** \$ _____ +

C. **Maintenance and Support (5-years):** Annual cost \$ _____ (Annual cost x 5-years = Price) **Price** \$ _____ +

D. **Training:** Training of OVR staff, Administrator, and DTI as needed on CMS Solution **Price** \$ _____ +

E. **Additional Cost(s):** i.e. Operating System/Server licenses, Database Server licenses, Web Server software licenses etc. List out what costs are here or on additional page if needed: _____ **Price** \$ _____ =

F. **Total Fixed Contract:** (A. + B. + C. + D. + E. = F.)
(to be used for evaluation purposes) **Total Fixed Contract Price** \$ _____

By signature on this Proposal Form, Offerors certify that they comply with the following: (a) the laws of the State of Alaska; (b) the applicable portion of the Federal Civil Rights Act of 1964; (c) the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government; (d) the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government; (e) all terms and conditions set out in this RFP; (f) a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury; (g) that the offers will remain open and valid for at least ninety (90) days from date of submission of offer to Agency; and (h) that programs, services, and activities provided to the general public under the resulting Contract will conform to the Americans with Disabilities Act of 1990, and the regulations issued thereunder by the federal government. If an Offeror fails to comply with (a) through (h) of this paragraph, the Agency reserves the right to disregard the proposal.

NAME OF OFFEROR: _____

AUTHORIZED SIGNATURE: _____ **DATE:** _____

PRINTED NAME: _____

5.05 PROPOSAL CHECKLIST

Offerors may use boxes at left to check off items when completed.

If an Offeror fails to submit the following items in its proposal, the Agency may consider the proposal nonresponsive.

This checklist is intended as a reminder of certain important items and is not intended to be a complete list of what must be included in the proposal.



TO INCLUDE:

- Cost Proposal Form (form 5.04)
- A copy signed by the Offeror of each amendment issued by the Agency
- Technical Proposal with signed Cover Letter
- Alaska Business License and Legal Entity information included within Technical Proposal Cover Letter
- Submission of Technical and Cost Proposals in separately sealed envelopes