

STATE OF ALASKA RFP NUMBER 2024-0001-0190
AMENDMENT NUMBER FOUR
AMENDMENT ISSUING OFFICE:



Office of the Governor
Alaska State Commission for Human Resources
240 Main Street, Suite 300
Juneau, Alaska 99801

THIS IS NOT AN ORDER

DATE AMENDMENT ISSUED: February 13, 2026

IRFP TITLE:
CASE MANAGEMENT SOFTWARE SYSTEM

This is a mandatory return Amendment.

This amendment serves to amend Attachment #5 Cost Proposal and answers offerors questions.

Please closely review all the changes identified and provided in the amendment.

Change 1: Serves to amend Attachment #5 Cost Proposal. **Offerors must use Amended Attachment #5: Cost Proposal v2.**

Change 2: Answers offerors questions.

1. Based on the Q&A response #30 in Amendment 2, we understand that the only numbers to fill are the line items provided in the cost proposal under (a) and (b) and **NOT** to address the indirect rates as put forth in the first paragraph.

ANSWER: The costs proposed in (a) and (b) must be inclusive of various hourly rates, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit to be provided by the contractor to complete all work as described in the IRFP and in the resulting contract and not broken down individually.

2. The recently amended cost proposal attachment under section (a) requests costs for '2yr+ 3-month "initial term", with 3 one-year renewals". Are the line items under (a) asking price for the entire contract period of 5 years and 3 months or just the "Initial Term" of 2yrs and 3 months. Note that the (a)(vii) is requesting license cost for 15users for 24months only.

ANSWER: The initial term. The cost proposal has been amended.

3. Are the bolded items under (b) supposed to be totals of the above values for the overall 5 year period?

ANSWER: The bolded items below (b) are the proposed renewal costs for years three through five. The cost proposal has been amended.

4. Can the Commission elaborate the extent of technical support that is required, since the price proposal only seems to ask for "patches and stability updates".

ANSWER: The Commission expects standard vendor technical support sufficient to maintain the system in a secure and stable operating condition. This includes routine patches, security and stability updates, and bug fixes. Vendors should also provide access to normal support channels (such as helpdesk or ticketing) for troubleshooting and issue resolution, with escalation procedures for critical outages or security issues.

The Commission does not anticipate the need for dedicated or on-site support as part of the base proposal. If vendors offer optional services such as implementation, configuration, training, enhanced support tiers, or additional security or compliance services, those may be described and priced separately.

State Signature

Name: Janice Neal *jn*
Title: Procurement Officer

Offeror Signature

Name: _____
Title: _____
