

Request for Information

RFI 02-103-26



State of Alaska
Department of Administration
Shared Services of Alaska

Date Issued: September 12, 2025

SOFTWARE SOLUTION USER GUIDES, TRAINING, AND PROCESS DOCUMENTATION

Introduction:

The Department of Administration (DOA), Shared Services of Alaska (SSoA), is seeking information from qualified vendors who could provide a software solution that supports the creation and distribution of user guides, video-based trainings, and process documentation.

Background Information:

SSoA provides enterprise-wide management of financial transactions and back-office support for common administrative functions. SSoA programs include Accounts Payable, Travel and Expense Reimbursement, Aged Accounts Receivables and Debt Recovery, Central Mail and Print Services, and Office of Procurement and Property Management.

The Shared Services Aged Accounts Receivable and Debt Recovery (AARDR) program provides portfolio management of aged accounts receivable and the collection process for State of Alaska executive branches and governmental entities. Shared Services staff specialize in the complex administrative and legal requirements of aged accounts receivable, allowing other state departments and governmental entities more freedom to focus on their core missions.

Response Information:

Provide detailed responses to all applicable questions. If a question is not applicable to your solution, please state "Not Applicable" and briefly explain why. Respondents may provide relevant documentation, brochures, or specification sheets as attachments to their response.

Responses must include the following information:

Section 1: Company Information and Experience

1. Organization Information: Provide name, contact name, mailing address, phone number, and email of designated point of contact.
2. Company Overview: Provide a brief description of your company, including years in business, number of employees, and primary business focus.
3. Relevant Experience: Describe your experience developing or implementing documentation and training tools for government agencies or similar organizations.

Section 2: Solution Overview and Capabilities

Core Functionality

1. Solution Description: Provide a comprehensive overview of your solution for creating user guides, video training, and process documentation.

Capture Methods: Describe how your solution captures user actions. Does it use:

1. Screen recording with automatic step detection
2. Browser extension technology
3. Desktop application monitoring
4. Manual screenshot and annotation tools
5. Other methods

Supported Platforms: Which platforms and applications can your solution document?

1. Windows desktop applications
2. Web-based SaaS applications
3. Specific browsers (Chrome, Edge, Firefox, Safari)
4. Mobile applications (if applicable)

AI and Automation Features:

1. AI Capabilities: Does your solution incorporate artificial intelligence? If so, describe:
2. How is AI used to enhance documentation creation
3. Automatic text generation capabilities
4. Smart editing and content suggestions
5. Automatic step sequencing and organization
6. Natural language processing features
7. Automation Level: What percentage of the documentation process can be automated versus requiring manual intervention

Content Intelligence: Can your solution automatically:

1. Generate descriptive text for user actions
2. Identify UI elements and their functions
3. Create logical groupings of related steps
4. Document and/or suggest improvements to user workflows

Section 3: Output Formats and Customization

Output Formats: Which output formats does your solution support?

1. Interactive step-by-step guides
2. PDF manuals
3. Video tutorials (MP4, other formats)
4. HTML documentation
5. Screenshots with annotations
6. Other formats

Customization Options: Describe customization capabilities:

1. Branding and styling options
2. Template creation and management
3. Custom formatting and layouts
4. Multi-language support

Content Editing: What editing capabilities are available after initial capture?

1. Text editing and enhancement
2. Image editing and annotation
3. Video editing features

4. Step reordering and organization
5. Does it allow real time collaboration (multiple contributors editing)

Section 4: Technical Requirements and Integration

Deployment Options

Deployment Models: What deployment options do you offer?

1. Cloud-based (SaaS)
2. On-premises installation
3. Hybrid solutions
4. Browser-based tools only

System Requirements: What are the minimum system requirements:

1. Content creators (documentation authors)
2. End users (documentation consumers)
3. Server infrastructure (if applicable)
4. Integration and Compatibility

System Integration: Can your solution integrate with:

1. Learning Management Systems (LMS)
2. Content Management Systems (CMS)
3. Help desk or ticketing systems
4. Single Sign-On (SSO) solutions
5. Microsoft Office Suite/SharePoint
6. Other enterprise systems
7. API Availability: Do you provide APIs for custom integrations? Describe available API functionality.
8. Data Export: Can documentation and training materials be exported for use in other systems? What formats are supported?

Section 5: Security and Compliance

Data Security: Describe your security measures:

1. Data encryption (at rest and in transit)
2. Audit / history logs of user actions
3. User authentication and authorization
4. Access controls and permissions
5. Data backup and recovery procedures
6. Privacy Protection: How does your solution handle potentially sensitive information captured during screen recording or documentation creation?
7. Compliance: Do you maintain any relevant certifications or compliance standards (SOC 2, ISO 27001, FedRAMP, etc.)?
8. Data Location: Where is data stored and processed? Can data be kept within the United States?
9. What are the data retention policies for data we provide or generate using your AI?
10. How is personally identifiable information (PII) or sensitive company data handled during AI training? Do they use customer data to train models?

Section 6: User Experience and Training

Ease of Use: Describe the learning curve for new users:

1. How intuitive is your solution for non-technical users?
2. User Training: What training and onboarding support do you provide?
3. Documentation and user guides
4. Video tutorials

5. Live training sessions
6. Ongoing support options
7. User Management: How many user accounts are included? Can you accommodate fewer than 10 content creators and fewer than 10 end users?

Section 7: Pricing and Licensing

Pricing Model: Describe your benchmark pricing structure:

1. Per-user licensing
2. Site licensing
3. Usage-based pricing
4. One-time purchase vs. subscription
5. Minimum commitment requirements
6. Costs for storage (if available)
7. Are there storage or usage limits (e.g., number of guides, hours of video, file size)?
8. Are implementation, onboarding, and training included in the cost?
9. What is the estimated ROI – can you provide benchmarks on reduced documentation time or maintenance savings?

Section 8: Support and Maintenance

Technical Support: Describe your support offerings:

1. Support hours and response times (service levels)
2. Available support channels (phone, email, chat)
3. Escalation procedures
4. Documentation and knowledge base
5. Software Updates: How are software updates and new features delivered? Is there an additional cost for updates?
6. Professional Services: Do you offer implementation assistance, custom configuration, or consulting services?

Section 9: Implementation and Timeline

1. Implementation Process: Describe your typical implementation timeline and process.
2. Pilot Program: Do you offer pilot programs or trial periods to evaluate the solution?
3. Migration Support: Do you provide migration assistance?

Section 10: Additional Information

1. Unique Differentiators: What makes your solution unique compared to competitors?
2. Product Roadmap: What new features or capabilities are planned for the next 12-24 months?

This RFI does not extend any rights to prospective vendors or obligate the state to conduct a solicitation or purchase any goods or services. DOA does not intend to award a contract from this RFI, nor will DOA be financially responsible for the preparation, or administration cost incurred to respond to this RFI. All costs associated with responding will be solely at the interested party's expense.

Procurement Officer contact information:

Interested parties must submit a written response by September 23, 2025, at 3:00 PM Alaska Time. Responses must be sent via E-mail to doa.oppm.procurement@alaska.gov.

All questions must be in writing and emailed to: doa.oppm.procurement@alaska.gov.
Attention: Lisa Trombi, Procurement Specialist
Department of Administration, Office of Procurement and Property Management

Notice to Vendors:

Pursuant to [Administrative Order 352](#), (a) any person or business determined to support or participate in a boycott of the State of Israel will be disqualified from any procurement related to this Request for Information; and (b) the support of or participation in a boycott of the State of Israel by a person or business contracting with the State of Alaska under AS 36.30 constitutes grounds for termination of the contract.

[Administrative Order 352](#) does not apply to a contract if the person or business has fewer than 10 employees; or the amount to be paid under the contract, excluding renewals and options available under the contract, is less than \$100,000.