
STATE OF ALASKA REQUEST FOR PROPOSALS



ATLAS REPLACEMENT PROJECT

RFP 2527H098

ISSUED AUGUST 21, 2026

The Department of Transportation & Public Facilities (DOT&PF), Alaska Marine Highway System (AMHS), is soliciting proposals to result in a single contract award for a modern, cloud-based dispatching system for Alaska Marine Highway System (AMHS) operations.

ISSUED BY:

DEPARTMENT OF TRANSPORTATION &
PUBLIC FACILITIES (DOT&PF)
DIVISION OF ALASKA MARINE HIGHWAY
SYSTEM (AMHS)

PRIMARY CONTACT:

CHRIS HUNT
PROCUREMENT OFFICER
CHRIS.HUNT@ALASKA.GOV
(907) 465-8448

OFFERORS ARE NOT REQUIRED TO RETURN THIS FORM.

IMPORTANT NOTICE: IF YOU RECEIVED THIS SOLICITATION FROM THE STATE OF ALASKA’S “ONLINE PUBLIC NOTICE” WEB SITE, YOU MUST REGISTER WITH THE PROCUREMENT OFFICER LISTED IN THIS DOCUMENT TO RECEIVE NOTIFICATION OF SUBSEQUENT AMENDMENTS. FAILURE TO CONTACT THE PROCUREMENT OFFICER MAY RESULT IN THE REJECTION OF YOUR OFFER.

TABLE OF CONTENTS

INTRODUCTION & INSTRUCTIONS	4
SEC. 1.01 PURPOSE OF THE RFP	4
SEC. 1.02 BUDGET	4
SEC. 1.03 DEADLINE FOR RECEIPT OF PROPOSALS	4
SEC. 1.04 PRIOR EXPERIENCE.....	5
SEC. 1.05 REQUIRED REVIEW	5
SEC. 1.06 QUESTIONS PRIOR TO DEADLINE FOR RECEIPT OF PROPOSALS	5
SEC. 1.07 RETURN INSTRUCTIONS	6
SEC. 1.08 ASSISTANCE TO OFFERORS WITH A DISABILITY	7
SEC. 1.09 AMENDMENTS TO PROPOSALS	7
SEC. 1.10 AMENDMENTS TO THE RFP.....	7
SEC. 1.11 RFP SCHEDULE	7
SEC. 1.12 ALTERNATE PROPOSALS	8
SEC. 1.13 NEWS RELEASES.....	8
SECTION 2. BACKGROUND INFORMATION.....	9
SEC. 2.01 BACKGROUND INFORMATION	9
SEC. 2.02 WORKFORCE AND BARGAINING UNIT STRUCTURE.....	9
SEC. 2.03 CURRENT SYSTEM: ATLAS	10
SEC. 2.04 SCOPE OF THE REPLACEMENT SYSTEM.....	11
SECTION 3. SCOPE OF WORK & CONTRACT INFORMATION.....	12
SEC. 3.01 SCOPE OF WORK AND DELIVERABLES	12
SEC. 3.02 CONTRACT TERM AND WORK SCHEDULE.....	19
SEC. 3.03 CONTRACT TYPE	19
SEC. 3.04 PROPOSED PAYMENT PROCEDURES	19
SEC. 3.05 PROMPT PAYMENT FOR STATE PURCHASES.....	19
SEC. 3.06 CONTRACT PAYMENT	19
SEC. 3.07 LOCATION OF WORK.....	20
SEC. 3.08 THIRD-PARTY SERVICE PROVIDERS	20
SEC. 3.09 SUBCONTRACTORS.....	20
SEC. 3.10 JOINT VENTURES	21
SEC. 3.11 RIGHT TO INSPECT PLACE OF BUSINESS	21
SEC. 3.12 F.O.B. POINT	21
SEC. 3.13 CONTRACT PERSONNEL	21
SEC. 3.14 INSPECTION & MODIFICATION - REIMBURSEMENT FOR UNACCEPTABLE DELIVERABLES	21
SEC. 3.15 CONTRACT CHANGES - UNANTICIPATED AMENDMENTS	22
SEC. 3.16 NONDISCLOSURE AND CONFIDENTIALITY	22
SEC. 3.17 INDEMNIFICATION.....	23
SEC. 3.18 INSURANCE REQUIREMENTS	23
SEC. 3.19 TERMINATION FOR DEFAULT	24
SECTION 4. PROPOSAL FORMAT AND CONTENT.....	25
SEC. 4.01 RFP SUBMITTAL FORMS	25
SEC. 4.02 SPECIAL FORMATTING REQUIREMENTS	25
SEC. 4.03 OFFEROR INFORMATION AND CERTIFICATIONS (SUBMITTAL FORM A).....	26
SEC. 4.04 EXPERIENCE AND QUALIFICATIONS (SUBMITTAL FORM B)	26
SEC. 4.05 UNDERSTANDING OF THE PROJECT (SUBMITTAL FORM C)	27
SEC. 4.06 METHODOLOGY USED FOR THE PROJECT (SUBMITTAL FORM D).....	27
SEC. 4.07 MANAGEMENT PLAN FOR THE PROJECT (SUBMITTAL FORM E)	28
SEC. 4.08 SUBCONTRACTORS (SUBMITTAL FORM F).....	28
SEC. 4.09 COST PROPOSAL (SUBMITTAL FORM G)	28
SEC. 4.10 SYSTEM REQUIREMENTS (SUBMITTAL FORM H).....	28
SECTION 5. EVALUATION CRITERIA AND CONTRACTOR SELECTION	29
SEC. 5.01 SUMMARY OF EVALUATION PROCESS.....	29
SEC. 5.02 EVALUATION CRITERIA	29
SEC. 5.03 SCORING METHOD AND CALCULATION EVALUATION CRITERIA	30
SEC. 5.04 EXPERIENCE AND QUALIFICATIONS.....	31
SEC. 5.05 UNDERSTANDING OF THE PROJECT.....	31
SEC. 5.06 METHODOLOGY USED FOR THE PROJECT	32

SEC. 5.07	MANAGEMENT PLAN FOR THE PROJECT	32
SEC. 5.08	SYSTEM REQUIREMENTS	32
SEC. 5.09	CONTRACT COST (COST PROPOSAL)	33
SEC. 5.10	ALASKA OFFEROR PREFERENCE	33
SECTION 6.	GENERAL PROCESS AND LEGAL INFORMATION	35
SEC. 6.01	INFORMAL DEBRIEFING	35
SEC. 6.02	ALASKA BUSINESS LICENSE AND OTHER REQUIRED LICENSES	35
SEC. 6.03	SITE INSPECTION	36
SEC. 6.04	CLARIFICATION OF OFFERS	36
SEC. 6.05	DISCUSSIONS WITH OFFERORS	36
SEC. 6.06	EVALUATION OF PROPOSALS	36
SEC. 6.07	CONTRACT NEGOTIATION	37
SEC. 6.08	FAILURE TO NEGOTIATE	37
SEC. 6.09	OFFEROR NOTIFICATION OF SELECTION	37
SEC. 6.10	PROTEST	37
SEC. 6.11	APPLICATION OF PREFERENCES	38
SEC. 6.12	ALASKA BIDDER PREFERENCE	39
SEC. 6.13	ALASKA VETERAN PREFERENCE	39
SEC. 6.14	ALASKA MILITARY SKILLS PROGRAM PREFERENCE	40
SEC. 6.15	STANDARD CONTRACT PROVISIONS	40
SEC. 6.16	QUALIFIED OFFERORS	40
SEC. 6.17	PROPOSAL AS PART OF THE CONTRACT	41
SEC. 6.18	ADDITIONAL TERMS AND CONDITIONS	41
SEC. 6.19	HUMAN TRAFFICKING	41
SEC. 6.20	RIGHT OF REJECTION	41
SEC. 6.21	STATE NOT RESPONSIBLE FOR PREPARATION COSTS	42
SEC. 6.22	DISCLOSURE OF PROPOSAL CONTENTS	42
SEC. 6.23	ASSIGNMENT	43
SEC. 6.24	FORCE MAJEURE (IMPOSSIBILITY TO PERFORM)	43
SEC. 6.25	DISPUTES	43
SEC. 6.26	SEVERABILITY	43
SEC. 6.27	SUPPLEMENTAL TERMS AND CONDITIONS	43
SEC. 6.28	SOLICITATION ADVERTISING	44
SEC. 6.29	FEDERALLY IMPOSED TARIFFS	44
SECTION 7.	ATTACHMENTS	45
SEC. 7.01	ATTACHMENTS	45

INTRODUCTION & INSTRUCTIONS

SEC. 1.01 PURPOSE OF THE RFP

The Department of Transportation & Public Facilities (DOT&PF), Alaska Marine Highway System (AMHS) is soliciting proposals to result in a single contract award to a qualified firm to provide a modern, cloud-based crew scheduling and management system for AMHS ferry operations.

This procurement seeks a Software as a Service (SaaS) or Commercial Off-The-Shelf (COTS) solution to replace AMHS's current crew dispatching system, ATLAS. The new system must automate complex crew scheduling for a fleet of 9 vessels while managing three distinct union bargaining units, each with unique contractual requirements, seniority rules, and scheduling constraints.

Core system capabilities must include:

- Automated crew scheduling and dispatching, comprehensive crew management including employee demographics, qualifications, certifications, licenses, and training records
- Automated training and certification tracking with expiration monitoring and alert notifications
- Complex seniority calculations for company, department, and job-specific points according to union contract formulas
- Leave management for multiple leave types including vacation scheduling, sick leave, and other authorized absences
- Robust reporting capabilities with an employee self-service web portal for schedule viewing and information updates.

The new system will enhance operational efficiency, reduce unnecessary overtime costs, improve scheduling accuracy and advance notice to employees, ensure compliance with federal maritime regulations and union labor agreements, and provide DOT&PF with a modern, scalable, maintainable platform to meet current and future operational requirements

SEC. 1.02 BUDGET

The Department of Transportation & Public Facilities (DOT&PF), Alaska Marine Highway System (AMHS), estimates a budget of between \$400,000.00 and \$700,000.00 dollars for completion of this project. The Grand Total Evaluated Proposed Cost in Submittal Form G may not exceed \$700,000. Proposals priced at more than \$700,000.00 will be considered non-responsive and rejected.

Approval or continuation of a contract resulting from this RFP is contingent upon legislative appropriation.

SEC. 1.03 DEADLINE FOR RECEIPT OF PROPOSALS

Proposals must be received no later than 2:00 PM prevailing Alaska Time on September 11, 2026 as indicated by postmark or email timestamp and late proposals will not be considered.

SEC. 1.04 PRIOR EXPERIENCE

In order for offers to be considered responsive offerors must meet these minimum prior experience requirements:

- The firm must have prior experience delivering at least two complete crew scheduling system implementations for a maritime, transportation, aviation, or public safety organization with similar operational complexity. This experience must include:
 - Successfully migrating historical data (minimum 3-5 years of operational data) from a legacy system to a new platform with documented validation results.
 - Integrating dispatching or scheduling software with at least two external enterprise systems such as HR management systems, payroll systems, and authentication directories
 - Implementing configurable business rule engines that enforce labor agreement provisions, seniority calculations, and regulatory compliance requirements without hard-coded rules.
 - Delivering a production system that manages scheduling across multiple locations, employee classifications, and shift patterns while tracking certifications, qualifications, and training requirements.
 - Providing ongoing system maintenance and support for at least two years post-implementation for a comparable production system.
 - Experience specifically in maritime crew management, union workforce environments subject to collective bargaining agreements, or U.S. Coast Guard regulatory compliance.

These minimum prior experience requirements will be demonstrated by submission of resumes and Attachment #13 Demonstration of Required Minimum Prior Experience with their proposal.

An offeror's failure to meet these minimum prior experience requirements will cause their proposal to be considered non-responsive and rejected.

SEC. 1.05 REQUIRED REVIEW

Offerors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and questionable or objectionable material should be made in writing and received by the procurement officer at least ten days before the deadline for receipt of proposals. This will allow time for the issuance of any necessary amendments. It will also help prevent the opening of a defective proposal and exposure of offeror's proposals upon which award could not be made.

SEC. 1.06 QUESTIONS PRIOR TO DEADLINE FOR RECEIPT OF PROPOSALS

All questions must be in writing and directed to the procurement officer. The interested party must confirm telephone conversations in writing.

Two types of questions generally arise. One may be answered by directing the questioner to a specific section of the RFP. These questions may be answered over the telephone. Other questions may be more complex and may require a written amendment to the RFP. The procurement officer will make that decision.

PROCUREMENT OFFICER: Chris Hunt

PHONE 907-465-8448

EMAIL ADDRESS: chris.hunt@alaska.gov

SEC. 1.07 RETURN INSTRUCTIONS

Offerors may submit proposals either by hard copy or electronically by email. Offerors submitting electronically are not required to submit a hard copy. Offerors must submit one hard copy or electronic copy of their proposal to the procurement officer in a sealed package. The cost proposal included with the package must be sealed separately from the rest of the proposal and must be clearly identified. The sealed proposal package(s) must be addressed as follows:

Department of Transportation & Public Facilities
Alaska Marine Highway System (AMHS)
Attention: Chris Hunt
Request for Proposal (RFP) Number: 2527H098
RFP Title: ATLAS Replacement Project

If using U.S. mail, please use the following address:

PO Box 112500
3132 Channel Drive, Room 350
Juneau, Alaska 99811-2500

If using a delivery service, please use the following address:

Department of Transportation & Public Facilities
Attention: Chris Hunt
3132 Channel Drive, Room 350
Juneau, Alaska 99801

An offeror's failure to submit its proposal prior to the deadline will cause the proposal to be disqualified. Late proposals or amendments will not be opened or accepted for evaluation.

Please take into consideration that due to weather, scheduling, and location there is no overnight delivery service to Juneau, Alaska.

Electronic Proposal Submission:

If submitting a proposal via email, the technical proposal and cost proposal must be saved as separate PDF documents and emailed to dotstatewideprocurement@alaska.gov as separate, clearly labeled attachments, such as "Vendor A – Technical Proposal.pdf" and "Vendor A – Cost Proposal.pdf". The email must contain the RFP number in the subject line.

The **maximum** size of a single email (including all text and attachments) that can be received by the state is **15mb (megabytes)**. If the email containing the proposal exceeds this size, the proposal must be sent in

multiple emails that are each less than 15 megabytes and each email must comply with the requirements described above.

Please note that email transmission is not instantaneous. Similar to sending a hard copy proposal, if you are emailing your proposal, the state recommends sending it with enough time to ensure the email is delivered by the deadline for receipt of proposals.

It is the offeror's responsibility to contact the issuing agency at (907) 465-8447 to confirm that the proposal has been received. The state is not responsible for unreadable, corrupt, or missing attachments.

Faxed or oral proposals **will not be accepted**.

SEC. 1.08 ASSISTANCE TO OFFERORS WITH A DISABILITY

Offerors with a disability may receive accommodation regarding the means of communicating this RFP or participating in the procurement process. For more information, contact the procurement officer no later than ten days prior to the deadline for receipt of proposals.

SEC. 1.09 AMENDMENTS TO PROPOSALS

Amendments to or withdrawals of proposals will only be allowed if acceptable requests are received prior to the deadline that is set for receipt of proposals. No amendments or withdrawals will be accepted after the deadline unless they are in response to the state's request in accordance with 2 AAC 12.290.

SEC. 1.10 AMENDMENTS TO THE RFP

If an amendment is issued before the deadline for receipt of proposals, the amendment will be posted on the State of Alaska Online Public Notice (OPN) website. The link to the posting of the amendment will be provided to all who were notified of the RFP and to those who have registered with the procurement officer after receiving the RFP from the OPN.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

SEC. 1.11 RFP SCHEDULE

RFP schedule set out herein represents the state's best estimate of the schedule that will be followed. If a component of this schedule, such as the deadline for receipt of proposals, is delayed, the rest of the schedule may be shifted accordingly. All times are Alaska Time.

ACTIVITY	TIME	DATE
Issue Date / RFP Released		August 21, 2026
Deadline for Receipt of Proposals / Proposal Due Date	2:00 PM	September 11, 2026
Proposal Evaluations Complete		September 18, 2026
Notice of Intent to Award		September 18, 2026
Contract Issued		September 29, 2026

This RFP does not, by itself, obligate the state. The state's obligation will commence when the contract is approved by the Commissioner of the Department of Transportation & Public Facilities (DOT&PF), or the Commissioner's designee. Upon written notice to the contractor, the state may set a different starting date for the contract. The state will not be responsible for any work done by the contractor, even work done in good faith, if it occurs prior to the contract start date set by the state.

SEC. 1.12 ALTERNATE PROPOSALS

Offerors may only submit one proposal for evaluation. In accordance with 2 AAC 12.830 alternate proposals (proposals that offer something different than what is asked for) will be rejected.

SEC. 1.13 NEWS RELEASES

News releases related to this RFP will not be made without prior approval of the project director.

SECTION 2. BACKGROUND INFORMATION

SEC. 2.01 BACKGROUND INFORMATION

The Alaska Marine Highway System (AMHS), operated by the Department of Transportation and Public Facilities (DOT&PF), provides essential public transportation to coastal communities throughout Southeast and Southcentral Alaska. AMHS operates a fleet of passenger and vehicle ferries crewed by approximately 510 mariners organized across three departments: Deck (navigation), Engineering (propulsion and machinery), and Passenger Services (purser and stewards).

AMHS is seeking to replace its current crew dispatch management system, Atlas, with a modern, cloud-based Dispatch Management System (DMS). This procurement follows a six-week structured requirements-gathering engagement conducted between May and July 2025. The resulting AMHS Dispatch Management System (DMS) Concept of Operations (ConOps) Attachment #14 and System Requirements (Submittal Form H) to this RFP, define the operational environment, identified deficiencies, and 165 discrete prioritized requirements that the replacement system must address.

SEC. 2.02 WORKFORCE AND BARGAINING UNIT STRUCTURE

AMHS crew members belong to one of three maritime bargaining units, each governed by a distinct collective bargaining agreement with unique scheduling patterns, seniority calculations, leave entitlements, and dispatch protocols:

Union	Size	Key Scheduling Characteristics
IBU (Inlandboatmen's Union)	~380	Biweekly scheduling cycle; complex seniority-based vacancy filling using the Riff bumping process (Job Points → Admin Award Date → Department Points → Company Points → Hire Date); Dispatch Selection Forms (DSFs) for vessel and position opt-outs; digital leave approval workflow required.
MEBA (Marine Engineers' Beneficial Association)	~60	Quarterly scroll scheduling (4-month horizon); unique ability to hire temporary engineers directly from the MEBA Hall with AMHS-paid travel; seniority accrued every 9 months; Personnel Action Request Forms (PARFs) generated when a bid is worked; PCN updated after PARF approval.
MMP (Masters, Mates & Pilots)	~70	Quarterly scroll scheduling (4-month horizon); pilotage requirements (day vs. unlimited, geographic inclusion/exclusion areas) are critical constraints in every scheduling decision; holdover assignments tracked separately; vessel status directly affects staffing.

Each union agreement contains distinct rules governing seniority calculations, bidding processes, leave entitlements, and dispatch protocols. The replacement system must implement a configurable business rules engine that allows authorized AK DOT&PF personnel to update union-specific rules as agreements change without requiring code modifications.

SEC. 2.03 CURRENT SYSTEM: ATLAS

Atlas is the existing dispatch management system deployed by AMHS. Originally designed primarily around IBU dispatch workflows, Atlas has been adapted over the years but is widely regarded by staff across all functional areas as inadequate for current operational needs. Requirements gathering identified the following critical deficiencies:

Deficiency	Description
Performance & Speed	Atlas operations frequently require 30–60 seconds per action. This constant latency degrades dispatcher efficiency during time-critical vacancy filling.
Data Currency	A 2–4 week lag exists between actual crew assignments and what Atlas reflects, because Atlas is populated from IRIS payroll data processed biweekly. No Atlas screen reliably shows who is actually on a vessel. Dispatchers, payroll, shoreside travel, and passenger services supervisors all maintain parallel shadow systems to compensate.
No Real-Time Integration	Atlas has a one-way relationship with IRIS with no integration to Marinals (training LMS), Applicant Stack (HR onboarding), or the Corporate Travel Management (CTM) system. Each functional area must manually re-enter data across systems.
No Employee Self-Service	Despite original design intent, crew members cannot view their qualifications, check schedules, set availability, or submit documentation through Atlas, creating high administrative burden on dispatch staff.
No Communication or Audit Logging	Atlas has no built-in call logging or communication tracking. Dispatchers make dozens of calls per day during vacancy filling with no system record of contact attempts. Required union notifications for personnel transactions are not sent consistently, creating significant union grievance risk.
Data Loss & Unreliable Saves	Vessel Crew Documentation staff must exit and re-enter Atlas after every document entry to verify the save was successful, as Atlas is

Deficiency	Description
	known to silently discard entries. This effectively doubles data entry time.
No Batch Operations	All credential entries and course completions must be processed one employee at a time, requiring 20 separate sequential operations to enter the same course completion for 20 employees.
No Leave Management Workflow	Vacation approval is a paper form manually entered into Atlas. Leave status in Atlas is unreliable due to data lag. Leave timesheets must be manually coded by payroll for every missed assignment.
Usability	Atlas requires significant institutional knowledge to operate. Fixed window sizes, small fonts, and no context-sharing across tabs create a steep learning curve. Staff have identified drag-and-drop crew replacement, an internal phone roster, and timestamped field-level change notes as needed capabilities.

Because Atlas cannot meet operational needs, staff across all functional areas maintain extensive parallel workarounds in Excel spreadsheets, paper forms, and personal notebooks. These workarounds are operationally unsustainable and represent significant risk to data integrity, union compliance, and Coast Guard credential tracking.

SEC. 2.04 SCOPE OF THE REPLACEMENT SYSTEM

The replacement DMS must support crew scheduling and dispatch for all three bargaining units, payroll timesheet generation, credentialing and qualification tracking for Coast Guard compliance, seetime letter production, shoreside travel coordination, training records, and employee self-service. The solution must integrate with existing DOT&PF enterprise systems including the IRIS payroll system, Mariners training LMS, Applicant Stack onboarding system, and the State of Alaska identity provider. It must be delivered as a cloud-hosted, vendor-maintained SaaS platform accessible via standard state-approved web browsers without VPN or remote desktop requirements.

Contractors should anticipate the need for a highly configurable business rules engine that allows authorized DOT&PF personnel to modify union-specific scheduling rules, seniority calculations, and pay codes as collective bargaining agreements change, without requiring modifications. Full functional, integration, performance, and security requirements are defined in the attached AMHS Dispatch Management System (DMS) Concept of Operations (ConOps) Attachment #14 and System Requirements (Submittal Form H).

SECTION 3. SCOPE OF WORK & CONTRACT INFORMATION

SEC. 3.01 SCOPE OF WORK AND DELIVERABLES

The contractor shall provide a comprehensive, turn-key solution to replace the existing Atlas dispatching system with a fully functional, web-accessible Dispatch Management System (DMS) that meets all requirements specified in this RFP and the attached System Requirements (Submittal Form H).

SCOPE OF WORK:

System Configuration and Implementation

The contractor shall deliver a vendor-hosted, cloud-based SaaS or COTS DMS accessible via web browsers, including complete system configuration and implementation customizations to meet AMHS operational requirements. The solution must:

- Implement union-specific scheduling logic for IBU biweekly crew list generation, MEBA and MMP quarterly scroll scheduling, and the Riff seniority bumping calculation with automated verification.
- Enforce Coast Guard credential requirements including pilotage endorsements by geographic area and type for MMP as hard constraints in the scheduling workflow.
- Support automated PARF generation and PCN updates for MEBA employees, including the MEBA Hall notification and provisional temp record workflow.
- Provide a configurable business rules engine that allows authorized AK DOT&PF personnel to modify union-specific rules, pay codes, and scheduling parameters as collective bargaining agreements change, without requiring code changes.
- Deliver real-time crew list management that eliminates the current 2–4 week data lag and removes the need for parallel shadow systems across dispatch, payroll, shoreside travel, and passenger services.

Data Migration

The contractor shall migrate all relevant historical data from the current Atlas system, including employee records, seetime history, credentialing data, crewing history, and seniority data from 2019 to current date. The migration plan must account for known Atlas data quality issues, including pre-2000 seetime data reliability concerns and incomplete MEBA temporary employee records.

System Integration

The contractor shall integrate the new DMS with existing AK DOT&PF enterprise systems as specified in Submittal Form H, including:

- IRIS payroll system (XML/FTP interface per DOA specification): bidirectional sync for employee master data and timesheet export.

- Marinals training LMS: near-real-time course completion synchronization with maximum 24-hour lag.
- Applicant Stack (HR/onboarding): new hire data ingest without manual re-entry.
- Active Directory / State of Alaska identity provider: SSO authentication.
- Corporate Travel Management (CTM) system: CTM-compatible travel record generation and employee self-service travel request intake.

The contractor shall define and document the integration architecture, including responsibility boundaries (vendor vs. DOT&PF) for building, maintaining, and monitoring each integration point. All integrations must include error handling, retry logic, and failure notification. The contractor must provide an integration health monitoring dashboard accessible to DOT&PF IT staff.

Hosting, Security, and Availability

The contractor shall provide secure, reliable cloud hosting from geographically separated data centers located within the continental United States. All state data at rest and in transit must remain within the continental United States. The contractor must disclose the specific cloud region(s) and all third-party subprocessors involved in hosting, processing, or accessing state data.

The contractor must maintain a minimum system availability of 99.9% measured monthly, with defined financial remedies for SLA breaches. The contractor must maintain a Recovery Time Objective (RTO) of 4 hours or less and a Recovery Point Objective (RPO) of 1 hour or less. The contractor must define scheduled maintenance windows and provide a minimum of 72 hours advance notice before any planned downtime.

The contractor must provide a documented security plan compliant with Alaska OIT information security policies and HIPAA requirements, including breach response procedures and a security incident notification timeline of 72 hours or less from discovery. The contractor must hold and maintain a current SOC 2 Type II certification (or FedRAMP authorization at Moderate impact level or higher).

The contractor must support single sign-on (SSO) via SAML 2.0 or OpenID Connect with the State of Alaska identity provider, multi-factor authentication, and automated user provisioning/deprovisioning via SCIM 2.0 or equivalent.

Training

The contractor shall provide comprehensive training for four user groups:

- Employees (vessel and terminal crews): self-service portal functions including schedule viewing, credential review, availability submission, document upload, training enrollment, and seetime letter requests.
- Dispatchers (IBU, MEBA, MMP administrative teams): vacancy filling workflows, crew list management, leave approval, call logging, and union-specific scheduling tools.

- Management (crew supervisors, port stewards, program leaders): bid application review, crew list access, credential compliance reporting, and workforce oversight functions.
- Administrators (system configuration personnel): business rules configuration, integration management, user access control, and system administration.

The contractor shall provide Train-the-Trainer sessions for each user group and maintain access to a training environment for ongoing AK DOT&PF use. Live instructor-led training sessions for both administrative staff and vessel crew end users are required prior to go-live, given the deeply embedded paper and Excel workarounds currently in use across all functional areas.

Ongoing Support and Maintenance

The contractor shall provide ongoing technical support, regular system maintenance, security patches, and feature updates throughout the contract period. Support services must include established service level agreements, help desk capabilities, and documented change management procedures for updates and enhancements

DELIVERABLES:

The contractor will provide the following deliverables throughout the project lifecycle:

Deliverable One: Project Initiation and Kickoff

- Project kickoff meeting agenda and meeting minutes within 5 business days of the meeting.
- Comprehensive implementation plan detailing approach for requirements delivery, key deliverables with timeframes and milestones, acceptance criteria for each phase, and required DOT&PF project team involvement.

Deliverable Two: Project Management and Planning

- Resource-loaded project schedule with regular updates throughout the project lifecycle.
- Documentation of DOT&PF resources needed to support each project phase and milestone, including roles, responsibilities, and time commitments.
- Implementation of Agile or iterative delivery methodology with collaborative development cycles.
- Risk register and issue tracking system with regular reporting to DOT&PF.
- Project status reports at proposed frequency documenting progress, milestones achieved, upcoming activities, issues requiring attention, and risk mitigation updates.

Deliverable Three: System Design and Architecture

- Requirements traceability documentation demonstrating how each requirement specified in Submittal Form H is met, with associated validation procedures.
- Comprehensive technical system documentation including architecture information, database design, security implementation details, and configuration documentation.

-
- Role-based security system implementation providing appropriate access for distinct user groups compliant with DOT&PF standards.
 - Complete API documentation and integration specifications for each integration point including data formats, protocols, authentication requirements, error handling, and communication specifications.
 - Configuration management documentation including configuration control, version control, change management procedures, and baseline documentation processes.
 - Documentation of the configurable business rules engine, demonstrating how authorized DOT&PF personnel can modify union-specific rules without code changes
 - Identity and access management architecture documentation including SSO federation protocol (SAML 2.0 or OIDC), SCIM 2.0 provisioning configuration, multi-factor authentication implementation, and session management controls.
 - Data sovereignty and multi-tenancy documentation including hosting region(s), subprocessor inventory, tenant isolation architecture, and encryption implementation (algorithms, key management).

Deliverable Four: Testing Strategy and Environment Setup

- Comprehensive testing plan documenting testing strategy, test phases and schedules, issue remediation procedures and timelines, and test acceptance criteria
- Test cases and test scripts with complete documentation of test procedures, expected results, and test execution results.
- Fully configured test environment with appropriate data for DOT&PF validation and ongoing testing needs.
- Multiple software environments (development, testing, training, production) with appropriate isolation and access provisions for DOT&PF.

Deliverable Five: Data Migration Planning and Execution

- Comprehensive data migration plan documenting approach, specifications, processes, and tools for migrating all ATLAS data from 2019 to current date.
- Data quality assessment report identifying data cleansing requirements, duplicate records, incomplete data, anomalies, and recommendations for data remediation, with particular attention to known Atlas data quality issues (pre-2000 seetime data, incomplete MEBA temporary employee records).
- Data migration dry run(s) with complete documentation of results analysis, issue identification, performance metrics, and lessons learned with process refinements.

- Complete production data migration with full import and validation of all legacy data ensuring integrity and completeness.
- Detailed migration documentation including crosswalk mapping from legacy ATLAS system to new DMS and validation results.

Deliverable Six: System Implementation and Deployment

- Configured and deployed cloud-based production environment with operational capability and disaster recovery infrastructure.
- Implemented software licensing model with documented procedures for license management and renewal.
- Completed integrations with all specified DOT&PF enterprise systems.
- Implemented and validated performance capabilities demonstrating that all common operations complete within 3–5 seconds, with documentation of achieved availability, response times, and monitoring tool deployment.
- Production deployment documentation including pre-deployment checklists, deployment procedures, rollback procedures, and post-deployment verification results.
- Capacity planning and scalability documentation describing implemented approach for handling future growth.
- Vendor security plan documenting breach response procedures in a format suitable for Alaska OIT review and record.
- Current SOC 2 Type II audit report (or FedRAMP authorization at Moderate impact level or higher) provided to DOT&PF prior to production deployment.
- Documentation of data residency implementation confirming all state data at rest and in transit remains within the continental United States, including cloud region identification and subprocessor disclosure.

Deliverable Seven: Training and Documentation

- Comprehensive live instructor-led training for all four user groups: Employees (vessel and terminal crews), Dispatchers (IBU, MEBA, MMP administrative teams), Management (crew supervisors and program leaders), and Administrators (system configuration personnel).
- Train-the-Trainer sessions for each user group with ongoing training environment access provided to DOT&PF.
- Technical training for DOT&PF IT staff covering system administration, monitoring, and technical support responsibilities.

- Complete system documentation including an Operational Manual and Training Manual (or equivalent) covering technical specifications, user guides incorporating DOT&PF business processes, and administrative procedures for each user group.
- User interface documentation and online help features.
- Training completion reports documenting attendance, participant outcomes, and any identified gaps or additional training needs.

Deliverable Eight: System Testing and Validation

- Comprehensive system testing results including integration, security, and performance testing with complete documentation.
- Support for DOT&PF User Acceptance Testing including environment provision, test execution support, and issue remediation.
- Defect tracking reports documenting all issues identified during testing, severity classifications, resolution status, and estimated resolution timelines.
- Complete go-live readiness documentation demonstrating that all criteria have been met for production deployment.

Deliverable Nine: Ongoing Support and Maintenance

- Comprehensive support and maintenance plan including corrective maintenance, adaptive maintenance, and timely software updates and enhancements.
- Technical support services with established service level agreements, help desk capabilities, and reporting tools.
- Backup and disaster recovery procedures with documented recovery objectives, geographic separation, and restoration procedures.
- Documented approach for maintaining system availability during outages, including offline capabilities and data synchronization procedures.
- System health reports at proposed frequency documenting performance metrics, incident analysis, usage statistics, security events, and optimization recommendations.
- Change management procedures for system updates, patches, and enhancements with documented approval workflows, testing requirements, and change log maintenance.
- Defined scheduled maintenance windows with minimum 72-hour advance notification and accommodation of AMHS 24/7 operations across Alaska time zones.
- Publicly accessible (or DOT&PF-accessible) real-time system status page showing current operational status and historical uptime.

-
- Post-incident root cause analysis within 5 business days of any unplanned outage exceeding 30 minutes.
 - Advance notification of at least 30 calendar days before any release that modifies user interface workflows or integration interfaces, with pre-production environment access for DOT&PF validation.
 - Annual third-party penetration testing with summary of findings and remediation status provided to DOT&PF within 30 days.

Deliverable Ten: Data Ownership, Portability, and Contract Exit

- Explicit contractual confirmation that all data entered into, generated by, or derived from the system is and remains the property of the State of Alaska.
- Ongoing bulk data export capability in standard, machine-readable formats (CSV, JSON, or SQL dump) available to DOT&PF throughout the contract period without vendor involvement.
- Complete data export in standard formats within 30 calendar days of contract termination, and certified destruction of all state data (including backups and disaster recovery copies) within 90 calendar days of termination.
- Transition assistance plan for a minimum of 90 calendar days following contract termination, including data migration support, documentation, and technical cooperation with a successor vendor or DOT&PF IT. Transition assistance rates defined in the contract.
- Source code escrow or state approved equivalent SaaS continuity plan that ensures the State of Alaska can maintain system operations if the contractor ceases business operations or becomes unable to fulfill contract obligations.

Deliverable Eleven: Project Closure and Final System Acceptance

- Documentation demonstrating proposed duration of stable production operations meeting all performance expectations and operational requirements.
- Complete final system documentation including technical specifications, administrative procedures, user guides, and current configuration details.
- Resolution of outstanding system issues with complete documentation of issue status and remediation.
- Final knowledge transfer activities including system administration transition, maintenance procedure documentation, and staff readiness confirmation.
- Lessons learned report documenting project successes, challenges, recommendations, and best practices.

SEC. 3.02 CONTRACT TERM AND WORK SCHEDULE

The length of the contract will be from the date of award, approximately September 29, 2026, through August 31, 2027. This contract includes four (4) one (1) year renewal options available under this contract to be exercised solely by the state.

Unless otherwise provided in this RFP, the State and the successful offeror/contractor agree: (1) that any extension of the contract excluding any exercised renewal options, will be considered as a month-to-month extension, and all other terms and conditions shall remain in full force and effect and (2) the procurement officer will provide notice to the contractor of the intent to cancel such month-to-month extension at least 30 days before the desired date of cancellation. A month-to-month extension may only be executed by the procurement officer via a written contract amendment.

SEC. 3.03 CONTRACT TYPE

This contract is a firm fixed price contract.

SEC. 3.04 PROPOSED PAYMENT PROCEDURES

The state will make payments based on a negotiated payment schedule. Each billing must consist of an invoice and progress report. No payment will be made until the progress report and invoice has been approved by the project director.

SEC. 3.05 PROMPT PAYMENT FOR STATE PURCHASES

The state is eligible to receive a **5%** discount for all invoices paid within 15 business days from the date of receipt of the commodities or services and/or a correct invoice, whichever is later. The discount shall be taken on the full invoice amount. The state shall consider payment being made as either the date a printed warrant is issued or the date an electronic funds transfer (EFT) is initiated.

SEC. 3.06 CONTRACT PAYMENT

No payment will be made until the contract is approved by the Commissioner of the Department of Transportation and Public Facilities (DOT&PF) or the Commissioner's designee. Under no conditions will the state be liable for the payment of any interest charges associated with the cost of the contract. The state is not responsible for and will not pay local, state, or federal taxes. All costs associated with the contract must be stated in U.S. currency.

Payment for agreements under \$500,000 for the undisputed purchase of goods or services provided to a state agency, will be made within 30 days of the receipt of a proper billing or the delivery of the goods or services to the location(s) specified in the agreement, whichever is later. A late payment is subject to 1.5% interest per month on the unpaid balance. Interest will not be paid if there is a dispute or if there is an agreement that establishes a lower interest rate or precludes the charging of interest.

Any single contract payment of \$1 million or higher must be accepted by the contractor via Electronic Funds Transfer (EFT).

SEC. 3.07 LOCATION OF WORK

The location(s) the work is to be performed, completed, and managed is the contractor's place of business.

The state will not provide workspace for the contractor. The contractor must provide its own workspace.

By signing their proposal, the offeror certifies that all services provided under this contract by the contractor and all subcontractors shall be performed in the United States.

If the offeror cannot certify that all work will be performed in the United States, the offeror must contact the procurement officer in writing to request a waiver at least 10 days prior to the deadline for receipt of proposals.

The request must include a detailed description of the portion of work that will be performed outside the United States, where, by whom, and the reason the waiver is necessary.

Failure to comply with these requirements may cause the state to reject the proposal as non-responsive or cancel the contract.

SEC. 3.08 THIRD-PARTY SERVICE PROVIDERS

The contractor must provide, on an annual basis, a Type 2 Statement on Standards for Attestation Engagements (SSAE) **SOC 1, SOC 2, OR SOC 3** report(s). Failure to provide these reports may be treated as a material breach and may be a basis for a finding of default.

SEC. 3.09 SUBCONTRACTORS

Subcontractors may be used to perform work under this contract. If an offeror intends to use subcontractors, the offeror must complete the Submittal Form identified in Section 4.02 of this RFP.

An offeror's failure to provide this information with their proposal may cause the state to consider their proposal non-responsive and reject it.

Subcontractor experience shall be considered in determining whether the offeror meets the requirements set forth in **SECTION. 1.04 PRIOR EXPERIENCE**.

If a proposal with subcontractors is selected, the offeror must provide the following information concerning each prospective subcontractor within five working days from the date of the state's request:

- complete name of the subcontractor;
- complete address of the subcontractor;
- type of work the subcontractor will be performing;
- percentage of work the subcontractor will be providing;
- evidence that the subcontractor holds a valid Alaska business license;

If a subcontractor on the list will be performing work within Alaska, and did not have a valid Alaska business license at the close of the RFP, the Offeror may not use the subcontractor in the performance of the contract and shall replace the subcontractor with a subcontractor who had a valid Alaska business license at the close of the RFP.

- a written statement, signed by each proposed subcontractor that clearly verifies that the subcontractor is committed to render the services required by the contract.

An offeror's failure to provide this information, within the time set, will cause the state to consider their proposal non-responsive and reject it. The substitution of one subcontractor for another that has already been approved may be made only at the discretion and prior written approval of the project director.

Note that if the subcontractor will not be performing work within Alaska, they will not be required to hold an Alaska business license.

SEC. 3.10 JOINT VENTURES

Joint ventures will not be allowed.

SEC. 3.11 RIGHT TO INSPECT PLACE OF BUSINESS

At reasonable times, the state may inspect those areas of the contractor's place of business that are related to the performance of a contract. If the state makes such an inspection, the contractor must provide reasonable assistance.

SEC. 3.12 F.O.B. POINT

All goods purchased through this contract will be F.O.B. final destination. Unless specifically stated otherwise, all prices offered must include the delivery costs to any location within the State of Alaska.

SEC. 3.13 CONTRACT PERSONNEL

Any change of the project team members or subcontractors named in the proposal must be approved, in advance and in writing, by the project director and the procurement officer. Changes that are not approved by the state may be grounds for the state to terminate the contract.

SEC. 3.14 INSPECTION & MODIFICATION - REIMBURSEMENT FOR UNACCEPTABLE DELIVERABLES

The contractor is responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and approval by the project director. The state may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. The project director or procurement officer may instruct the contractor to make corrections or modifications if needed in order to accomplish the contract's intent. The contractor will not unreasonably withhold such changes.

Substantial failure of the contractor to perform the contract may cause the state to terminate the contract. In this event, the state may require the contractor to reimburse monies paid (based on the identified portion of unacceptable work received) and may seek associated damages.

SEC. 3.15 CONTRACT CHANGES - UNANTICIPATED AMENDMENTS

During the course of this contract, the contractor may be required to perform additional work. That work will be within the general scope of the initial contract. When additional work is required, the project director will provide the contractor a written description of the additional work and request the contractor to submit a firm time schedule for accomplishing the additional work and a firm price for the additional work. Cost and pricing data must be provided to justify the cost of such amendments per AS 36.30.400.

The contractor will not commence additional work until the procurement officer has secured any required state approvals necessary for the amendment and issued a written contract amendment, approved by the Commissioner of the Department of Transportation & Public Facilities (DOT&PF) or the Commissioner's designee.

SEC. 3.16 NONDISCLOSURE AND CONFIDENTIALITY

Contractor agrees that all confidential information shall be used only for purposes of providing the deliverables and performing the services specified herein and shall not disseminate or allow dissemination of confidential information except as provided for in this section. The contractor shall hold as confidential and will use reasonable care (including both facility physical security and electronic security) to prevent unauthorized access by, storage, disclosure, publication, dissemination to and/or use by third parties of, the confidential information. “Reasonable care” means compliance by the contractor with all applicable federal and state law, including the Social Security Act and HIPAA. The contractor must promptly notify the state in writing if it becomes aware of any storage, disclosure, loss, unauthorized access to or use of the confidential information.

Confidential information, as used herein, means any data, files, software, information or materials (whether prepared by the state or its agents or advisors) in oral, electronic, tangible or intangible form and however stored, compiled or memorialized that is classified confidential as defined by State of Alaska classification and categorization guidelines provided by the state to the contractor or a contractor agent or otherwise made available to the contractor or a contractor agent in connection with this contract, or acquired, obtained or learned by the contractor or a contractor agent in the performance of this contract. Examples of confidential information include, but are not limited to: technology infrastructure, architecture, financial data, trade secrets, equipment specifications, user lists, passwords, research data, and technology data (infrastructure, architecture, operating systems, security tools, IP addresses, etc).

Additional information that the contractor shall hold as confidential during the performance of services under this contract include:

Health Insurance Portability and Accountability Act of 1996 (HIPPA)

Personally Identifiable Information (PII)

If confidential information is requested to be disclosed by the contractor pursuant to a request received by a third party and such disclosure of the confidential information is required under applicable state or federal law, regulation, governmental or regulatory authority, the contractor may disclose the confidential information after providing the state with written notice of the requested disclosure (to the extent such notice to the state is permitted by applicable law) and giving the state opportunity to review the request.

If the contractor receives no objection from the state, it may release the confidential information within 30 days. Notice of the requested disclosure of confidential information by the contractor must be provided to the state within a reasonable time after the contractor's receipt of notice of the requested disclosure and, upon request of the state, shall seek to obtain legal protection from the release of the confidential information.

The following information shall not be considered confidential information: information previously known to be public information when received from the other party; information freely available to the general public; information which now is or hereafter becomes publicly known by other than a breach of confidentiality hereof; or information which is disclosed by a party pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the general public.

SEC. 3.17 INDEMNIFICATION

The contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission, or negligent act of the contractor under this agreement. The contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the contractor and the independent negligence of the contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. "Contractor" and "contracting agency", as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term "independent negligence" is negligence other than in the contracting agency's selection, administration, monitoring, or controlling of the contractor and in approving or accepting the contractor's work.

SEC. 3.18 INSURANCE REQUIREMENTS

Without limiting contractor's indemnification, it is agreed that contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits.

Certificates of Insurance must be furnished to the procurement officer prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the contractor's services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.

Workers' Compensation Insurance: The contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.

Commercial General Liability Insurance: covering all business premises and operations used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

Commercial Automobile Liability Insurance: covering all vehicles used by the contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

Professional Liability Insurance: covering all errors, omissions, or negligent acts in the performance of professional services under this agreement. Limits required per the following schedule:

Contract Amount	Minimum Required Limits
Under \$100,000	\$300,000 per Claim/Annual Aggregate
\$100,000-\$499,000	\$500,000 per Claim/Annual Aggregate
\$500,000-\$999,999	\$1,000,000 per Claim/Annual Aggregate
\$1,000,000 or over	Refer to Risk Management

SEC. 3.19 TERMINATION FOR DEFAULT

- a. If the Project Director or Procurement Officer determines that the contractor has refused to perform the work or has failed to perform the work with such diligence as to ensure its timely and accurate completion, the state may, by providing written notice to the contractor, terminate the contractor's right to proceed with part or all the remaining work.
- b. The Procurement Officer may also, by written notice, terminate this contract under Administrative Order 352 if the contractor supports or participates in a boycott of the State of Israel.

This clause does not restrict the state's termination rights under the contract provisions of Appendix A, attached in **SECTION 7. ATTACHMENTS**.

SECTION 4. PROPOSAL FORMAT AND CONTENT

SEC. 4.01 RFP SUBMITTAL FORMS

This RFP contains Submittal Forms, which must be completed by the offeror and submitted as part of their proposal. An electronic copy of the forms is posted along with this RFP.

Unless otherwise specified in this RFP, the Submittal Forms shall be the offeror's entire proposal. Do not include any marketing information in the proposal.

Any proposal that does not follow these requirements may be deemed non-responsive.

SEC. 4.02 SPECIAL FORMATTING REQUIREMENTS

The offeror must ensure that their proposal meets all special formatting requirements identified in this section.

Documents and Text: All attachment documents must be written in the English language, be single sided, and be single spaced with a minimum font size of 10. Pictures or graphics may be used if the offeror feels it is necessary to communicate their information, however, be aware of the below requirements for page limits.

Page Limits: Some Submittal Forms listed below have maximum page limit requirements. Offerors must not exceed the maximum page limits. Note, the page limit applies to the front side of a page only (for example, '1 Page' implies that the offeror can only provide a response on one side of a piece of paper). Any pages exceeding the maximum page limit will be discarded and will not be included in the evaluations (for example, the maximum page limit is 3 pages, but the Offeror submits 5 pages for that submittal form. Only pages 1-3 will be evaluated. Pages 4 and 5 would be discarded by the Procurement Officer before sending to the proposal evaluation committee for evaluation.).

Submittal Form	Maximum Page Limits
Submittal Form A – Offeror Information and Certifications	
Submittal Form B – Experience and Qualifications	10
Submittal Form C – Understanding of the Project	10
Submittal Form D – Methodology Used for the Project	10
Submittal Form E – Management Plan for the Project	10
Submittal Form F – Subcontractors	1
Submittal Form G – Cost Proposal	4
Submittal Form H – System Requirements	36

Any Submittal Form submitted as part of a proposal that is not compliant with the instructions above may be a basis for finding the proposal non-responsive and thus rejected.

SEC. 4.03 OFFEROR INFORMATION AND CERTIFICATIONS (SUBMITTAL FORM A)

The offeror must complete and submit this Submittal Form. The form must be signed by an individual authorized to bind the offeror to the provisions of the RFP.

By signature on the form, the offeror certifies 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; and
- g) that the offers will remain open and valid for at least 90 days.

If any offeror fails to comply with [a] through [g] of this paragraph, the state reserves the right to disregard the proposal, terminate the contract, or consider the contractor in default.

The Submittal Form also requests the following information:

- a) The complete name and address of offeror's firm along with the offeror's Tax ID.
- b) Information on the person the state should contact regarding the proposal.
- c) Names of critical team members/personnel.
- d) Addenda acknowledgement.
- e) Conflict of interest statement.
- f) Federal requirements.
- g) Alaska preference qualifications.

An offeror's failure to address/respond/include these items may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

SEC. 4.04 EXPERIENCE AND QUALIFICATIONS (SUBMITTAL FORM B)

Additional Prior Minimum Experience Required: Proposals must clearly demonstrate that each state government or organization:

- Have been utilizing the dispatching system for a minimum of 24 consecutive months; and

- Are utilizing the dispatching system as their primary system of record.

Proposals must clearly identify when the system was deployed and how each agency is using the system.

Offerors must submit examples of work demonstrating clear evidence of their experience in completing (2) similar work projects. Samples of work must provide the project name and a contact person with their contact information; phone or email. Proposals may also provide a website associated with each state system, if available.

Offerors must provide detail on the personnel assigned to accomplish the work called for in this RFP; illustrate the lines of authority; designate the individual responsible and accountable for the completion of each component and deliverable of the RFP.

Offerors must provide a narrative description of the organization of the project team and a personnel roster that identifies each person who will actually work on the contract along with their titles and location(s) where work will be performed.

Offerors must also provide reference names and phone numbers for similar projects the offeror's firm has completed.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

Offerors must provide resumes for those personnel with names and title that will be assigned to complete the project as a separate attachment to Submittal Form B.

Resumes will not count against the total allowable page count.

SEC. 4.05 UNDERSTANDING OF THE PROJECT (SUBMITTAL FORM C)

Offerors must provide comprehensive narrative statements that illustrate their understanding of the requirements of the project and the project schedule. Do not merely duplicate the Scope of Work provided within this RFP. Also consider if the scope of work is sufficient enough to provide the requested services and if not, briefly describe any additional system requirements or changes to the scope that might be useful in accomplishing the goals of this solicitation

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

SEC. 4.06 METHODOLOGY USED FOR THE PROJECT (SUBMITTAL FORM D)

Offerors must provide comprehensive narrative statements that set out the methodology they intend to employ and illustrate how the methodology will serve to accomplish the work and meet the state's project schedule.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

SEC. 4.07 MANAGEMENT PLAN FOR THE PROJECT (SUBMITTAL FORM E)

Offerors must provide comprehensive narrative statements that set out the management plan they intend to follow and illustrate how the plan will serve to accomplish the work and meet the state's project schedule.

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

SEC. 4.08 SUBCONTRACTORS (SUBMITTAL FORM F)

If using subcontractors, the offeror must complete and submit this Submittal Form.

SEC. 4.09 COST PROPOSAL (SUBMITTAL FORM G)

Offerors must complete and submit this Submittal Form. Proposed costs must include all direct and indirect costs associated with the performance of the contract, including, but not limited to, total number of hours at various hourly rates, direct expenses, payroll, supplies, overhead assigned to each person working on the project, percentage of each person's time devoted to the project, and profit. The costs identified on the cost proposal are the total amount of costs to be paid by the state. No additional charges shall be allowed.

SEC. 4.10 SYSTEM REQUIREMENTS (SUBMITTAL FORM H)

Offerors must fully complete the far right column of the tables in Submittal Form H. Offerors shall select a response from the dropdown for each requirements describing whether the requirement is included as part of the proposed solution, requires solution modification, or not included in the solution. Offerors may also use the narrative text box to describe how their solution could be modified to meet the requirements or alternate functionality. Please note: when describing whether or not the proposed system meets the requirement, offerors shall base their comments on the exact system that is being proposed.

Responses provided in Submittal Form H will be evaluated and scored as follows for each requirement:

1 point = included as part of solution

0.5 points = requires solution modification

0 points = not included in solution

The offeror shall not disclose their costs in this Submittal Form. Submission forms shall not exceed the page limit (as described in Section 4.02).

SECTION 5. EVALUATION CRITERIA AND CONTRACTOR SELECTION

SEC. 5.01 SUMMARY OF EVALUATION PROCESS

The state will use the following steps to evaluate and prioritize proposals:

- 1) Proposals will be assessed for overall responsiveness and responsibility. Proposals deemed non-responsive or non-responsible will be eliminated from further consideration.
- 2) A proposal evaluation committee (PEC), made up of at least three state employees or public officials, will evaluate the Technical portion of all responsive proposals.
- 3) The Submittal Forms, from each responsive proposal, will be sent to the PEC. No cost information will be shared or provided to the PEC.
- 4) The PEC will independently evaluate and score the documents based on the degree to which they meet the stated evaluation criteria.
- 5) After independent scoring, the PEC will have a meeting, chaired by the procurement officer, where the PEC may have a group discussion prior to finalizing their scores.
- 6) The evaluators will submit their final individual scores to the procurement officer, who will then compile the scores and calculate awarded points as set out in Section 5.03.
- 7) The procurement officer will calculate scores for cost proposals as set out in Section 5.09 and add those scores to the awarded points along with factoring in any Alaska preferences.
- 8) The procurement officer may ask for best and final offers from offerors susceptible for award and revise the cost scores accordingly.
- 9) The state will then conduct any necessary negotiations with the highest scoring offeror and award a contract if the negotiations are successful.

SEC. 5.02 EVALUATION CRITERIA

Proposals will be evaluated based on their overall value to state, considering both cost and non-cost factors as described below. Note: An evaluation may not be based on discrimination due to the race, religion, color, national origin, sex, age, marital status, pregnancy, parenthood, disability, or political affiliation of the offeror.

Overall Criteria	Weight
Responsiveness	Pass/Fail

Qualifications Criteria		Weight
Experience and Qualifications	(Submittal Form B)	50
Understanding of the Project	(Submittal Form C)	50
Methodology Used for the Project	(Submittal Form D)	100
Management Plan for the Project	(Submittal Form E)	100
System Requirements	(Submittal Form H)	200

		Total	500
Cost Criteria			Weight
Cost Proposal	(Submittal Form G)		400
		Total	400
Preference Criteria			Weight
Alaska Offeror Preference (if applicable)			100
		Total	100

TOTAL EVALUATION POINTS AVAILABLE: 1000**SEC. 5.03 SCORING METHOD AND CALCULATION EVALUATION CRITERIA**

Each Proposal Evaluation Committee (PEC) member will individually evaluate and score each responsive proposal using the criteria set out in Sections 5.04 through 5.08 and assign a single score of 1 through 10, with 10 representing the highest score and 1 representing the lowest score. Using only whole numbers, PEC members should start with a score of 5 on each section. The score may either increase or decrease depending on the offeror's response to each question for that section. As an example, if the Offeror provided responses over and above the evaluation questions in a section, they would receive a higher score. However, if the Offeror's response fails to address all questions of a section or demonstrates some lack of understanding or competency as it relates to a question for that section, the Offeror would then receive a lower score.

After the PEC has scored, the scores for each section will be totaled and the following formula will be used to calculate the total amount of points awarded for each section:

$$\frac{\text{Offeror Total Score}}{\text{Highest Total Score Possible}} \times \text{Max Points} = \text{Points Awarded}$$

Example (Max Points for the Section = 100):

	PEC Member 1 Score	PEC Member 2 Score	PEC Member 3 Score	PEC Member 4 Score	Combined Total Score	Points Awarded
Offeror 1	10	5	5	10	30	75
Offeror 2	5	5	5	5	20	50
Offeror 3	10	10	10	10	40	100

Offeror 1 was awarded 75 points:

Offeror Total Score (30)

$$\frac{\text{Offeror Total Score (30)}}{\text{Highest Total Score Possible (40)}} \times \text{Max Points (100)} = \text{Points Awarded (75)}$$

Offeror 2 was awarded 50 points:

Offeror Total Score (20)

$$\frac{\text{Offeror Total Score (20)}}{\text{Highest Total Score Possible (40)}} \times \text{Max Points (100)} = \text{Points Awarded (50)}$$

Offeror 3 was awarded 100 points:

Offeror Total Score (40)

$$\frac{\text{Offeror Total Score (40)}}{\text{Highest Total Score Possible (40)}} \times \text{Max Points (100)} = \text{Points Awarded (100)}$$

SEC. 5.04 EXPERIENCE AND QUALIFICATIONS

This portion of the offeror's proposal will be evaluated against the following questions:

1) *Questions regarding the personnel:*

- a) Do the individuals assigned to the project have experience on similar projects?
- b) Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work the project requires?
- c) How extensive is the applicable education and experience of the personnel designated to work on the project?

2) *Questions regarding the firm and subcontractor (if used):*

- a) How well has the firm demonstrated experience in completing similar projects on time and within budget?
- b) How successful is the general history of the firm regarding timely and successful completion of projects?
- c) Has the firm provided letters of reference from previous clients?
- d) If a subcontractor will perform work on the contract, how well do they measure up to the evaluation used for the offeror?

SEC. 5.05 UNDERSTANDING OF THE PROJECT

This portion of the offeror's proposal will be evaluated against the following questions:

- 1) How well has the offeror demonstrated a thorough understanding of the purpose and scope of the project?
- 2) How well has the offeror identified pertinent issues and potential problems related to the project?

- 3) To what degree has the offeror demonstrated an understanding of the deliverables the state expects it to provide?
- 4) Has the offeror demonstrated an understanding of the state's time schedule and can meet it?

SEC. 5.06 METHODOLOGY USED FOR THE PROJECT

This portion of the offeror's proposal will be evaluated against the following questions:

- 1) How comprehensive is the methodology and does it depict a logical approach to fulfilling the requirements of the RFP?
- 2) How well does the methodology match and achieve the objectives set out in the RFP?
- 3) Does the methodology interface with the time schedule in the RFP?

SEC. 5.07 MANAGEMENT PLAN FOR THE PROJECT

This portion of the offeror's proposal will be evaluated against the following questions:

- 1) How well does the management plan support all of the project requirements and logically lead to the deliverables required in the RFP?
- 2) How well is accountability completely and clearly defined?
- 3) Is the organization of the project team clear?
- 4) How well does the management plan illustrate the lines of authority and communication?
- 5) To what extent does the offeror already have the hardware, software, equipment, and licenses necessary to perform the contract?
- 6) Does it appear that the offeror can meet the schedule set out in the RFP?
- 7) Has the offeror gone beyond the minimum tasks necessary to meet the objectives of the RFP?
- 8) To what degree is the proposal practical and feasible?
- 9) To what extent has the offeror identified potential problems?

SEC. 5.08 SYSTEM REQUIREMENTS

This portion of the offeror's proposal will be evaluated against the following question:

- 1) Are the requirements completely addressed in Submittal Form H with sufficient details?
- 2) Responses provided in Submittal Form H will be evaluated and scored as follows for each requirement:

1 point = included as part of solution

0.5 points = requires solution modification

0 points = not included in solution

SEC. 5.09 CONTRACT COST (COST PROPOSAL)

Overall, a minimum of 40% of the total evaluation points will be assigned to cost. After the procurement officer applies any applicable preferences, the offeror with the lowest total cost will receive the maximum number of points allocated to cost per 2 AAC 12.260(c). The point allocations for cost on the other proposals will be determined using the following formula:

$$[(\text{Price of Lowest Cost Proposal}) \times (\text{Maximum Points for Cost})] \div (\text{Cost of Each Higher Priced Proposal})$$

Example (Max Points for Contract Cost = 400):**Step 1**

List all proposal prices, adjusted where appropriate by the application of applicable preferences claimed by the offeror.

Offeror #1	\$40,000
Offeror #2	\$42,750
Offeror #3	\$47,500

Step 2

In this example, the RFP allotted 40% of the available 1,000 points to cost. This means that the lowest cost will receive the maximum number of points.

Offeror #1 receives 400 points.

The reason they receive that amount is because the lowest cost proposal, in this case \$40,000, receives the maximum number of points allocated to cost, 400 points.

Offeror #2 receives 374.3 points.

$$\$40,000 \text{ lowest cost} \times 400 \text{ maximum points for cost} = 16,000,000 \div \$42,750 \text{ cost of Offeror \#2's proposal} = 374.3$$

Offeror #3 receives 336.8 points.

$$\$40,000 \text{ lowest cost} \times 400 \text{ maximum points for cost} = 16,000,000 \div \$47,500 \text{ cost of Offeror \#3's proposal} = 336.8$$

SEC. 5.10 ALASKA OFFEROR PREFERENCE

Per 2 AAC 12.260, if an offeror qualifies for the Alaska Bidder Preference, the offeror will receive an Alaska Offeror Preference. The preference will be 10% of the total available points, which will be added to the offeror's overall evaluation score.

Example:**Step 1**

Determine the number of points available to qualifying offerors under this preference:

1000 Total Points Available in RFP x 10% Alaska Offeror preference = 100 Points for the preference

Step 2

Determine which offerors qualify as Alaska bidders and thus, are eligible for the Alaska Offeror preference. For the purpose of this example, presume that all proposals have been completely evaluated based on the evaluation criteria in the RFP. The scores at this point are:

Offeror #1	830 points	No Preference	0 points
Offeror #2	740 points	Alaska Offeror Preference	100 points
Offeror #3	800 points	Alaska Offeror Preference	100 points

Step 3

Add the applicable Alaska Offeror preference amounts to the offerors' scores:

Offeror #1	830 points
Offeror #2	840 points (740 points + 100 points)
Offeror #3	900 points (800 points + 100 points)

Offeror #3 is the highest scoring offeror and would get the award, provided their proposal is responsive and responsible.

SECTION 6. GENERAL PROCESS AND LEGAL INFORMATION

SEC. 6.01 INFORMAL DEBRIEFING

When the contract is completed, an informal debriefing may be performed at the discretion of the project director or procurement officer. If performed, the scope of the debriefing will be limited to the work performed by the contractor.

SEC. 6.02 ALASKA BUSINESS LICENSE AND OTHER REQUIRED LICENSES

Prior to the award of a contract, an offeror must hold a valid Alaska business license. However, in order to receive the Alaska Bidder Preference and other related preferences, such as the Alaska Veteran Preference and Alaska Offeror Preference, an offeror must hold a valid Alaska business license prior to the deadline for receipt of proposals. Offerors should contact the **Department of Commerce, Community and Economic Development, Division of Corporations, Business, and Professional Licensing, PO Box 110806, Juneau, Alaska 99811-0806** for information on these licenses. Acceptable evidence that the offeror possesses a valid Alaska business license may consist of any one of the following:

- copy of an Alaska business license;
- certification on the proposal that the offeror has a valid Alaska business license and has included the license number in the proposal;
- a canceled check for the Alaska business license fee;
- a copy of the Alaska business license application with a receipt stamp from the state's occupational licensing office; or
- a sworn and notarized statement that the offeror has applied and paid for the Alaska business license.

You are not required to hold a valid Alaska business license at the time proposals are opened if you possess one of the following licenses and are offering services or supplies under that specific line of business:

- fisheries business licenses issued by Alaska Department of Revenue or Alaska Department of Fish and Game,
- liquor licenses issued by Alaska Department of Revenue for alcohol sales only,
- insurance licenses issued by Alaska Department of Commerce, Community and Economic Development, Division of Insurance, or
- Mining licenses issued by Alaska Department of Revenue.

Prior the deadline for receipt of proposals, all offerors must hold any other necessary applicable professional licenses required by Alaska Statute.

SEC. 6.03 SITE INSPECTION

The state may conduct on-site visits to evaluate the offeror's capacity to perform the contract. An offeror must agree, at risk of being found non-responsive and having its proposal rejected, to provide the state reasonable access to relevant portions of its work sites. Individuals designated by the procurement officer at the state's expense will make site inspection.

SEC. 6.04 CLARIFICATION OF OFFERS

In order to determine if a proposal is reasonably susceptible for award, communications by the procurement officer or the proposal evaluation committee (PEC) are permitted with an offeror to clarify uncertainties or eliminate confusion concerning the contents of a proposal. Clarifications may not result in a material or substantive change to the proposal. The evaluation by the procurement officer or the PEC may be adjusted as a result of a clarification under this section.

SEC. 6.05 DISCUSSIONS WITH OFFERORS

The state may conduct discussions with offerors in accordance with AS 36.30.240 and 2 AAC 12.290. The purpose of these discussions will be to ensure full understanding of the requirements of the RFP and proposal. Discussions will be limited to specific sections of the RFP or proposal identified by the procurement officer. Discussions will only be held with offerors who have submitted a proposal deemed reasonably susceptible for award by the procurement officer. Discussions, if held, will be after initial evaluation of proposals by the procurement officer or the PEC. If modifications are made as a result of these discussions, they will be put in writing. Following discussions, the procurement officer 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.

If an offeror does not submit a best and final proposal or a notice of withdrawal, the offeror's immediate previous proposal is considered the offeror's best and final proposal.

Offerors with a disability needing accommodation should contact the procurement officer prior to the date set for discussions so that reasonable accommodation can be made. Any oral modification of a proposal must be reduced to writing by the offeror.

SEC. 6.06 EVALUATION OF PROPOSALS

The procurement officer, or an evaluation committee made up of at least three state employees or public officials, will evaluate proposals. The evaluation will be based solely on the evaluation factors set out in SECTION 5. EVALUATION CRITERIA AND CONTRACTOR SELECTION.

After receipt of proposals, if there is a need for any substantial clarification or material change in the RFP, an amendment will be issued. The amendment will incorporate the clarification or change, and a new date and time established for new or amended proposals. Evaluations may be adjusted as a result of receiving new or amended proposals.

SEC. 6.07 CONTRACT NEGOTIATION

After final evaluation, the procurement officer may negotiate with the offeror of the highest-ranked proposal. Negotiations, if held, shall be within the scope of the request for proposals and limited to those items which would not have an effect on the ranking of proposals. If the highest-ranked offeror fails to provide necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the state may terminate negotiations and negotiate with the offeror of the next highest-ranked proposal. If contract negotiations are commenced, they may be held in the Commissioner's conference room on the 3rd floor of the Department of Transportation & Public Facilities (DOT&PF) Building located at 3132 Channel Drive in Juneau, Alaska.

If the contract negotiations take place in Juneau, Alaska, the offeror will be responsible for their travel and per diem expenses.

SEC. 6.08 FAILURE TO NEGOTIATE

If the selected offeror

- fails to provide the information required to begin negotiations in a timely manner; or
- fails to negotiate in good faith; or
- indicates they cannot perform the contract within the budgeted funds available for the project; or
- if the offeror and the state, after a good faith effort, simply cannot come to terms,

the state may terminate negotiations with the offeror initially selected and commence negotiations with the next highest ranked offeror.

SEC. 6.09 OFFEROR NOTIFICATION OF SELECTION

After the completion of contract negotiation, the procurement officer will issue a written Notice of Intent to Award and send copies of that notice to all offerors who submitted proposals. The notice will set out the names of all offerors and identify the offeror selected for award.

SEC. 6.10 PROTEST

AS 36.30.560 provides that an interested party may protest the content of the RFP.

An interested party is defined in 2 AAC 12.990(a) (7) as "an actual or prospective bidder or offeror whose economic interest might be affected substantially and directly by the issuance of a contract solicitation, the award of a contract, or the failure to award a contract."

If an interested party wishes to protest the content of a solicitation, the protest must be received, in writing, by the procurement officer at least ten days prior to the deadline for receipt of proposals.

AS 36.30.560 also provides that an interested party may protest the award of a contract or the proposed award of a contract.

If an offeror wishes to protest the award of a contract or the proposed award of a contract, the protest must be received, in writing, by the procurement officer within ten days after the date the Notice of Intent to Award the contract is issued.

A protester must have submitted a proposal in order to have sufficient standing to protest the proposed award of a contract. Protests must include the following information:

- the name, address, and telephone number of the protester;
- the signature of the protester or the protester's representative;
- identification of the contracting agency and the solicitation or contract at issue;
- a detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and the form of relief requested.

Protests filed by telex or telegram are not acceptable because they do not contain a signature. Fax copies containing a signature are acceptable.

The procurement officer will issue a written response to the protest. The response will set out the procurement officer's decision and contain the basis of the decision within the statutory time limit in AS 36.30.580. A copy of the decision will be furnished to the protester by certified mail, fax or another method that provides evidence of receipt.

All offerors will be notified of any protest. The review of protests, decisions of the procurement officer, appeals, and hearings, will be conducted in accordance with the State Procurement Code (AS 36.30), Article 8 "Legal and Contractual Remedies."

SEC. 6.11 APPLICATION OF PREFERENCES

Certain preferences apply to all state contracts, regardless of their dollar value. The Alaska Bidder, Alaska Veteran, and Alaska Offeror preferences are the most common preferences involved in the RFP process. Additional preferences that may apply to this procurement are listed below. Guides that contain excerpts from the relevant statutes and codes, explain when the preferences apply and provide examples of how to calculate the preferences are available at the following website:

[Application Of Preferences](#)

- Alaska Products Preference - AS 36.30.332
- Recycled Products Preference - AS 36.30.337
- Local Agriculture and Fisheries Products Preference - AS 36.15.050
- Employment Program Preference - AS 36.30.321(b)
- Alaskans with Disabilities Preference - AS 36.30.321(d)
- Alaska Veteran's Preference - AS 36.30.321(f)
- Alaska Military Skills Program Preference – AS 36.30.321(l)

The Division of Vocational Rehabilitation in the Department of Labor and Workforce Development keeps a list of qualified employment programs and individuals who qualify as persons with a disability. As evidence of a business' or an individual's right to the Employment Program or Alaskans with Disabilities preferences, the Division of Vocational Rehabilitation will issue a certification letter. To take advantage of these preferences, a business or individual must be on the appropriate Division of Vocational Rehabilitation list prior to the time designated for receipt of proposals. Offerors must attach a copy of their certification letter to the proposal. **An offeror's failure to provide this certification letter with their proposal will cause the state to disallow the preference.**

SEC. 6.12 ALASKA BIDDER PREFERENCE

An Alaska Bidder Preference of 5% will be applied to the price in the proposal. The preference will be given to an offeror who:

- 1) holds a current Alaska business license prior to the deadline for receipt of proposals;
- 2) submits a proposal for goods or services under the name appearing on the offeror's current Alaska business license;
- 3) has maintained a place of business within the state staffed by the offeror, or an employee of the offeror, for a period of six months immediately preceding the date of the proposal;
- 4) is incorporated or qualified to do business under the laws of the state, is a sole proprietorship and the proprietor is a resident of the state, is a limited liability company (LLC) organized under AS 10.50 and all members are residents of the state, or is a partnership under AS 32.06 or AS 32.11 and all partners are residents of the state; and
- 5) if a joint venture, is composed entirely of ventures that qualify under (1)-(4) of this subsection.

Alaska Bidder Preference Certification Form

In order to receive the Alaska Bidder Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror does not need to complete the Alaska Veteran Preference or Alaska Military Skills Program questions on the form if not claiming the Alaska Veteran or Alaska Military Skills Program Preferences. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference.

SEC. 6.13 ALASKA VETERAN PREFERENCE

An Alaska Veteran Preference of 5%, not to exceed \$5,000, will be applied to the price in the proposal. The preference will be given to an offeror who qualifies under AS 36.30.990(2) as an Alaska bidder and is a:

- A. sole proprietorship owned by an Alaska veteran;
- B. partnership under AS 32.06 or AS 32.11 if a majority of the partners are Alaska veterans;
- C. limited liability company organized under AS 10.50 if a majority of the members are Alaska veterans; or
- D. corporation that is wholly owned by individuals, and a majority of the individuals are Alaska veterans.

In accordance with AS 36.30.321(i), the bidder must also add value by actually performing, controlling, managing, and supervising the services provided, or for supplies, the bidder must have sold supplies of the general nature solicited to other state agencies, other government, or the general public.

Alaska Veteran Preference Certification

In order to receive the Alaska Veteran Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference.

SEC. 6.14 ALASKA MILITARY SKILLS PROGRAM PREFERENCE

An Alaska Military Skills Program Preference of 2%, not to exceed \$5,000, will be applied to the price in the proposal. The preference will be given to an offeror who qualifies under AS 36.30.990(2) as an Alaska bidder and:

- A. Employs at least one person who is currently enrolled in, or within the previous two years graduated from, a United States Department of Defense SkillBridge or United States Army career skills program for service members or spouses of service members that offers civilian work experience through specific industry training, pre-apprenticeships, registered apprenticeships, or internships during the last 180 days before a service member separates or retires from the service; or
- B. has an active partnership with an entity that employs an apprentice through a program described above.

In accordance with AS 36.30.321(i), the bidder must also add value by actually performing, controlling, managing, and supervising the services provided, or for supplies, the bidder must have sold supplies of the general nature solicited to other state agencies, other government, or the general public.

Alaska Military Skills Program Preference Certification

In order to receive the Alaska Military Skills Program Preference, the proposal must include the Alaska Bidder Preference Certification Form attached to this RFP. An offeror's failure to provide this completed form with their proposal will cause the state to disallow the preference.

SEC. 6.15 STANDARD CONTRACT PROVISIONS

The contractor will be required to sign the state's Standard Agreement Form for Professional Services Contracts (form SAF.DOC/Appendix A) This form is attached with the RFP for your review. The contractor must comply with the contract provisions set out in this attachment. No alteration of these provisions will be permitted.

SEC. 6.16 QUALIFIED OFFERORS

Per 2 AAC 12.875, unless provided for otherwise in the RFP, to qualify as an offeror for award of a contract issued under AS 36.30, the offeror must:

- 1) Add value in the contract by actually performing, controlling, managing, or supervising the services to be provided; or

- 2) Be in the business of selling and have actually sold on a regular basis the supplies that are the subject of the RFP.

If the offeror leases services or supplies or acts as a broker or agency in providing the services or supplies in order to meet these requirements, the procurement officer may not accept the offeror as a qualified offeror under AS 36.30.

SEC. 6.17 PROPOSAL AS PART OF THE CONTRACT

Part of or all of this RFP and the successful proposal may be incorporated into the contract.

SEC. 6.18 ADDITIONAL TERMS AND CONDITIONS

The state reserves the right to add terms and conditions during contract negotiations. These terms and conditions will be within the scope of the RFP and will not affect the proposal evaluations.

SEC. 6.19 HUMAN TRAFFICKING

By signature on their proposal, the offeror certifies that the offeror is not established and headquartered or incorporated and headquartered in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.

The most recent United States Department of State's Trafficking in Persons Report can be found at the following website: <https://www.state.gov/trafficking-in-persons-report/>

Failure to comply with this requirement will cause the state to reject the proposal as non-responsive or cancel the contract.

SEC. 6.20 RIGHT OF REJECTION

Offerors must comply with all of the terms of the RFP, the State Procurement Code (AS 36.30), and all applicable local, state, and federal laws, codes, and regulations. The procurement officer may reject any proposal that does not comply with all of the material and substantial terms, conditions, and performance requirements of the RFP.

Offerors may not qualify the proposal nor restrict the rights of the state. If an offeror does so, the procurement officer may determine the proposal to be a non-responsive counteroffer and the proposal may be rejected.

Minor informalities that:

- do not affect responsiveness;
- are merely a matter of form or format;
- do not change the relative standing or otherwise prejudice other offers;
- do not change the meaning or scope of the RFP;
- are trivial, negligible, or immaterial in nature;
- do not reflect a material change in the work; or
- do not constitute a substantial reservation against a requirement or provision;

may be waived by the procurement officer.

The State reserves the right to refrain from making an award if it determines that it is not in the best interest of the State.

A proposal from a debarred or suspended offeror shall be rejected.

SEC. 6.21 STATE NOT RESPONSIBLE FOR PREPARATION COSTS

The state will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

SEC. 6.22 DISCLOSURE OF PROPOSAL CONTENTS

This section governs the ownership, return, and disclosure of any offer or other record an offeror submits in response to this request for proposals. (Herein, any reference to “Record” includes all such records and the offer; any reference to “Law” includes any federal or State of Alaska (State) law, including any court or administrative order or rule.)

1. All Records belong to the State.
2. The State has sole discretion regarding whether to return any Record. In exercising this discretion, the State will comply with all Laws.
3. Unless a notice of intent to award is issued, the State will, to the extent permitted by Law, consider all Records confidential and not subject to the Alaska Public Records Act (APRA).
4. If and when a notice of intent to award is issued, the State will consider nonconfidential any Record unless, at the time of submission, the offeror undertook the following protective measures:
 - a. marked information confidential;
 - b. for any information marked confidential, identified the authority that makes that specific information confidential; and
 - c. committed, in writing, to explain in detail, including with affidavits and briefs, why each authority applies in any court or administrative proceeding in which any nondisclosure is challenged.
5. If the offeror did not undertake each protective measure, the State will not consider any information in a Record confidential: the State will disclose the entire Record without any redaction in response to an APRA or other request or, if it chooses, in the absence of a request and the State will disclose the entire Record without notifying the offeror.
6. If the offeror undertook each protective measure, the State will withhold the information marked confidential to the following extent:
 - a. the State agrees that the Law protects the information; and
 - b. if the nondisclosure is challenged, the offeror fulfills its commitment to explain, including with affidavits and briefs, how each authority applies to the information marked confidential.

7. The State will only notify an offeror of a request for the Record and of a planned release if the offeror undertook each protective measure, but the State disagrees that the marked information is protected. If there is such a disagreement, then before releasing the Record, the State will, to the extent permitted by Law and practicable, notify the offeror that it will disclose the information unless the offeror convinces the State not to or obtains an order prohibiting disclosure.

SEC. 6.23 ASSIGNMENT

Per 2 AAC 12.480, the contractor may not transfer or assign any portion of the contract without prior written approval from the procurement officer.

SEC. 6.24 FORCE MAJEURE (IMPOSSIBILITY TO PERFORM)

The parties to a contract resulting from this RFP are not liable for the consequences of any failure to perform, or default in performing, any of its obligations under the contract, if that failure or default is caused by any unforeseeable Force Majeure, beyond the control of, and without the fault or negligence of, the respective party.

For the purposes of this RFP, Force Majeure will mean 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; strikes; acts or restraints of governmental authorities affecting the project or directly or indirectly prohibiting or restricting the furnishing or use of materials or labor required; inability to secure materials, machinery, equipment or labor because of priority, allocation or other regulations of any governmental authorities.

SEC. 6.25 DISPUTES

A contract resulting from this RFP is governed by the laws of the State of Alaska. If the contractor has a claim arising in connection with the agreement that it cannot resolve with the State by mutual agreement, it shall pursue the claim, if at all, in accordance with the provisions of AS 36.30.620 – AS 36.30.632. To the extent not otherwise governed by the preceding, the claim shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

SEC. 6.26 SEVERABILITY

If any provision of the contract or agreement is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions will not be affected; and the rights and obligations of the parties will be construed and enforced as if the contract did not contain the particular provision held to be invalid.

SEC. 6.27 SUPPLEMENTAL TERMS AND CONDITIONS

Proposals must comply with Section 6.20 Right of Rejection. However, if the state fails to identify or detect supplemental terms or conditions that conflict with those contained in this RFP or that diminish the state's rights under any contract resulting from the RFP, the term(s) or condition(s) will be considered null and void. After award of contract:

If conflict arises between a supplemental term or condition included in the proposal and a term or condition of the RFP, the term or condition of the RFP will prevail; and

If the state's rights would be diminished as a result of application of a supplemental term or condition included in the proposal, the supplemental term or condition will be considered null and void.

SEC. 6.28 SOLICITATION ADVERTISING

Public notice has been provided in accordance with 2 AAC 12.220.

SEC. 6.29 FEDERALLY IMPOSED TARIFFS

Changes in price (increase or decrease) resulting directly from a new or updated federal tariff, excise tax, or duty, imposed after contract award may be adjusted during the contract period or before delivery into the United States via contract amendment.

- **Notification of Changes:** The contractor must promptly notify the procurement officer in writing of any new, increased, or decreased federal excise tax or duty that may result in either an increase or decrease in the contact price and shall take appropriate action as directed by the procurement officer.
- **After-imposed or Increased Taxes and Duties:** Any federal excise tax or duty for goods or services covered by this contract that was exempted or excluded on the contract award date but later imposed on the contractor during the contract period, as the result of legislative, judicial, or administrative action may result in a price increase provided:
 - a) The tax or duty takes effect after the contract award date and isn't otherwise addressed by the contract.
 - b) The contractor warrants, in writing, that no amount of the newly imposed federal excise tax or duty or rate increase was included in the contract price, as a contingency or otherwise.
- **After-relieved or Decreased Taxes and Duties:** The contract price shall be decreased by the amount of any decrease in federal excise tax or duty for goods or services under the contract, except social security or other employment taxes, that the contractor is required to pay or bear, or does not obtain a refund of, through the contractor's fault, negligence, or failure to follow instructions of the procurement officer.
- **State's Ability to Make Changes:** The state reserves the right to request verification of federal excise tax or duty amounts on goods or services covered by this contract and increase or decrease the contract price accordingly.
- **Price Change Threshold:** No adjustment shall be made in the contract price under this clause unless the amount of the adjustment exceeds \$250.

SECTION 7. ATTACHMENTS

SEC. 7.01 ATTACHMENTS

Attachments:

1) Proposal Evaluation Form

Note: Attachments 2-9, Submittal Forms A-H are also provided electronically with the RFP posting.

2) **Submittal Form A. Offeror Information and Certifications** (Completed and submitted with proposal)

3) **Submittal Form B. Experience and Qualifications** (Completed and submitted with proposal)

4) **Submittal Form C. Understanding of the Project** (Completed and submitted with proposal)

5) **Submittal Form D. Methodology Used for the Project** (Completed and submitted with proposal)

6) **Submittal Form E. Management Plan for the Project** (Completed and submitted with proposal)

7) **Submittal Form F. Subcontractors** (Completed and submitted with proposal)

8) **Submittal Form G. Cost Proposal** (Completed and submitted with proposal)

9) **Submittal Form H. System Requirements** (Completed and submitted with proposal)

10) Standard Contract Form & Appendix A

11) Appendix B2 Indemnity and Insurance

12) Notice of Intent to Award (NOIA)

13) Demonstration of Required Minimum Prior Experience Form

14) AMHS Dispatch Management System (DMS) Concept of Operations (ConOps)

ATTACHMENT #1 PROPOSAL EVALUATION FORM

All proposals will be reviewed for responsiveness and then evaluated using the criteria set out herein.

Offeror Name: _____
Evaluator Name: _____
Date of Review: _____
RFP Number: 2527H098

EVALUATION CRITERIA AND SCORING

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS PROPOSAL IS 1000

5.04 Experience and Qualifications—50 Points

Proposals will be evaluated against the questions set out below:

1) Questions regarding the personnel:

- a) Do the individuals assigned to the project have experience on similar projects?

NOTES: _____

- b) Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work the project requires?

NOTES: _____

- c) How extensive is the applicable education and experience of the personnel designated to work on the project?

NOTES: _____

2) Questions regarding the firm

- a) How well has the firm demonstrated experience in completing similar projects on time and within budget?

NOTES: _____

-
- b) How successful is the general history of the firm regarding timely and successful completion of projects?

NOTES: _____

- c) Has the firm provided letters of reference from previous clients?

NOTES: _____

- d) If a subcontractor will perform work on the contract, how well do they measure up to the evaluation used for the offeror?

NOTES: _____

EVALUATOR'S POINT TOTAL FOR EVALUATED SECTION 5.04: _____

5.05 Understanding of the Project—50 Points**Proposals will be evaluated against the questions set out below.**

- 1) How well has the offeror demonstrated a thorough understanding of the purpose and scope of the project?

NOTES: _____

- 2) How well has the offeror identified pertinent issues and potential problems related to the project?

NOTES: _____

- 3) To what degree has the offeror demonstrated an understanding of the deliverables the state expects it to provide?

NOTES: _____

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

NOTES: _____

EVALUATOR'S POINT TOTAL FOR EVALUATED SECTION 5.05: _____

5.06 Methodology Uses for the Project—100 Points**Proposals will be evaluated against the questions set out below:**

- 1) How comprehensive is the methodology and does it depict a logical approach to fulfilling the requirements of the RFP?

NOTES: _____

- 2) How well does the methodology match and achieve the objectives set out in the RFP?

NOTES: _____

- 3) Does the methodology interface with the time schedule in the RFP?

NOTES: _____

EVALUATOR'S POINT TOTAL FOR EVALUATED SECTION 5.06: _____

5.07 Management Plan for the Project—100 Points**Proposals will be evaluated against the questions set out below:**

- 1) How well does the management plan support all of the project requirements and logically lead to the deliverables required in the RFP?

NOTES: _____

- 2) How well is accountability completely and clearly defined?

NOTES: _____

- 3) Is the organization of the project team clear?

NOTES: _____

- 4) How well does the management plan illustrate the lines of authority and communication?

NOTES: _____

- 5) To what extent does the offeror already have the hardware, software, equipment, and licenses necessary to perform the contract?

NOTES: _____

- 6) Does it appear that the offeror can meet the schedule set out in the RFP?

NOTES: _____

- 7) Has the offeror gone beyond the minimum tasks necessary to meet the objectives of the RFP?

NOTES: _____

8) To what degree is the proposal practical and feasible?

NOTES: _____

9) To what extent has the offeror identified potential problems?

NOTES: _____

EVALUATOR'S POINT TOTAL FOR EVALUATED SECTION 5.07: _____

5.08 System Requirements—200 Points

Proposals will be evaluated against the question and criteria set out below:

- 1) Are the requirements completely addressed in Submittal Form H with sufficient details?

NOTES: _____

- 2) Responses provided in Submittal Form H will be evaluated and scored as follows for each requirement:

1 point = included as part of solution

0.5 points = requires solution modification

0 points = not included in solution

EVALUATOR'S POINT TOTAL FOR EVALUATED SECTION 5.08: _____

5.09 Contract Cost — 400 Points

Overall, a minimum of 40 percent of the total evaluation points will be assigned to cost.

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 method set out in SECTION 5.09.

5.10 Alaska Offerors Preference-100 Points

Per 2 AAC 12.260, if an offeror qualifies for the Alaska Bidder Preference, the offeror will receive an Alaska Offeror Preference. The preference will be 10% of the total available points, which will be added to the offeror's overall evaluation score.

SUBMITTAL FORM A – Offeror Information

Revised March 13, 2024

PROJECT INFORMATION

RFP NUMBER: 2527H098
 PROJECT NAME: ATLAS Replacement Project

OFFEROR INFORMATION

Company Name: _____
 Address: _____
 Tax ID: _____
 Alaska Business
 License #: _____

CONTACT INFORMATION

Provide contact information for the individual that can be contacted for clarification regarding this proposal:

Name _____
 Title _____
 Address _____
 Email _____
 Telephone _____

CRITICAL TEAM MEMBERS

Provide the names of all critical team members that will be assigned to this contract. Note: These individuals cannot be removed or replaced from this project, or their positions, unless approved in writing the project director or procurement officer.

Name of Position 1 _____
 Name of Position 2 _____
 Name of Position 3 _____
 Name of Position 4 _____

ADDENDA ACKNOWLEDGEMENT

The offeror acknowledges receipt of the following amendments and has incorporated the requirements of such amendments into their proposal. Failure to identify and sign for all amendments may subject the offeror to disqualification. The offeror must list all amendments (by number), then initial and date to confirm that you have received and incorporated them into your proposal (add more rows as necessary).

Number	Initials & Date

Number	Initials & Date

Number	Initials & Date

CERTIFICATIONS

No	Criteria	Response*
1	The offeror is presently engaged in the business of providing the services & work required in this RFP.	True False
2	The offeror confirms that it has the financial strength to perform and maintain the services required under this RFP.	True False
3	The offeror accepts the terms and conditions set out in the RFP and agrees not to restrict the rights of the state.	True False
4	The offeror confirms that they can obtain and maintain all necessary insurance as required on this project.	True False
5	The offeror certifies that all services provided under this contract by the contractor and all subcontractors shall be performed in the United States.	True False
6	The offeror is not established and headquartered or incorporated and headquartered, in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.	True False
7	Offeror complies with the American with Disabilities Act of 1990 and the regulations issued thereunder by the federal government.	True False
8	Offeror complies with the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government.	True False
9	Offeror complies with the applicable portion of the Federal Civil Rights Act of 1964.	True False
10	The offeror can provide (if requested) financial records for the organization for the past three years.	True False
11	The offeror has not had any contracts terminated by the State of Alaska (within the past five years).	True False
12	The offeror certifies that it is not currently debarred, suspended, proposed for debarment, or declared ineligible for award by any public or federal entity.	True False
13	The offeror certifies that they will not support or participate in a boycott of Israel. Failure to comply with this requirement may cause the state to reject the proposal as non-responsive or cancel the contract.	True False
14	The offeror certifies that they do not have any governmental or regulatory action against their organization that might have a bearing on their ability to provide services to the state.	True False
15	The offeror certifies, within the last five years, they have not been convicted or had judgment rendered against them for: fraud, embezzlement, theft, forgery, bribery, falsification or destruction of records, false statements, or tax evasion.	True False
16	The offeror does not have any judgments, claims, arbitrations or suits pending/outstanding against your company in which an adverse outcome would be material to the company.	True False
17	The offeror is not (now or in the past) been involved in bankruptcy or reorganized proceeding.	True False
18	Offeror certifies they comply with the laws of the State of Alaska.	True False
19	Offeror confirms their proposal will remain valid and open for at least 90 days.	True False

** Failure to answer or answering "False" may be grounds for disqualification. For any "False" responses, provide clarification (up to 250 word maximum for each "False" clarification) below (add rows as necessary).*

Section	Clarification

CONFLICT OF INTEREST STATEMENT

Indicate below whether or not the firm or any individuals that will work on the contract has a possible conflict of interest (e.g., currently employed by the State of Alaska or formerly employed by the State of Alaska within the past two years) and, if so, the nature of that conflict. The procurement officer reserves the right to consider a proposal non-responsive and reject it or cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity services to be provided by the offeror.

Does the offeror, or any individuals that will work on this contract, have a possible conflict of interest?

☐ Yes ☐ No

** Failure to answer may be grounds for disqualification.*

If “Yes”, please provide additional information regarding the nature of that conflict:

FEDERAL REQUIREMENTS

Indicate below all known federal requirements that apply to the proposal, proposal evaluation, or contract:

SIGNATURE

This proposal must be signed by a company officer empowered to bind the company.

Printed Name _____

Title _____

Date _____

Signature _____



ALASKA BIDDER PREFERENCE CERTIFICATION

AS 36.30.321(A) / AS 36.30.990(2)

BUSINESS NAME: _____

Alaska Bidder Preference: Do you believe that your firm qualifies for the Alaska Bidder Preference?	☐ Yes ☐ No
Alaska Veteran Preference: Do you believe that your firm qualifies for the Alaska Veteran Preference?	☐ Yes ☐ No
Please list any additional Alaska Preferences below that you believe your firm qualifies for.	
1. _____	2. _____
3. _____	4. _____
5. _____	6. _____

To qualify for and claim the Alaska Bidder Preference you must answer **YES** to all questions below in the Alaska Bidder Preference Questions section. To qualify for and claim the Alaska Veteran Preference, you must answer **YES** to these questions as well as answer **YES** to all the questions in the Alaska Veteran Preference section. A signed copy of this form must be included with your bid or proposal no later than the deadline set for receipt of bids or proposals.

If you are submitting a bid or proposal as a **JOINT VENTURE**, all members of the joint venture must complete and submit this form before the deadline set for receipt of bids or proposals. [AS 36.30.990\(2\)\(E\)](#)

If the procuring agency is unable to verify a response, the preference may not be applied. Knowingly or intentionally making false or misleading statements on this form, whether it succeeds in deceiving or misleading, constitutes misrepresentation per [AS 36.30.687](#) and may result in criminal penalties.

Alaska Bidder Preference Questions:

1)	Does your business hold a current Alaska business license per AS 36.30.990(2)(A) ?
	☐ YES ☐ NO
	If YES, enter your current Alaska business license number : Click or tap here to enter text.
2)	Is your business submitting a bid or proposal under the name appearing on the Alaska business license noted in Question 1 per AS 36.30.990(2)(B) ?
	☐ YES ☐ NO

- 3) Has your business maintained a **place of business** within the state **staffed by the bidder or offeror** or an employee of the bidder or offeror for a period of six months immediately preceding the date of the bid or proposal per [AS 36.30.990\(2\)\(C\)](#)?

☐ YES ☐ NO

If **YES**, please complete the following information:

A. **Place of Business**

Street Address: _____

City: _____

ZIP: _____

“**Place of business**” is defined as a location at which normal business activities are conducted, services are rendered, or goods are made, stored, or processed; a post office box, mail drop, telephone, or answering service does not, by itself, constitute a place of business per [2 AAC 12.990\(b\)\(3\)](#).

Do you certify that the **Place of Business** described in **Question 3A** meets this definition?

☐ YES ☐ NO

- B. The bidder or offeror, or at least one employee of the bidder or offeror, must be a resident of the state under [AS 16.05.415\(a\)](#) per [2 AAC 12.990\(b\)\(7\)](#).

- 1) Do you certify that the bidder or offeror OR at least one employee of the bidder or offeror is physically present in the state with the intent to remain in Alaska indefinitely and to make a home in the state per [AS 16.05.415\(a\)\(1\)](#)?

☐ YES ☐ NO

- 2) Do you certify that that the resident(s) used to meet this requirement has maintained their domicile in Alaska for the 12 consecutive months immediately preceding the deadline set for receipt of bids or proposals per [AS 16.05.415\(a\)\(2\)](#)?

☐ YES ☐ NO

- 3) Do you certify that the resident(s) used to meet this requirement is claiming residency **ONLY** in the state of Alaska per [AS 16.05.415\(a\)\(3\)](#)?

☐ YES ☐ NO

- 4) Do you certify that the resident(s) used to meet this requirement is **NOT** obtaining benefits under a claim of residency in another state, territory, or country per [AS 16.05.415\(a\)\(4\)](#)?

☐ YES ☐ NO

- 4) Per [AS 36.30.990\(2\)\(D\)](#), is your business (**CHOOSE ONE**):

- A. **Incorporated or qualified to do business under the laws of the state?**

☐ YES ☐ NO

If **YES**, enter your current **Alaska corporate entity number**: _____

- B. A **sole proprietorship** AND the proprietor is a resident of the state?
- ☐ YES ☐ NO
- C. A **limited liability company** organized under AS 10.50 **AND** all members are residents of the state?
- ☐ YES ☐ NO
- Please identify each member by name: [Click or tap here to enter text.](#)
- D. A **partnership** under former AS 32.05, AS 32.06, or AS 32.11 **AND** all partners are residents of the state?
- ☐ YES ☐ NO
- Please identify each member by name: [Click or tap here to enter text.](#)

Alaska Veteran Preference Questions:

1) Per [AS 36.30.321\(F\)](#), is your business (**CHOOSE ONE**):

- A. A **sole proprietorship** owned by an Alaska veteran?
- ☐ YES ☐ NO
- B. A **partnership** under AS 32.06 or AS 32.11 **AND** a majority of the partners are Alaska veterans?
- ☐ YES ☐ NO
- C. A **limited liability company** organized under AS 10.50 **AND** a majority of the members are Alaska veterans?
- ☐ YES ☐ NO
- D. A **corporation** that is wholly owned by individuals, **AND** a majority of the individuals are Alaska veterans?
- ☐ YES ☐ NO

Per [AS 36.30.321\(F\)\(3\)](#) “**Alaska veteran**” is defined as an individual who:

(A) Served in the

- (i) Armed forces of the United States, including a reserve unit of the United States armed forces; or
- (ii) Alaska Territorial Guard, the Alaska Army National Guard, the Alaska Air National Guard, or the Alaska Naval Militia; and

(B) Was separated from service under a condition that was not dishonorable.

Do you certify that the individual(s) indicated in **Question 1A, 1B, 1C, or 1D** meet this definition and can provide documentation of their service and discharge if necessary?

☐ YES ☐ NO

SIGNATURE

By signature below, I certify under penalty of law that I am an authorized representative of [Click or tap here to enter text.](#) and all information on this form is true and correct to the best of my knowledge.

Printed Name

Title

Date

Signature

SUBMITTAL FORM B – Experience and Qualifications

SPECIAL REQUIREMENTS: This Submittal Form must not identify the offeror's proposed costs and must not exceed ten (10) pages (reference RFP section 4.02).

SUBMITTAL FORM C – Understanding of the Project

SPECIAL REQUIREMENTS: This Submittal Form must not identify the offeror's proposed costs and must not exceed ten (10) pages (reference RFP section 4.02).

SUBMITTAL FORM D – Methodology Used for the Project

SPECIAL REQUIREMENTS: This Submittal Form must not identify the offeror's proposed costs and must not exceed ten (10) pages (reference RFP section 4.02).

SUBMITTAL FORM E – Management Plan for the Project

SPECIAL REQUIREMENTS: This Submittal Form must not identify the offeror's proposed costs and must not exceed ten (10) pages (reference RFP section 4.02).

SUBMITTAL FORM F – Subcontractor

Please complete the below form if using subcontractors. During contract negotiation, the state may require a signed written statement from each subcontractor that clearly verifies the subcontractor is committed to performing the services required by the contract. Prior to contract award, the state will also require evidence that a subcontractor possesses a valid Alaska business license if they will be performing work within Alaska.

Subcontractor Function	Subcontractor Name	Address	% of Work Performing

SUBMITTAL FORM G – Cost Proposal

SPECIAL REQUIREMENTS: This Submittal Form must not identify the offeror's proposed costs and must not exceed four (4) pages (reference RFP section 4.02).

This Cost Proposal must be submitted in response to this Request for Proposal. A failure to submit this Cost Proposal may result in the proposal submission being considered non-responsive. Any changes to this Cost Proposal other than completion may result in the offeror's proposal being determined to be conditioned and will be declared non-responsive and rejected. Offerors must complete and submit all portions of this Cost Proposal. Failure to do so may result in the proposal being declared non-responsive and rejected.

Offerors shall include in the cost proposed all costs associated with completing all tasks and deliverables described in the Scope of Work and Deliverables section of the RFP, including but not limited to labor, administration, overhead, materials, and profit.

COST PROPOSAL INSTRUCTIONS

- Complete all required pricing fields. Prices shall include all costs necessary to perform the requirements of RFP 2527H098
- Provide firm fixed pricing for the initial implementation, initial contract term, and each of the four one-year renewal options.
- The Total Evaluated Contract Cost will be used by the State to calculate the cost evaluation score under Section 5.09.
- Item 8. Transition Assistance. Proposed rates will not be evaluated for award; however, they will become the established contracted hourly rates for the personnel proposed. Offerors must identify the employee, applicable job class, hourly rate and the hourly billing rate for each proposed employee essential for the completion of this deliverable.

1. INITIAL IMPLEMENTATION		
No.	Implementation Activity	Firm Fixed Price
1	Deliverable One: Project Initiation and Kickoff	
2	Deliverable Two: Project Management and Planning	
3	Deliverable Three: System Design and Architecture	
4	Deliverable Four: Testing Strategy and Environment Setup	
5	Deliverable Five: Data Migration Planning and Execution	
6	Deliverable Six: System Implementation and Deployment	
7	Deliverable Seven: Training and Documentation	
8	Deliverable Eight: System Testing and Validation	
9	Deliverable Nine: Ongoing Support and Maintenance	
10	Deliverable Ten: Data Ownership, Portability, and Contract Exit	
11	Deliverable Eleven: Project Closure and Final System Acceptance	

TOTAL INITIAL IMPLEMENTATION PRICE (No. 1-11)

\$0.00

2. INITIAL CONTRACT TERM

No.	Recurring Service	Initial Contract Term
1	SaaS software subscription/license	
2	Hosting/cloud services	
3	Software maintenance and updates	
4	Technical support and help desk services	
5	Service-level agreement/support services	
6	Backup and disaster recovery services	
7	Security and compliance services	
8	Other required recurring services	

TOTAL INITIAL CONTRACT TERM PRICE (No. 1-8)

\$0.00

3. RENEWAL OPTION 1

No.	Recurring Service	Renewal Option 1
1	SaaS software subscription/license	
2	Hosting/cloud services	
3	Software maintenance and updates	
4	Technical support and help desk services	
5	Service-level agreement/support services	
6	Backup and disaster recovery services	
7	Security and compliance services	
8	Other required recurring services	

TOTAL RENEWAL OPTION 1 PRICE (No. 1-8)

\$0.00

4. RENEWAL OPTION 2

No.	Recurring Service	Renewal Option 2
1	SaaS software subscription/license	
2	Hosting/cloud services	
3	Software maintenance and updates	
4	Technical support and help desk services	
5	Service-level agreement/support services	
6	Backup and disaster recovery services	
7	Security and compliance services	
8	Other required recurring services	

TOTAL RENEWAL OPTION 2 PRICE (No. 1-8)

\$0.00

5. RENEWAL OPTION 3		
No.	Recurring Service	Renewal Option 3
1	SaaS software subscription/license	
2	Hosting/cloud services	
3	Software maintenance and updates	
4	Technical support and help desk services	
5	Service-level agreement/support services	
6	Backup and disaster recovery services	
7	Security and compliance services	
8	Other required recurring services	

TOTAL RENEWAL OPTION 3 PRICE (No. 1-8)	\$0.00
---	--------

6. RENEWAL OPTION 4		
No.	Recurring Service	Renewal Option 4
1	SaaS software subscription/license	
2	Hosting/cloud services	
3	Software maintenance and updates	
4	Technical support and help desk services	
5	Service-level agreement/support services	
6	Backup and disaster recovery services	
7	Security and compliance services	
8	Other required recurring services	

TOTAL RENEWAL OPTION 4 PRICE (No. 1-8)	\$0.00
---	--------

7. GRAND TOTAL EVALUATED CONTRACT COST		
No.	Cost Component	Total Proposed Component Cost
1	Total Initial Implementation Price (No. 1-11)	\$0.00
2	Total Initial Contract Term Price (No. 1-8)	\$0.00
3	Total Renewal Option 1 (No. 1-8)	\$0.00
4	Total Renewal Option 2 (No. 1-8)	\$0.00
5	Total Renewal Option 3 (No. 1-8)	\$0.00
6	Total Renewal Option 4 (No. 1-8)	\$0.00

GRAND TOTAL EVALUATED PROPOSED COST	\$0.00
--	--------

SUBMITTAL FORM G – Cost Proposal -Continued**Not Evaluated for Award****8. TRANSITION ASSISTANCE**

The following proposed rates will not be evaluated for award, however, they will become the established contracted hourly rates for the personnel proposed.

Offerors must identify the employee, applicable job class, hourly rate and the hourly billing rate for each proposed employee essential for the completion of this deliverable.

The State guarantees no minimum or maximum number of hours.

If additional page(s) are needed to identify each proposed employee they shall be provided in the format below.

Transition Assistance Personnel List & Fixed Rates

Name	Job Class	Hourly Rate	Hourly Billing Rate

9. COST PROPOSAL CERTIFICATION

By signing below, the Offeror certifies that the information provided in this Cost Proposal is complete and accurate; the prices include all costs necessary to perform RFP 2527H098; pricing has been provided for the initial term and all four renewal options; and the Total Evaluated Contract Cost represents the Offeror's total proposed cost for the initial implementation, initial contract term, and four renewal options.

Offeror:	
Printed Name:	
Title:	
Signature:	
Date:	

SUBMITTAL FORM H – SYSTEM REQUIREMENTS

SPECIAL REQUIREMENTS: This Submittal Form must not identify the offeror's proposed costs and must not exceed thirty-six (36) pages (reference RFP section 4.02).

ALASKA MARINE HIGHWAY SYSTEM

Dispatch Management System

SYSTEM REQUIREMENTS

Department of Transportation & Public Facilities

Version 1.5 | May 2026

1. INTRODUCTION

This document defines the system requirements for the Alaska Marine Highway System (AMHS) Dispatch Management System (DMS), which will replace the current Atlas dispatch software. Requirements were derived from 23 structured interviews and observation sessions conducted by Planet Technologies with subject matter experts across all functional areas of AMHS dispatch operations between May and July 2025.

Requirements are organized into 16 functional categories and assigned a priority level based on operational criticality. The priority framework is:

- **Must Have:** A critical requirement; absence significantly reduces system value.
- **Could Have:** Desirable enhancement that would provide operational benefit but is not critical to baseline function.

Each requirement is accompanied by its operational source and a current-state gap description. Requirements are coded by category prefix (e.g., EMP, SCH, QUA) and sequence number for traceability. This document should be read in conjunction with the AMHS Dispatch Management System (DMS) Concept of Operations (ConOps).

2. REQUIREMENTS SUMMARY BY CATEGORY

#	Category	Must Have	Could Have	Total
1	Employee Profile & Master Data	6	1	7
2	Seniority & Bargaining Unit Rules	6	1	7
3	Crew Scheduling & Vacancy Filling	16	3	19
4	Qualifications, Credentials & Training	20	4	24
5	Leave & Absence Management	5	0	5
6	Travel Coordination	6	2	8
7	Payroll & Timesheet Management	7	1	8

#	Category	Must Have	Could Have	Total
8	Seatime Letters	9	1	10
9	Communication & Audit Logging	5	1	6
10	Reporting & Analytics	6	1	7
11	System Integration	9	0	9
12	Security, Access & Technical Standards	16	0	16
13	Performance & Usability	11	2	13
14	Implementation & Vendor Obligations	9	1	10
15	Cloud Governance & Data Sovereignty	9	0	9
16	Availability & Disaster Recovery	7	0	7
	TOTAL	147	18	165

3. DETAILED REQUIREMENTS

1. EMPLOYEE PROFILE AND MASTER DATA

Staff across all functional areas rely on employee profile data as their primary lookup for contact information, bargaining unit, change port, and status. Atlas frequently has stale or incomplete data, and no field values can be copied out of the interface.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
EMP-001	Must Have	Maintain a unified employee record including name, Employee ID (EID), bargaining unit, position, change port, home address, phone number(s), and personal email address.	All Dispatch, Travel, Payroll	Data frequently stale; cannot copy/paste any values from Atlas	Choose an item.	
EMP-002	Must Have	Allow users to copy employee contact information (phone, email, address) from the interface without requiring manual retyping.	Passenger Services	Atlas does not support copy/paste of any data fields	Choose an item.	
EMP-003	Must Have	Track employee active/inactive status and reason (suspended, retired, resigned, separated, admin leave, etc.) with effective dates.	IBU Dispatch	Status history exists but requires manual entry for most status types	Choose an item.	
EMP-004	Must Have	Store and display complete position and job history for each employee, including all bargaining units they have belonged to.	Atlas Introduction	Supported but slow to navigate	Choose an item.	
EMP-005	Must Have	Provide an employee self-service portal where crew members can view their own profile, update contact information, and see their current schedule and qualifications.	Passenger Services, Union Needs	Original Atlas intent; never implemented	Choose an item.	
EMP-006	Must Have	Support bulk import of new hire data from an external applicant tracking/onboarding system (e.g., Applicant Stack) to eliminate manual re-entry.	Passenger Services	No integration; all new hire data manually entered by dispatch admin	Choose an item.	
EMP-007	Could Have	Generate and maintain an internal employee directory searchable by name, bargaining unit, change port, position, and vessel.	Shoreside Travel	Must currently use separate State of Alaska directory	Choose an item.	

2. SENIORITY AND BARGAINING UNIT RULES

AMHS operates under three distinct union contracts (IBU, MEBA, MMP), each with unique seniority hierarchies, vacation accrual rules, and scheduling provisions. Contracts are renegotiated every three years.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SEN-001	Must Have	Support distinct seniority hierarchies for each bargaining unit. For IBU: Job Points → Admin Award Date → Department Points → Company Points → Hire Date. Support equivalent hierarchies for MEBA and MMP.	IBU Dispatch	Atlas supports IBU hierarchy; MEBA/MMP less well supported	Choose an item.	
SEN-002	Must Have	Display seniority-ordered lists of available employees for any given position, vessel, or change port, filterable in real time.	IBU Dispatch	Must print and manually annotate lists; Atlas too slow for real-time use	Choose an item.	
SEN-003	Must Have	Support Dispatch Selection Forms (DSF) that allow IBU employees to opt out of specific vessels, regions, or position types, and enforce those restrictions during vacancy filling.	IBU Dispatch	DSF data stored in Atlas but must be manually cross-referenced	Choose an item.	
SEN-004	Must Have	Allow rule sets for each bargaining unit to be configured by administrators without vendor involvement, to accommodate contract updates every three years.	IT Standards, Union Needs	Any Atlas rule change requires vendor development	Choose an item.	
SEN-005	Must Have	Track and display point accumulation for each employee across job points, department points, and company points, updated per contract cycle rules.	IBU Dispatch	Visible in Atlas but update latency is 2-4 weeks	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SEN-006	Must Have	Support MEBA quarterly point cycles (points earned every 9 months) separately from IBU biweekly cycles.	MEBA Dispatch	MEBA seniority managed largely outside Atlas	Choose an item.	
SEN-007	Could Have	Generate on-demand bargaining unit seniority reports in a format suitable for posting per contract requirements.	IBU Dispatch	Reports available but require manual formatting and annotation	Choose an item.	

3. CREW SCHEDULING AND VACANCY FILLING

IBU dispatchers fill vacancies on a biweekly cycle, while MEBA and MMP plan on quarterly scrolls. Vacancy filling requires cross-referencing vessel schedule, employee availability, qualifications, seniority, DSF restrictions, and change port proximity.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SCH-001	Must Have	Provide a unified scheduling view showing, for each vessel and time period: bid holder, relief employee, leave status, and assignment dates for all bargaining units.	All Dispatch	No unified view; dispatchers maintain separate paper scrolls	Choose an item.	
SCH-002	Must Have	Display vessel schedule (port calls, dates, status) alongside crew assignment data so dispatchers can determine where and when crew changes occur.	IBU Dispatch	Vessel schedule is a separate public website; not integrated with Atlas	Choose an item.	
SCH-003	Must Have	Support filtering of available, qualified employees by change port, vessel, position/qualification, bargaining unit, and availability status (not on vacation, unfit, or already assigned).	IBU Dispatch	Requires navigating multiple Atlas screens and printed lists	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SCH-004	Must Have	Support the IBU Riff bumping process: automated calculation of cascading position reassignments based on seniority hierarchy when bid holders are displaced. Allow dispatcher to review and confirm the proposed outcome before committing.	IBU Dispatch	Atlas Riff Math tool exists but requires extensive manual verification	Choose an item.	
SCH-005	Must Have	Track and enforce minimum manning requirements by vessel, reflecting both the Certificate of Inspection (COI) minimums and any active Transition Memos that specify different requirements.	MMP Dispatch	Transition memo requirements tracked manually on paper scroll	Choose an item.	
SCH-006	Must Have	Track vessel operational status (Revenue Service, Layup Moving, Layup Stationary, Overhaul) and display this alongside crew assignments.	MMP Dispatch, MEBA Dispatch	Vessel status tracked on color-coded paper scrolls; not in Atlas	Choose an item.	
SCH-007	Must Have	Support the MEBA Hall temporary hire process: identify when a position must be filled from the MEBA Hall, generate referral information with complete vacancy details, and track Hall-filled positions separately from regular AMHS employees.	MEBA Dispatch	Hall fills tracked manually; automated email to Hall not supported	Choose an item.	
SCH-008	Must Have	Allow posting of the official crew list for each vessel and bargaining unit, with version history and date/time stamp.	IBU Dispatch	Atlas supports posting but process is manual and error-prone	Choose an item.	
SCH-009	Must Have	Support quarterly scroll planning (4-month horizon) for MEBA and MMP, with a visual calendar/grid view showing assignments per vessel per two-week rotation, automatically driving timesheet pre-population.	MEBA Dispatch, MMP Dispatch	Quarterly scroll is Excel-based; Atlas only receives the result for timesheet generation	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SCH-010	Must Have	Track holdover (overtime beyond the regular rotation) assignments separately and distinguish them from standard bid and relief assignments.	MMP Dispatch	Holdovers tracked on paper scroll only	Choose an item.	
SCH-011	Must Have	Display pier head jump emergency vacancy indicators (vessel sails within 6-12 hours) and support expedited assignment workflow that may prioritize location proximity over strict seniority order per applicable LOA, with documentation of the deviation and justification.	Union Needs	No system support; handled entirely by phone and institutional knowledge	Choose an item.	
SCH-012	Could Have	Support employee self-service availability calendaring so crew members can indicate availability or unavailability for specific dates or vessels.	Passenger Services	No self-service capability currently exists	Choose an item.	
SCH-013	Must Have	Support the MEBA Hall temporary hire process end-to-end: when a MEBA position cannot be filled internally, automatically generate an email notification to the MEBA Hall with complete vacancy details (vessel, position, dates, qualifications required). Provide a means for the Hall to supply temp employee information that creates a provisional record in the system, assigned a temporary PCN.	MEBA Dispatch	Handled by manual email and manual data entry. Temp PCNs tracked in a notebook. No system support for the Hall communication loop or temp record creation.	Choose an item.	
SCH-014	Must Have	Track temporary employee PCN (Position Classification Number) assignments separately from permanent bid PCNs. Automatically convert a temp PCN to a permanent PCN once the associated PARF is approved and the bid has been physically worked by the employee.	MEBA Dispatch, MMP Dispatch	Temporary PCNs manually tracked in notebooks. PCN conversion is entirely manual with no system trigger or validation, leading to data integrity errors.	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SCH-015	Could Have	Draft proposed MEBA crew lists based on scheduling constraints (seniority hierarchy, qualifications, vessel status, scroll commitments) and present the draft to the MEBA dispatcher for review and modification before publishing.	MEBA Dispatch	MEBA crew lists built from scratch manually each cycle using Atlas, seniority scrolls, and paper records. No system-assisted drafting capability.	Choose an item.	
SCH-016	Must Have	Provide an interface for the MMP committee to submit key operational data used in quarterly crew list creation (voyage schedules, relief windows, position requirements). Automatically notify the MMP dispatcher when committee data has been received and is ready for review.	MMP Dispatch	MMP committee data delivered via email and entered manually by dispatcher. No system-based data handoff or dispatcher notification workflow.	Choose an item.	
SCH-017	Must Have	Provide a bid application review interface for supervisors and Port Stewards: display employee contact information, current assignment status, total hours worked in the relevant eligibility period, minimum qualification status, and bid history in one view. Capture the reviewer decision (approved, conditionally approved, denied) and documented reason in the system.	Passenger Services, MMP Dispatch	Bid review requires gathering data manually from Atlas, IRIS hours records, and paper qualification files. Decisions and reasoning not captured in any system.	Choose an item.	
SCH-018	Could Have	When an IBU vacancy is filled, automatically notify all relevant stakeholders via system-generated email: the vessel Master, the vessel Chief Mate, the employee vacating the position, and all IBU Dispatch staff. The notification must include the employee name, position, vessel, and effective date.	IBU Dispatch	Post-fill notifications are sent manually via Outlook. No automated notification or tracking exists in Atlas; inconsistent delivery creates operational and union compliance risk.	Choose an item.	
SCH-019	Must Have	When a vacancy is filled incorrectly or an assignment error occurs, display relevant details	IBU Dispatch	There is no system alert when a leave request is entered but	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
		explaining why the error occurred and surface upcoming request data to help dispatchers identify and prevent similar mistakes.		remains in pending status. If a vacation is signed but not converted, it does not appear during crew list creation, and the missing relief only surfaces day-of. This type of error occurs almost every two-week crewing cycle		

4. QUALIFICATIONS, CREDENTIALS, AND TRAINING

Crew assignments are constrained by credential requirements. Coast Guard credentials (MMC, TWIC, medical certificates), position-specific certifications, and pilotage endorsements (MMP) must all be current and verified before assignment. Tracking is managed across Atlas, Marinalis LMS, and manual Excel sheets.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
QUA-001	Must Have	Track all Coast Guard credentials per employee: Merchant Mariner Credential (MMC), TWIC card, medical certificate (2-year and 5-year), food worker card, alcohol management certification, TAPS card, and HAZMAT certification, with expiration dates.	Vessel Crew Docs	Supported in Atlas but data loss on save requires manual double-checking	Choose an item.	
QUA-002	Must Have	Track pilotage endorsements for MMP deck officers by geographic area, type (day vs. unlimited), and inclusion vs. exclusion list status, and enforce these requirements during scheduling.	MMP Dispatch, Vessel Crew Docs	Atlas cannot differentiate day vs. unlimited pilotage; manual Excel sheets required	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
QUA-003	Must Have	Generate automated alerts and reports for credentials expiring within configurable timeframes (e.g., 30, 60, 90 days), filterable by employee, vessel, bargaining unit, and credential type.	Vessel Crew Docs	Atlas generates CSV exports; staff manually apply color-coding in Excel	Choose an item.	
QUA-004	Must Have	Support batch/bulk entry of the same credential or course completion for multiple employees simultaneously (e.g., entering STCW BT completion for 20 employees at once).	Vessel Crew Docs	Atlas requires one-by-one entry for every employee: no batch capability	Choose an item.	
QUA-005	Must Have	Confirm every credential save with a visible success indicator. The system must not discard records without notification.	Vessel Crew Docs	Atlas known to silently discard saves; staff must exit and re-enter to verify	Choose an item.	
QUA-006	Must Have	Support attaching scanned credential documents (PDF, JPG) to employee credential records. Automatically convert JPEG/image files to PDF upon upload for document standardization.	Vessel Crew Docs	Atlas supports attachments via Z-drive link only; JPEG-to-PDF requires manual conversion	Choose an item.	
QUA-007	Must Have	Generate a GAP report per employee showing required minimum qualifications for a given position vs. what the employee currently holds, with clear indication of what is missing and what is expiring.	Training, MEBA Dispatch	Atlas GAP reports exist but are confusing and omit expiration dates	Choose an item.	
QUA-008	Must Have	Receive training completion data from the Marinalis LMS with a maximum 24-hour lag (vs. current 2-4 week lag), so that dispatcher qualification checks reflect recent training.	Training	Current 2-4 week lag causes dispatchers to miss recent completions	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
QUA-009	Must Have	Support future-effective credential documents: allow entry of a credential received in advance of its validity date (e.g., renewed MMC submitted months before current one expires), storing it as pending with an activation date, and automatically replacing the current credential when the activation date is reached.	Vessel Crew Docs	No Atlas support for future-effective documents; manual re-entry required at the right time, creating risk of lapsed credentials	Choose an item.	
QUA-010	Must Have	Support multi-course certificates (e.g., HCT = 13 individual courses; HCT Refresher = 3 courses) as a single credential entry, automatically verified when all constituent courses are complete.	Vessel Crew Docs	Atlas cannot group courses into composite certificates; tracked manually	Choose an item.	
QUA-011	Must Have	Define parent qualifications composed of multiple sub-qualifications (e.g., STCW Basic Safety Training grouping BT, PSC, EFA, and FPFF). GAP reports must evaluate parent qualification status based on completion of all constituent sub-qualifications.	Training, Vessel Crew Docs	Atlas lists every sub-qualification separately; GAP reports confusing and hard to interpret	Choose an item.	
QUA-012	Must Have	Support alternative qualifications: when an employee holds an alternate credential that satisfies a minimum qualification requirement, display it as qualifying but in a visually distinct format (e.g., alternate color or label) to distinguish primary from alternate qualifications.	Training, MEBA Dispatch	Atlas does not distinguish primary from alternative qualifications in reports	Choose an item.	
QUA-013	Must Have	Allow employee self-service document upload for credential renewals. Provide a document legibility review tool for the Vessel Crew Docs clerk: display submitted documents at full resolution, allow flagging as illegible, and	Passenger Services, Vessel Crew Docs	No self-service capability: approximately 50% of documents are rejected and rejection feedback is manual email	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
		automatically notify the employee with specific feedback on resubmission requirements.				
QUA-014	Must Have	Track and manage training course enrollment, scheduling, and completion for AMHS-sponsored courses, including recording requests for future course planning when courses are full; organizing registrations by seniority and request date; and transferring approved registrations to partnering educator registration logs.	Training	Training coordination handled via separate Excel sheets outside Atlas; demand not tracked	Choose an item.	
QUA-015	Could Have	Provide course description and prerequisite information within the system so that dispatchers and new employees can understand credential requirements without institutional knowledge.	Training	No course information in Atlas; separate Internal Resources website required	Choose an item.	
QUA-016	Could Have	When a training request is approved, automatically send the employee: (a) a leave request form reminder, and (b) course information and class flyer.	Training	Both communications sent manually for every approved request	Choose an item.	
QUA-017	Must Have	Automatically calculate whether a vessel crew member meets the minimum hours threshold for bid eligibility based on total hours worked in the relevant period. Display the hours calculation alongside bid application records so the reviewing supervisor can verify eligibility without a separate IRIS lookup.	Passenger Services, IBU Dispatch	Hours calculation done manually by Port Stewards reviewing separate IRIS payroll records. No integrated hours-to-eligibility calculation in Atlas.	Choose an item.	
QUA-018	Must Have	Maintain qualification metadata for each credential type: issuing authority, renewal frequency, applicable positions, and whether the credential is primary or an accepted	Training, Vessel Crew Docs	Atlas stores credential dates but not metadata such as issuing authority, renewal cycle, or position	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
QUA-019	Must Have	alternative. Allow training administrators to update metadata configuration without vendor involvement. Support automatic generation of new learner profiles in the Marinals LMS when a new employee record is created in the DMS. Automatically populate the LMS profile with verified Merchant Mariner Credential (MMC) data from the DMS to eliminate dual-system data entry.	Training, IT Standards	applicability. Metadata maintained in separate spreadsheets. New employee LMS profiles created manually after DMS/IRIS onboarding. MMC data entered separately in both systems, creating duplication and discrepancy risk.	Choose an item.	
QUA-020	Could Have	Record the date that a training authorization memo is sent for each approved training request and maintain a full audit trail of training approval communications: request received, eligibility confirmed, memo sent, course registered, and completion recorded.	Training	Training communication dates are tracked only in personal email and an Excel log. No system record of authorization memo send dates.	Choose an item.	
QUA-021	Could Have	Provide interactive filter controls on qualification and GAP reports: display crew with a specific qualification, crew without a specific qualification, or crew with expiring credentials within a defined window. All report results must be exportable to Excel.	Training, Vessel Crew Docs	Atlas qualification reports require exact parameter entry and cannot be filtered interactively. Generating a list of crew without a specific qualification requires manually cross-referencing two separate reports.	Choose an item.	
QUA-022	Must Have	Provide a dedicated interface for the Vessel Crew Docs clerk to manage training-related timesheets: identify AMHS-funded course completions in Marinals that qualify for training pay, alert the clerk to eligible completions, support creation of training-specific timesheets	Vessel Crew Docs	Clerk manually reviews 2,500+ Marinals completions every two weeks to identify paid-course completions. Training timesheets created manually, emailed to	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
		pre-populated with course and employee data, route timesheets for approval, and automatically deliver approved timesheets to the employee (via portal and email) and to payroll/IRIS.		employees manually, and submitted to payroll separately. No system workflow connects these steps.		
QUA-023	Must Have	Format and distribute credential compliance reports automatically: apply color-coding for expiration urgency (expired=red, within 30 days=orange, within 60 days=yellow) and distribute via email to (a) vessel supervisors for their assigned crew and (b) individual employees whose credentials fall within the alert threshold.	Vessel Crew Docs	Compliance reports generated in Atlas, manually reformatted in Excel with color-coding added by hand, then manually emailed to each vessel and affected individual. Process takes several hours per cycle.	Choose an item.	
QUA-024	Must Have	Provide a dedicated interface for the Vessel Crew Docs clerk to manage NMC pilotage details: enter, update, and track pilotage endorsements received from the National Maritime Center per crew member, with automatic linkage to the employee credential profile and scheduling eligibility evaluation.	Vessel Crew Docs	Pilotage details from the NMC entered manually in Atlas with no dedicated workflow or tracking. Link between NMC pilotage data and scheduling eligibility is entirely manual.	Choose an item.	

5. LEAVE AND ABSENCE MANAGEMENT

Leave management (vacation, FMLA, unfit for duty) is central to crew scheduling. Leave statuses trigger crew list updates, affect seniority/benefit calculations, and must sync with payroll. Currently, leave is entered through multiple channels with significant manual reconciliation.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
LEV-001	Must Have	Track and display all leave types per employee: vacation (approved/pending), FMLA, unfit for duty (with return date if known), administrative leave, and suspension.	All Dispatch, Payroll	Atlas stores leave status but often lags 2-4 weeks; vacation approval workflow is manual	Choose an item.	
LEV-002	Must Have	Support a vacation approval workflow: employee or supervisor submits request, dispatcher reviews, approves or denies, and the system automatically updates crew list and seniority tracking.	IBU Dispatch	Current workflow: paper form, handed to admin, manually entered to Atlas; often missed when comparing crew lists	Choose an item.	
LEV-003	Must Have	Generate leave timesheets automatically when an employee misses a scheduled assignment due to an approved leave status, pre-populated with correct leave type and pay rate.	Payroll	Atlas generates blank timesheets; leave coding is manual and error-prone	Choose an item.	
LEV-004	Must Have	Alert dispatchers and HR when an employee has not worked for 60 or more days within any 90-day rolling period, as this affects health insurance eligibility under union contracts.	Union Needs	No automated absence monitoring; requires manual review	Choose an item.	
LEV-005	Must Have	Display leave balance information from IRIS (vacation accrued, vacation taken, sick leave) within the DMS employee profile, with a defined sync frequency.	Union Needs	Leave balances only accessible via IRIS; not visible in Atlas	Choose an item.	

6. TRAVEL COORDINATION

When dispatchers fill a vacancy, they must also coordinate crew travel to the vessel. Dispatch handles travel for employees moving between assignments (travel status), while Shoreside Travel handles employees in work status and all shoreside employee travel.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
TRV-001	Must Have	Support the generation of travel quotes for crew assignments, including comparison of travel from change port vs. home address to identify the least-cost option per union contract rules.	Shoreside Travel	Travel quotes generated manually; no system support	Choose an item.	
TRV-002	Must Have	Track travel status vs. work status for vessel employees to determine which team (Dispatch vs. Shoreside Travel) is responsible for booking and costs, and display the responsible party in the employee record.	Shoreside Travel	Status determination is manual; leads to miscommunication and duplicate bookings	Choose an item.	
TRV-003	Must Have	Maintain CTM (Corporate Travel Management system) travel profile information within the DMS employee record to support travel booking without requiring separate profile lookups.	Shoreside Travel	CTM profiles exist separately; vessel employees use generic union-level profiles	Choose an item.	
TRV-004	Must Have	Track reimbursement requests for employee travel, including receipt collection, approval workflow, and status tracking, with export of approved reimbursement data for IRIS entry.	Shoreside Travel	Tracked via email receipts and separate IRIS entry; fragmented process	Choose an item.	
TRV-005	Could Have	Integrate with the Corporate Travel Management (CTM) system to allow travel bookings to be initiated from the DMS assignment workflow.	Shoreside Travel	CTM is a completely separate system with no Atlas integration	Choose an item.	
TRV-006	Must Have	Provide an employee self-service travel request interface where crew members can submit travel requests prior to an assignment. The interface must collect and store the following travel authorization data fields: full name, job title, mailing address, submission date, bargaining unit, birth date, travel begin and end dates, destination(s), purpose of trip, staff	Shoreside Travel	Travel requests arrive via phone or email with no standard intake process. Authorization details tracked in separate spreadsheets. Employees frequently omit required information, necessitating follow-up calls.	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
TRV-007	Must Have	assigned to prepare the reservation, mode of transportation, number of trip segments, and segment-specific travel details. Additionally collect: cost center, approving supervisor name, and bargaining unit travel entitlement. All fields must be stored within the DMS travel record and accessible to the Shoreside Travel admin for booking purposes. Support submission of travel booking data to the state-approved travel management system (currently CTM): generate a CTM-compatible travel record from DMS assignment and employee data to reduce manual re-keying by the Shoreside Travel admin.	Shoreside Travel	All CTM bookings manually entered by the Shoreside Travel admin after gathering data from dispatch, payroll records, and employee contact. No data flow between DMS and CTM.	Choose an item.	
TRV-008	Could Have	Provide the Shoreside Travel Admin Assistant with access to a dedicated per diem verification view that displays: employee vessel assignment, pay type (e.g., E100 regular vs. E175 leave), vessel status (Revenue Service, Layup, Overhaul), and hours worked for the prior 90 days. The view must include vessel-level detail sufficient to determine whether the vessel kitchen was operational during an overhaul period, as this determines per diem food reimbursement eligibility.	Shoreside Travel	Per diem verification currently requires cross-referencing ATLAS payroll history with external vessel status records. Vessel kitchen operational status during overhaul is not captured in Atlas, requiring manual confirmation.	Choose an item.	

7. PAYROLL AND TIMESHEET MANAGEMENT

AMHS payroll is described as the most manual timesheet process in the State of Alaska. Atlas generates blank timesheets; vessel supervisors complete them by hand; payroll staff manually key every line into IRIS. Approximately 80% require corrections.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
PAY-001	Must Have	Generate pre-populated timesheets including: employee name and EID, vessel name, bargaining unit, position, assignment dates, assignment type (bid/relief), and applicable pay code, eliminating the need for vessel supervisors to fill in this information manually.	Payroll	Atlas generates blank timesheets with only name and EID	Choose an item.	
PAY-002	Must Have	Include start and stop times on generated timesheets in compliance with state policy (not just total hours).	Payroll	Start/stop times must be manually added by supervisors or payroll	Choose an item.	
PAY-003	Must Have	Support all bargaining unit pay codes and overtime calculation rules (daily overtime, holdover overtime, minimum guarantee) per IBU, MEBA, and MMP contracts.	Payroll	Pay code application is entirely manual; no rule automation in Atlas	Choose an item.	
PAY-004	Must Have	Provide a missing timesheet tracking workflow that identifies employees whose timesheets have not been received by the deadline and notifies relevant dispatch and payroll staff.	Payroll	Tracked via biweekly Teams spreadsheet maintained by timekeeper	Choose an item.	
PAY-005	Must Have	Provide an employee payroll history view within the DMS showing vessel, pay type (E100 regular vs. E175 leave), vessel status, and assignment dates for the prior 90 days.	Shoreside Travel	Available in Atlas via Time Collection but lags 2-4 weeks	Choose an item.	
PAY-006	Must Have	Export timesheet data in a format compatible with IRIS data entry to reduce manual keying by payroll technicians (target: XML file via FTP or approved successor interface).	Payroll, IT Standards	No export; all data keyed manually into IRIS. IRIS XML/FTP interface specification: https://doa.alaska.gov/dof/ir	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
				is/resource/INT_ISD_TADI_X ML.pdf		
PAY-007	Could Have	Provide a Majority of Time (MOT) calculation that determines which position an employee worked most during a pay period, to support determination of correct pay rate for non-bid holders.	Payroll	MOT calculated manually from IRIS data; not available in Atlas	Choose an item.	
PAY-008	Must Have	Provide crew members with digital access to their pre-populated timesheets so they can review, confirm hours, and flag discrepancies within the system. Additionally, identify and alert dispatch and payroll when a timesheet is absent for an employee who was recorded as unfit for duty, prompting creation of the required Personnel Action Request Form (PARF).	Payroll, All Dispatch	Crew have no DMS timesheet access. Unfit-for-duty PARF requirements tracked via a shared spreadsheet. Approximately 80% of timesheets require corrections, with unfit-related miscodings being a major contributor.	Choose an item.	

8. SEATIME LETTERS

The seetime clerk produces Coast Guard-required proof-of-service letters for mariners renewing licenses or seeking new endorsements. Approximately 532 letters were produced in the most recent cycle. Three different Atlas tools return different totals for the same employee.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SEA-001	Must Have	Generate seetime letters in the format required by the U.S. Coast Guard, including: employee name, EID, vessel name(s), position(s), date ranges, and aggregate seetime by department (deck, engine, purser, steward).	Seetime Letters	Atlas output is incorrectly formatted and missing required statements	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SEA-002	Must Have	Automatically include required Coast Guard statements in all seetime letters: (1) drug testing program participation statement, (2) engine yard time calculation (0.5 day per day in yards), (3) inside passage geographic designation.	Seetime Letters	All statements must currently be manually added in Word	Choose an item.	
SEA-003	Must Have	Produce a single, consistent seetime total per employee per letter that reconciles all service periods, eliminating the current discrepancy between three different Atlas seetime tools that return different values.	Seetime Letters	Three Atlas tools return different totals; manual reconciliation required	Choose an item.	
SEA-004	Must Have	Support appending new seetime to an existing letter (patching), so that a mariner's full career history is maintained as a single cumulative document updated with each letter request. Automatically combine duplicate vessel/position rows and recalculate department totals.	Seetime Letters	Patching done manually in Word from prior letter; fragile and time-consuming	Choose an item.	
SEA-005	Must Have	Determine drug testing statement eligibility automatically: employee qualifies if (a) they have had a urinalysis within the last 185 days, OR (b) they have worked 60 or more days in the last 185 days.	Seetime Letters	UA Assessment tool vastly undercounts eligible days; manual override required for nearly every letter	Choose an item.	
SEA-006	Must Have	Support reactivating inactive employees (retired, resigned, separated) temporarily for seetime letter generation without affecting other system reports or dispatching functions.	Seetime Letters	Manual activate/deactivate required in Atlas; risk of contaminating other reports	Choose an item.	
SEA-007	Must Have	Maintain a seetime letter tracking log per employee: request date, letter sent date, mailing date, drug statement eligibility, prior letter end date, and any notes or errors.	Seetime Letters	Maintained in Excel; 532 entries; no system support	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SEA-008	Could Have	Import or reconcile historical seetime data from pre-2000 service periods stored in legacy spreadsheets and archived records.	Seetime Letters	Pre-2000 data unreliable in Atlas; kept in separate spreadsheets	Choose an item.	
SEA-009	Must Have	Allow the seetime clerk to review and manually update a generated letter draft before finalization: add narrative notes, correct date ranges, adjust department subtotals, and override drug test statement eligibility when supporting documentation warrants an exception.	Seetime Letters	Atlas generates a draft but the clerk must export to Word and manually correct errors for virtually every letter. No in-system editing capability exists; the export-edit-reimport cycle introduces transcription risk.	Choose an item.	
SEA-010	Must Have	Export finalized seetime letters to PDF and support application of a digital signature by the authorized signatory. Deliver the signed letter to the requesting mariner via system and email. Maintain a delivery confirmation log with timestamp.	Seetime Letters	Atlas output must be pasted into a Word template, printed, wet-signed, scanned to PDF, and manually emailed. No digital signature support, no direct system delivery, and no delivery confirmation log.	Choose an item.	

9. COMMUNICATION AND AUDIT LOGGING

Dispatch operations generate high volumes of phone calls, emails, and notifications. There is no system record of who was called, when, or what was communicated, creating significant union grievance risk. AMHS has also experienced inconsistent union notification for required personnel transactions.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
COM-001	Must Have	Provide built-in call/contact logging that captures: employee contacted, date/time, method (phone/email/text), number of contact attempts, result (reached/voicemail/no answer), and dispatcher notes.	Union Needs	No call logging capability in Atlas; entirely paper-based or institutional memory	Choose an item.	
COM-002	Must Have	Generate automatic notifications to union representatives when employee personnel transactions occur (new appointments, separations, status changes) per contract requirements.	Union Needs	Notifications currently not sent consistently; contractual compliance risk	Choose an item.	
COM-003	Must Have	Maintain a complete, tamper-evident audit log of all system actions: who made a change, what was changed, when, and what the prior value was. This log must not be editable by any user.	IT Standards, Vessel Crew Docs	Atlas does not maintain an accessible audit log	Choose an item.	
COM-004	Must Have	Support broadcast notification to groups of employees (e.g., all IBU deck employees with Valdez change port) via email and/or SMS for vacancy announcements or urgent operational communications.	Union Needs, All Dispatch	All employee notifications sent via manual email or phone calls	Choose an item.	
COM-005	Must Have	Log all dispatch assignment decisions with the reason, alternatives considered, and seniority order in which employees were contacted, to support union grievance defense.	Union Needs	No decision logging; dispatchers rely on memory and informal notes	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
COM-006	Could Have	Provide an in-system message or communication board visible to authorized staff and crew members for operational announcements.	Training	No internal communications capability in Atlas	Choose an item.	

10. REPORTING AND ANALYTICS

Atlas can generate reports but they require precise parameter entry and are not easily customizable. Credential compliance reports require CSV export and manual Excel manipulation. Most functional areas maintain supplementary Excel reports because Atlas output is insufficient.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
RPT-001	Must Have	Generate real-time crew list reports by vessel, date range, and bargaining unit, showing posted vs. actual assignments.	All Dispatch, Passenger Services	Atlas crew list lags 2-4 weeks behind reality; actual list comes from vessel spreadsheet	Choose an item.	
RPT-002	Must Have	Generate monthly credential compliance reports for all active employees showing: MMC, TWIC, medical certificate, food worker card, alcohol management, TAPS, and HAZMAT status with expiration dates, exportable to Excel. Automatically distribute reports via email to relevant vessel supervisors and to individual employees whose credentials are expiring within the alert threshold.	Vessel Crew Docs	Atlas generates CSV; manual color-coding in Excel required; distribution is fully manual	Choose an item.	
RPT-003	Must Have	Support ad-hoc employee search and filter by any combination of: name, EID, bargaining unit, position, change port, vessel, active status, and credential status.	All Functional Areas	Atlas reports require knowing exact parameters; limited flexibility	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
RPT-004	Must Have	Generate seniority reports by bargaining unit and position type, updated in real-time, suitable for required posting.	IBU Dispatch	Atlas generates these but slow; must print and annotate manually	Choose an item.	
RPT-005	Must Have	Provide training completion reports showing which employees have completed which courses, with dates and expiration, filterable by bargaining unit, vessel, change port, and date range.	Training	Training reports require Marinalis lookup; Atlas data lags and is incomplete	Choose an item.	
RPT-006	Must Have	Generate vessel manning reports showing current and upcoming crew assignments against COI minimums and pilotage requirements, with gaps highlighted.	MMP Dispatch, MEBA Dispatch	No automated manning gap report; tracked manually on paper scroll	Choose an item.	
RPT-007	Could Have	Provide operational dashboards showing key metrics: open vacancies by vessel/union, upcoming credential expirations, training compliance rates, and timesheet receipt status.	Payroll, Training, All Dispatch	No dashboards in Atlas; metrics assembled manually from multiple sources	Choose an item.	

11. SYSTEM INTEGRATION

The DMS does not operate in isolation. It must exchange data with IRIS (state payroll), Marinalis (training LMS), Applicant Stack (HR/onboarding), and potentially CTM (travel). The IRIS interface is XML/FTP based.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
INT-001	Must Have	Receive employee master data (new hires, status changes, separations) from IRIS via defined sync process (XML/FTP or successor interface) with a maximum 24-hour lag.	IT Standards	Current IRIS-Atlas sync has 2-4 week lag for new hire data	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
INT-002	Must Have	Transmit timesheet data to IRIS in a compatible format to reduce manual keystrokes by payroll technicians. Integration design must account for IRIS XML/FTP interface constraints as defined in the DOA Interface Specification document: https://doa.alaska.gov/dof/iris/resource/INT_ISD_TADI_XML.pdf . Any successor interface specification published by DOA shall supersede this reference.	Payroll, IT Standards	No outbound timesheet integration; 100% manual IRIS entry	Choose an item.	
INT-003	Must Have	Receive training completion data from Marinals LMS with maximum 24-hour sync frequency to ensure dispatcher qualification checks reflect current status.	Training	Current Marinals-Atlas sync: 2-4 week lag	Choose an item.	
INT-004	Must Have	Accept new hire data from Applicant Stack (or successor onboarding system) via API or file transfer, eliminating manual re-entry by dispatch admin.	Passenger Services	No integration; new hire data manually entered to both Atlas and IRIS	Choose an item.	
INT-005	Must Have	Provide a well-documented REST API for state IT use, enabling future integration with other DOT systems, data warehouses, and reporting tools with appropriate authentication and role-based access control.	IT Standards	Atlas has limited documented API; integrations are XML/FTP based	Choose an item.	
INT-006	Must Have	Vendor must implement error handling, retry logic, and failure notification for all integration points. Integration failures must generate alerts to designated DOT&PF personnel. No data may be silently lost due to an integration failure.	IT Standards		Choose an item.	
INT-007	Must Have	For each data element shared between the DMS and an external system (IRIS, Marinals, Applicant Stack, CTM), the integration design must define which system is authoritative (system of record) for that element. Conflict resolution rules must be documented for any bidirectional sync.	IT Standards		Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
INT-008	Must Have	Vendor must support both legacy integration patterns (XML/FTP for IRIS) and modern integration patterns (REST API, webhooks/event notifications) to accommodate future modernization of state enterprise systems.	IT Standards	Only XML/FTP specified; no path for modernization	Choose an item.	
INT-009	Must Have	Vendor must provide an integration health monitoring dashboard accessible to DOT&PF IT, showing sync status, last successful sync timestamp, error counts, and data reconciliation metrics for each integration point.	IT Standards		Choose an item.	

12. SECURITY, ACCESS CONTROL, AND TECHNICAL STANDARDS

The system handles sensitive employee data including medical certificates, drug test eligibility, HIPAA-relevant records, and personally identifiable information. Alaska OIT security policies apply.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SEC-001	Must Have	Implement role-based access control (RBAC) that limits data visibility and edit capability based on user role (e.g., IBU dispatcher cannot see MEBA-only records; payroll cannot edit crew assignments).	IT Standards	Atlas has limited role differentiation; admin vs. read-only is primary distinction	Choose an item.	
SEC-002	Must Have	Protect medical records and other HIPAA-relevant data with appropriate access controls, encryption at rest and in transit, and a documented security plan.	IT Standards		Choose an item.	
SEC-003	Must Have	Comply with Alaska OIT information security policies and provide security documentation sufficient for state IT review prior to deployment.	IT Standards	Required for any new state system procurement	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SEC-004	Must Have	Be accessible via standard state-approved web browsers without requiring VPN or remote desktop software.	Passenger Services	Atlas recently migrated to browser-based; prior VPN requirement was a major barrier	Choose an item.	
SEC-005	Must Have	Support single sign-on (SSO) using State of Alaska identity provider credentials, so AMHS staff do not need to manage a separate DMS username and password.	IT Standards	Atlas uses separate credentials; SSO not supported	Choose an item.	
SEC-006	Must Have	Vendor must provide documentation of data handling, retention, and deletion policies, including procedures for employee record retention per state record-keeping requirements.	IT Standards	Data migration and retention requirements must be defined for any new system	Choose an item.	
SEC-007	Must Have	Support multi-factor authentication (MFA), either natively or by honoring MFA claims passed from the State of Alaska identity provider. The system must not allow authentication to bypass MFA when the state's conditional access policies require it.	IT Standards	Atlas uses separate credentials with no MFA capability	Choose an item.	
SEC-008	Must Have	Support automated user provisioning and deprovisioning via SCIM 2.0 or equivalent protocol, enabling the State of Alaska identity provider to automatically create, update, and deactivate user accounts. Account deactivation in the identity provider must immediately revoke DMS access.	IT Standards	Atlas user accounts managed manually; no automated provisioning or deprovisioning	Choose an item.	
SEC-009	Must Have	Support SAML 2.0 or OpenID Connect (OIDC) as the authentication federation protocol for SSO integration with the State of Alaska identity provider.	IT Standards	Atlas uses proprietary authentication; no federation protocol support	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
SEC-010	Must Have	Enforce configurable session timeout and concurrent session limits. Sessions must terminate immediately when the associated user account is deactivated or suspended in the identity provider.	IT Standards	No session management controls in Atlas	Choose an item.	
SEC-011	Must Have	Encrypt all data at rest using AES-256 or equivalent. Encrypt all data in transit using TLS 1.2 or higher. Vendor must document encryption implementation and key management practices.	IT Standards		Choose an item.	
SEC-012	Must Have	Vendor must hold and maintain a current SOC 2 Type II certification (or FedRAMP authorization at Moderate impact level or higher) and provide the most recent audit report to DOT&PF upon request and annually thereafter.	IT Standards		Choose an item.	
SEC-013	Must Have	Vendor must conduct third-party penetration testing at least annually and provide a summary of findings and remediation status to DOT&PF within 30 days of test completion.	IT Standards		Choose an item.	
SEC-014	Must Have	Vendor must maintain a documented vulnerability management program including defined timelines for patching critical vulnerabilities (within 72 hours of disclosure for CVSS 9.0+, within 30 days for CVSS 7.0+).	IT Standards		Choose an item.	
SEC-015	Must Have	Vendor must notify DOT&PF of any security incident involving state data within 72 hours of discovery, consistent with HIPAA Breach Notification Rule requirements. Notification must include scope of impact, data elements affected, and remediation steps.	IT Standards		Choose an item.	
SEC-016	Must Have	Vendor personnel with administrative access to state data or production infrastructure must undergo background checks. Vendor must provide documentation of its personnel security practices upon request.	IT Standards		Choose an item.	

13. PERFORMANCE AND USABILITY

Atlas performance is a universally cited complaint. Operations that take 30-60 seconds are normalized. New users face a steep learning curve due to non-intuitive navigation and dependence on institutional knowledge.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
PER-001	Must Have	All routine operations (employee profile load, crew list display, seniority sort, credential check) must complete within 5 seconds under normal operational load.	All Functional Areas	Atlas routinely takes 30-60 seconds per operation ('spinning')	Choose an item.	
PER-002	Must Have	Confirm all data saves with a visible success indicator. The system must not silently discard entered data.	Vessel Crew Docs	Atlas silently loses records; staff must exit and re-enter to verify saves	Choose an item.	
PER-003	Must Have	Support resizable windows and configurable font sizes to accommodate users with different screen setups and visual needs.	All Dispatch	Atlas has fixed, small fonts and non-resizable windows	Choose an item.	
PER-004	Must Have	Allow data to be copied from any display field (name, phone, email, ID, dates) via standard clipboard operations.	Passenger Services	Atlas prevents copy/paste from all fields	Choose an item.	
PER-005	Must Have	New users must be able to perform routine operations (employee lookup, credential check, crew list view) without supervisor assistance after 2 weeks of training.	Union Needs, All Dispatch	Atlas requires extensive institutional knowledge; high learning curve	Choose an item.	
PER-006	Must Have	Provide contextual help, field-level documentation, and search within the application to reduce dependence on institutional knowledge.	Training	No in-system help; staff rely on informal guides and personal expertise	Choose an item.	
PER-007	Could Have	Support drag-and-drop reassignment of employees on crew lists, allowing dispatchers to replace a crew member by dragging a candidate from a seniority-ordered list onto the vacant position. This interaction	IBU Dispatch, AMHS Staff	No drag-and-drop capability in Atlas; replacements require	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
PER-008	Could Have	pattern was identified by dispatch staff as a meaningful usability upgrade over the current sequential screen workflow. Provide a searchable internal phone roster for AMHS dispatch staff and vessel crew, accessible directly within the DMS without requiring use of the separate State of Alaska employee directory. The roster should be filterable by name, bargaining unit, vessel, and change port.	AMHS Dispatch Staff	navigating multiple screens sequentially. No internal phone roster in Atlas; staff rely on a separate State directory that does not reflect AMHS-specific roles and assignments.	Choose an item.	
PER-009	Must Have	Maintain timestamped, granular change notes at the employee profile level, capturing who made each change, what field was changed, the prior value, and the new value. These notes must be visible to authorized users within the employee record (distinct from the system-wide audit log required by COM-003) to support day-to-day dispatcher review of recent profile changes.	AMHS Dispatch Staff	Atlas does not display field-level change history at the employee profile; dispatchers have no visibility into recent changes without requesting a system report.	Choose an item.	
PER-010	Must Have	Comply with Section 508 of the Rehabilitation Act and Web Content Accessibility Guidelines (WCAG) 2.1 at the AA conformance level. Vendor must provide a Voluntary Product Accessibility Template (VPAT) or equivalent conformance documentation.	IT Standards		Choose an item.	
PER-011	Must Have	Define and publish a supported browser and operating system compatibility matrix, including minimum browser versions. At minimum, the system must support current versions of Chrome, Edge, and Safari on Windows, macOS, iOS, and Android.	IT Standards		Choose an item.	
PER-012	Must Have	The employee self-service portal must use responsive design and function on mobile devices and tablets without requiring a desktop browser. Vessel crew may	Passenger Services,		Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
		access the system from personal devices without access to a desktop computer.	Union Needs			
PER-013	Must Have	The system must be designed to function over low-bandwidth connections (satellite internet with high latency and limited throughput). The 3-5 second response time target (PER-001) must be achievable on connections with 500ms+ round-trip latency and 1 Mbps throughput.	IT Standards, Vessel Operations		Choose an item.	

14. IMPLEMENTATION AND VENDOR OBLIGATIONS

These requirements govern the implementation process, change management, and vendor accountability. They are distinct from functional system requirements but are equally important to the success of the Atlas replacement initiative.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
IMP-001	Must Have	Be cloud-hosted and maintained by the vendor as a Software-as-a-Service (SaaS) solution, with vendor responsibility for infrastructure, security patching, and software updates.	IT Standards	Atlas is state-hosted requiring significant internal IT support; cloud SaaS would reduce state IT workload	Choose an item.	
IMP-002	Must Have	Provide a documented and tested data migration plan for historical Atlas data, including employee records, seetime history, credentialing data, crewing history, and seniority data, accounting for known Atlas data quality issues.	Seetime Letters, Dispatch Manager	Atlas contains years of operational history; migration complexity is high due to quality issues (pre-2000 seetime, incomplete MEBA temp data)	Choose an item.	
IMP-003	Must Have	Include documentation that clearly delineates client (AMHS/DOT) vs. vendor responsibilities for: system	IT Standards		Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
IMP-004	Must Have	maintenance, hosting, performance SLAs, security, third-party integrations, software updates, customization requests, and data ownership. Include documentation and training materials for both administrative staff and vessel crew, including an Operational Manual and Training Manual or equivalent.	IT Standards		Choose an item.	
IMP-005	Must Have	Include a defined change management and organizational change management (OCM) plan as part of the vendor implementation, including live instructor-led training sessions for both administrative staff and vessel crew end users prior to go-live.	Dispatch Manager, Atlas Admin	AMHS staff have deeply embedded paper and Excel workarounds; adoption requires intentional change management	Choose an item.	
IMP-006	Must Have	Support automatic generation of Personnel Action Request Forms (PARFs) when an employee physically begins working a new bid position, with routing for supervisor approval. Automatically update the employee's Position Classification Number (PCN) after PARF approval.	MEBA Dispatch, MMP Dispatch	PARF generation and PCN update entirely manual; known source of data integrity errors and downstream payroll issues	Choose an item.	
IMP-007	Must Have	Include a vendor security plan documenting response procedures in case of a data breach, in a format that can be kept on record with OIT.	IT Standards		Choose an item.	
IMP-008	Could Have	Support internal cross-team routing and referral workflows: when a training eligibility dispute or credential discrepancy arises during dispatch or training review, allow staff to generate an in-system referral to the Vessel Crew Docs team with status tracking and documented resolution notes. Referral history should be visible in the employee record.	Training, Vessel Crew Docs	Credential disputes resolved via email and phone with no system record. Training Coordinator described regularly referring employees to Vessel Crew Docs for qualification issues with no tracked handoff or resolution documentation.	Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
IMP-009	Must Have	Vendor must provide advance notification (minimum 30 calendar days) before any release that modifies user interface workflows, changes integration interfaces, or introduces breaking changes. Major releases must be available in a pre-production environment for DOT&PF validation before production deployment.	IT Standards		Choose an item.	
IMP-010	Must Have	Vendor must document the multi-tenancy architecture (single-tenant, multi-tenant, or hybrid) and the specific technical controls used to isolate State of Alaska data from other tenants, including compute, storage, and network isolation.	IT Standards		Choose an item.	

15. CLOUD GOVERNANCE AND DATA SOVEREIGNTY

The DMS will be deployed as a vendor-hosted SaaS solution handling employee PII, medical records (HIPAA-relevant), union membership data, and operational records for an essential public transportation service. Cloud governance requirements define where state data resides, who can access it, how it is protected across the vendor's supply chain, and what happens when the contract ends. These requirements are standard for state government SaaS procurements and are necessary to satisfy Alaska OIT security policies and federal compliance obligations.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
GOV-001	Must Have	All state data at rest must reside within the continental United States. All data processing and data in transit must remain within the continental United States. Vendor must disclose the specific cloud region(s) used for hosting.	IT Standards		Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
GOV-002	Must Have	Vendor must disclose all third-party subprocessors (sub-hosting providers, CDN providers, analytics services, support tools) that have access to or process state data. Vendor must obtain DOT&PF approval before adding or changing any subprocessor.	IT Standards		Choose an item.	
GOV-003	Must Have	All data entered into, generated by, or derived from the system is and remains the property of the State of Alaska. This includes all configuration data, business rules, reports, audit logs, and any data generated by the system during operations.	IT Standards		Choose an item.	
GOV-004	Must Have	Vendor must provide a complete export of all state data in standard, machine-readable formats (CSV, JSON, or SQL dump) within 30 calendar days of contract termination or upon written request during the contract period.	IT Standards		Choose an item.	
GOV-005	Must Have	Vendor must provide ongoing bulk data export capability throughout the contract period, enabling DOT&PF to extract its own data at any time without vendor involvement. Export must be available in standard formats via the REST API (INT-005) or a dedicated export function.	IT Standards		Choose an item.	
GOV-006	Must Have	Vendor must certify destruction of all state data, including backups, replicas, and disaster recovery copies, within 90 calendar days of contract termination. Certification must be in writing and specify the destruction method used.	IT Standards		Choose an item.	
GOV-007	Must Have	Vendor must provide transition assistance for a minimum of 90 calendar days following contract termination, including data migration support, documentation, knowledge transfer, and technical cooperation with a successor vendor or DOT&PF IT. Transition assistance rates must be defined in the contract.	IT Standards		Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
GOV-008	Must Have	Vendor must maintain a documented API versioning policy. Breaking changes to the API must include a minimum 12-month deprecation notice period during which both old and new versions are supported.	IT Standards		Choose an item.	
GOV-009	Must Have	Vendor must provide source code escrow (or state approved equivalent continuity provision such as a technology escrow or SaaS continuity plan) that ensures the State of Alaska can maintain system operations if the vendor ceases business, undergoes acquisition, or otherwise becomes unable to fulfill contract obligations.	IT Standards		Choose an item.	

16. AVAILABILITY AND DISASTER RECOVERY

AMHS dispatch is a 24/7 operation with vessel safety implications. The DMS manages crew assignments on active vessels, and system unavailability directly impacts the ability to staff vessels safely and maintain regulatory compliance. These requirements define specific, measurable availability commitments and disaster recovery capabilities.

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
AVL-001	Must Have	Vendor must maintain a minimum system availability of 99.9% measured monthly, excluding scheduled maintenance windows. The contract must define financial remedies (service credits or fee reductions) for months where availability falls below the committed target.	IT Standards		Choose an item.	
AVL-002	Must Have	Vendor must maintain a Recovery Time Objective (RTO) of 4 hours or less and a Recovery Point Objective (RPO) of 1 hour or less for all disaster recovery scenarios.	IT Standards		Choose an item.	

Req ID	Priority	Requirement	Source	Current Gap (Atlas)	Vendor Response	Vendor Narrative/Notes
AVL-003	Must Have	Vendor must maintain geographically separated infrastructure (minimum two distinct data center regions) for redundancy and disaster recovery.	IT Standards		Choose an item.	
AVL-004	Must Have	Vendor must define acceptable scheduled maintenance windows and provide a minimum of 72 hours advance notice before any planned downtime. Maintenance windows must account for AMHS 24/7 operations across Alaska time zones.	IT Standards		Choose an item.	
AVL-005	Must Have	Vendor must maintain a publicly accessible (or DOT&PF-accessible) real-time system status page showing current operational status, active incidents, and historical uptime.	IT Standards		Choose an item.	
AVL-006	Must Have	Vendor must provide a root cause analysis (RCA) report within 5 business days of any unplanned outage exceeding 30 minutes. RCA must include timeline, root cause, impact scope, and corrective actions.	IT Standards		Choose an item.	
AVL-007	Must Have	Define specific offline/degraded mode capabilities for vessel-based users with limited or intermittent satellite connectivity. At minimum, the employee self-service portal must support read access to schedules, credentials, and contact information during connectivity loss. Define the data synchronization process and maximum acceptable sync delay when connectivity is restored.	IT Standards, Vessel Operations		Choose an item.	

ATTACHMENT #10 STANDARD AGREEMENT FORM & APPENDIX A

STATE OF ALASKA									
STANDARD AGREEMENT FORM					PROFESSIONAL SERVICES				
The parties' contract comprises this Standard Agreement Form as well as its referenced Articles and their associated Appendices									
1. Agency Contract #					2. Contract Title				
3. VSS Vendor #					4. IRIS Transaction ID#		5. AK Business License #		
This contract is between the State of Alaska,									
6. Department of					7. Division		hereafter the State, and		
8. Contractor					hereafter the Contractor				
9. Mailing Address: Street or P.O. Box									
City					State		Zip Code+4		
Point of Contact:					Phone		Email Address		
10.									
ARTICLE 1. Appendices: Appendices referred to in this contract and attached to it are considered part of it. ARTICLE 2. Performance of Contract 2.1: Appendix A (General Conditions), Items 1 through 17, govern contract performance. 2.2: Appendix B sets forth the indemnification and insurance provisions of this contract. 2.3: Appendix C sets forth the scope of work/services to be performed by the Contractor. ARTICLE 3. Period of Performance: The Period of Performance for this contract begins on _____ and ends on _____. This contract includes four (4) one (1) year renewal options available under this contract to be exercised solely by the state. ARTICLE 4. Consideration: 4.1: In full consideration of the Contractor's performance under this contract, the State shall pay the Contractor a sum not to exceed: \$ _____ in accordance with the provisions of Appendix D. 4.2: When billing the State, the Contractor shall refer to the Agency Contract Number and send the billing to:									
11. Department of					Attn:		Division of		
Mailing Address: Street of P.O. Box									
City					State		Zip Code+4		
Point of Contact					Email Address				
12. CONTRACTOR									
Name of Firm									
Signature of Authorized Representative									
Printed Name of Authorized Rep.									
Title:					Date				
14. CERTIFICATION: I certify that the facts herein and on supporting documents are correct, that this voucher constitutes a legal charge against funds and appropriations cited, that sufficient funds are encumbered to pay this obligation, or that there is a sufficient balance in the appropriation cited to cover this obligation. I am aware that to knowingly make or allow false entities or alterations on a public record, or knowingly destroy, mutilate, suppress, conceal, remove, or otherwise impair the verity, legibility or availability of a public record constitutes tampering with public records punishable under AS 11.56.815-820. Other disciplinary action may be taken up to and including dismissal.									
13. CONTRACTING AGENCY									
Department					Division		Signature of Head of Contracting Agency or Designee		
Signature of Procurement Officer					Printed Name				
Printed Name of Procurement Officer					Title:				
Title					Date		Date		

NOTICE! This contract has no effect until signed by the head of the contracting agency, procurement officer or designee.

APPENDIX A
GENERAL PROVISIONS

Article 1. Definitions.

1.1 In this contract and appendices, "Project Director" or "Agency Head" or "Procurement Officer" means the person who signs this contract on behalf of the Requesting Agency and includes a successor or authorized representative.

1.2 "State Contracting Agency" means the department for which this contract is to be performed and for which the Commissioner or Authorized Designee acted in signing this contract.

Article 2. Inspections and Reports.

2.1 The department may inspect, in the manner and at reasonable times it considers appropriate, all the contractor's facilities and activities under this contract.

2.2 The contractor shall make progress and other reports in the manner and at the times the department reasonably requires.

Article 3. Disputes.

3.1 If the contractor has a claim arising in connection with the contract that it cannot resolve with the State by mutual agreement, it shall pursue the claim, if at all, in accordance with the provisions of AS 36.30.620 – 632.

Article 4. Equal Employment Opportunity.

4.1 The contractor may not discriminate against any employee or applicant for employment because of race, religion, color, national origin, or because of age, disability, sex, marital status, changes in marital status, pregnancy or parenthood when the reasonable demands of the position(s) do not require distinction on the basis of age, disability, sex, marital status, changes in marital status, pregnancy, or parenthood. The contractor shall take affirmative action to insure that the applicants are considered for employment and that employees are treated during employment without unlawful regard to their race, color, religion, national origin, ancestry, disability, age, sex, marital status, changes in marital status, pregnancy or parenthood. This action must include, but need not be limited to, the following: employment, upgrading, demotion, transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The contractor shall post in conspicuous places, available to employees and applicants for employment, notices setting out the provisions of this paragraph.

4.2 The contractor shall state, in all solicitations or advertisements for employees to work on State of Alaska contract jobs, that it is an equal opportunity employer and that all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, age, disability, sex, marital status, changes in marital status, pregnancy or parenthood.

4.3 The contractor shall send to each labor union or representative of workers with which the contractor has a collective bargaining agreement or other contract or understanding a notice advising the labor union or workers' compensation representative of the contractor's commitments under this article and post copies of the notice in conspicuous places available to all employees and applicants for employment.

4.4 The contractor shall include the provisions of this article in every contract, and shall require the inclusion of these provisions in every contract entered into by any of its subcontractors, so that those provisions will be binding upon each subcontractor. For the purpose of including those provisions in any contract or subcontract, as required by this contract, "contractor" and "subcontractor" may be changed to reflect appropriately the name or designation of the parties of the contract or subcontract.

4.5 The contractor shall cooperate fully with State efforts which seek to deal with the problem of unlawful discrimination, and with all other State efforts to guarantee fair employment practices under this contract, and promptly comply with all requests and directions from the State Commission for Human Rights or any of its officers or agents relating to prevention of discriminatory employment practices.

4.6 Full cooperation in paragraph 4.5 includes, but is not limited to, being a witness in any proceeding involving questions of unlawful discrimination if that is requested by any official or agency of the State of Alaska; permitting employees of the contractor to be witnesses or complainants in any proceeding involving questions of unlawful discrimination, if that is requested by any official or agency of the State of Alaska; participating in meetings; submitting periodic reports on the equal employment aspects of present

and future employment; assisting inspection of the contractor's facilities; and promptly complying with all State directives considered essential by any office or agency of the State of Alaska to insure compliance with all federal and State laws, regulations, and policies pertaining to the prevention of discriminatory employment practices.

4.7 Failure to perform under this article constitutes a material breach of contract.

Article 5. Termination.

5.1 The Procurement Officer, by written notice, may terminate this contract, in whole or in part, when it is in the best interest of the State. In the absence of breach of contract by the contractor, the State is liable only for payment in accordance with the payment provisions of this contract for services rendered before the effective date of termination.

5.2 The Procurement Officer may also, by written notice, terminate this contract under Administrative Order 352 if the contractor supports or participates in a boycott of the State of Israel.

Article 6. No Assignment or Delegation.

6.1 The contractor may not assign or delegate this contract, or any part of it, or any right to any of the money to be paid under it, except with the written consent of the Project Director and the Agency Head.

Article 7. No Additional Work or Material.

7.1 No claim for additional services, not specifically provided in this contract, performed or furnished by the contractor, will be allowed, nor may the contractor do any work or furnish any material not covered by the contract unless the work or material is ordered in writing by the Project Director and approved by the Agency Head.

Article 8. Independent Contractor.

8.1 The contractor and any agents and employees of the contractor act in an independent capacity and are not officers or employees or agents of the State in the performance of this contract.

Article 9. Payment of Taxes.

9.1 As a condition of performance of this contract, the contractor shall pay all federal, State, and local taxes incurred by the contractor and shall require their payment by any Subcontractor or any other persons in the performance of this contract. Satisfactory performance of this paragraph is a condition precedent to payment by the State under this contract.

Article 10. Ownership of Documents.

10.1 All designs, drawings, specifications, notes, artwork, and other work developed in the performance of this agreement are produced for hire and remain the sole property of the State of Alaska and may be used by the State for any other purpose without additional compensation to the contractor. The contractor agrees not to assert any rights and not to establish any claim under the design patent or copyright laws.

10.2 Nevertheless, if the contractor does mark such documents with a statement suggesting they are trademarked, copyrighted, or otherwise protected against the State's unencumbered use or distribution, the contractor agrees that this paragraph supersedes any such statement and renders it void.

10.3 The contractor, for a period of three years after final payment under this contract, agrees to furnish and provide access to all retained materials at the request of the Project Director. Unless otherwise directed by the Project Director, the contractor may retain copies of all the materials.

Article 11. Governing Law; Forum Selection.

11.1 This contract is governed by the laws of the State of Alaska. To the extent not otherwise governed by Article 3 of this Appendix, any claim concerning this contract shall be brought only in the Superior Court of the State of Alaska and not elsewhere.

Article 12. Conflicting Provisions.

12.1 Unless specifically amended and approved by the Department of Law, the terms of this contract supersede any provisions the contractor may seek to add. The contractor may not add additional or different terms to this contract; AS 45.02.207(b)(1).

12.2 The contractor specifically acknowledges and agrees that, among other things, provisions in any documents it seeks to append hereto that purport to (1) waive the State of Alaska's sovereign immunity, (2) impose indemnification obligations on the State of Alaska, or (3) limit liability of the contractor for acts of contractor negligence, are expressly superseded by this contract and are void.

Article 13. Officials Not to Benefit.

13.1 Contractor must comply with all applicable federal or State laws regulating ethical conduct of public officers and employees.

Article 14. Covenant Against Contingent Fees.

14.1 The contractor warrants that no person or agency has been employed or retained to solicit or secure this contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee except employees or agencies maintained by the contractor for the purpose of securing business.

14.2 For the breach or violation of this warranty, the State may terminate this contract without liability or in its discretion deduct from the contract price or consideration the full amount of the commission, percentage, brokerage or contingent fee.

Article 15. Compliance.

15.1 In the performance of this contract, the contractor must comply with all applicable federal, state, and borough regulations, codes, and laws, and be liable for all required insurance, licenses, permits and bonds.

Article 16. Force Majeure.

16.1 The parties to this contract are not liable for the consequences of any failure to perform, or default in performing, any of their 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 respective party.

16.2 For the purposes of this Agreement, Force Majeure will mean 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; strikes; acts or restraints of governmental authorities affecting the project or directly or indirectly prohibiting or restricting the furnishing or use of materials or labor required; inability to secure materials, machinery, equipment or labor because of priority, allocation or other regulations of any governmental authorities.

Article 17. Disclosure of Contract Contents.

17.1 Except as otherwise protected by law, this contract and any amendment is a public record subject to disclosure under, for example, the Alaska Public Records Act. The contractor does not assert that any information in the contract is protected under federal or State of Alaska law.

ATTACHMENT #11 APPENDIX B2 INDEMNITY AND INSURANCE

APPENDIX B² INDEMNITY AND INSURANCE

Article 1. Indemnification

The contractor shall indemnify, hold harmless, and defend the contracting agency from and against any claim of, or liability for error, omission or negligent act of the contractor under this agreement. The contractor shall not be required to indemnify the contracting agency for a claim of, or liability for, the independent negligence of the contracting agency. If there is a claim of, or liability for, the joint negligent error or omission of the contractor and the independent negligence of the contracting agency, the indemnification and hold harmless obligation shall be apportioned on a comparative fault basis. “Contractor” and “contracting agency”, as used within this and the following article, include the employees, agents and other contractors who are directly responsible, respectively, to each. The term “independent negligence” is negligence other than in the contracting agency’s selection, administration, monitoring, or controlling of the contractor and in approving or accepting the contractor’s work.

Article 2. Insurance

Without limiting contractor's indemnification, it is agreed that contractor shall purchase at its own expense and maintain in force at all times during the performance of services under this agreement the following policies of insurance. Where specific limits are shown, it is understood that they shall be the minimum acceptable limits. If the contractor's policy contains higher limits, the state shall be entitled to coverage to the extent of such higher limits. Certificates of Insurance must be furnished to the contracting officer prior to beginning work and must provide for a notice of cancellation, non-renewal, or material change of conditions in accordance with policy provisions. Failure to furnish satisfactory evidence of insurance or lapse of the policy is a material breach of this contract and shall be grounds for termination of the contractor's services. All insurance policies shall comply with and be issued by insurers licensed to transact the business of insurance under AS 21.

Workers' Compensation Insurance: The contractor shall provide and maintain, for all employees engaged in work under this contract, coverage as required by AS 23.30.045, and where applicable, any other statutory obligations including but not limited to Federal U.S.L. & H. and Jones Act requirements. The policy must waive subrogation against the State.

Commercial General Liability Insurance: covering all business premises and operations used by the Contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

Commercial Automobile Liability Insurance: covering all vehicles used by the contractor in the performance of services under this agreement with minimum coverage limits of \$300,000 combined single limit per claim.

Professional Liability Insurance: covering all errors, omissions, or negligent acts in the performance of professional services under this agreement. Limits required per the following schedule:

Contract Amount	Minimum Required Limits
Under \$100,000	\$300,000 per Claim/Annual Aggregate
\$100,000-\$499,000	\$500,000 per Claim/Annual Aggregate
\$500,000-\$999,999	\$1,000,000 per Claim/Annual Aggregate
\$1,000,000 or over	Refer to Risk Management

ATTACHMENT #12 NOTICE OF INTENT TO AWARD (NOIA)**STATE OF ALASKA**Department of Transportation & Public Facilities
Division of Program Management and Administration**NOTICE OF INTENT TO AWARD A
CONTRACT****THIS IS NOT AN ORDER****DATE ISSUED:** TBD**RFP NUMBER:** 2527S098**RFP SUBJECT:** ATLAS Replacement Project**PROCUREMENT OFFICER:** Chris Hunt**SIGNATURE:** _____

This is notice of the state's intent to award a contract. An offeror who wishes to protest this Notice of Intent must file the protest with the procurement officer within ten calendar days following the date of this notice. If the tenth day falls on a weekend or holiday, the last day of the protest period is the first working day following the tenth day. **The offeror identified below as being the most advantageous is instructed not to proceed until Contract Award or other form of notice to proceed is given by the procurement officer.** If the offeror proceeds prior to receiving a Contract Award or other form of notice to proceed, the offeror does so without a contract and at their own risk. AS 36.30.365.

LEGEND: @ = MOST ADVANTAGEOUS
 YES = RESPONSIVE AND RESPONSIBLE OFFEROR
 NO = NON-RESPONSIVE OR NON-RESPONSIBLE OFFEROR

<u>Offeror</u>	<u>Responsive</u>	<u>Total Score</u>	<u>Most Advantageous</u>

SUMMARYA contract shall be awarded as follows:

Company Name
 Address
 City, State Zip Code

The proposal submitted by Company has been deemed responsive and responsible and has been determined to be the most advantageous.

ATTACHMENT #13 DEMONSTRATION OF REQUIRED MINIMUM PRIOR EXPERIENCE FORM

In order for offers to be found responsive, offerors must provide evidence in writing that clearly demonstrates how that they meet these minimum prior experience requirements: Proposers may attach additional pages if necessary to answer the questions posed. If additional pages are added, please add continuation to proposer's response and the bulleted item number for the continuation to the header of the additional pages.

- Provide a description of how your firm specifically meets the following requirement: Use additional sheets if needed:
- The firm must have prior experience delivering at least two complete crew scheduling system implementations for a maritime, transportation, aviation, or public safety organization with similar operational complexity. This experience must include:
 - Successfully migrating historical data (minimum 3-5 years of operational data) from a legacy system to a new platform with documented validation results.
 - Integrating dispatching or scheduling software with at least two external enterprise systems such as HR management systems, payroll systems, and authentication directories
 - Implementing configurable business rule engines that enforce labor agreement provisions, seniority calculations, and regulatory compliance requirements without hard-coded rules.
 - Delivering a production system that manages scheduling across multiple locations, employee classifications, and shift patterns while tracking certifications, qualifications, and training requirements.
 - Providing ongoing system maintenance and support for at least two years post-implementation for a comparable production system.
 - Experience specifically in maritime crew management, union workforce environments subject to collective bargaining agreements, or U.S. Coast Guard regulatory compliance.

Proposer's response to item A above:

ATTACHMENT #14 AMHS DISPATCH MANAGEMENT SYSTEM (DMS) CONCEPT OF OPERATIONS

ALASKA MARINE HIGHWAY SYSTEM

Dispatch Management System

AMHS Dispatch Management System (DMS) CONCEPT OF OPERATIONS

Department of Transportation & Public Facilities

Version 1.5 | May 2026

1. EXECUTIVE SUMMARY

The Alaska Marine Highway System (AMHS), operated by the Department of Transportation and Public Facilities (DOT&PF), is seeking to replace its aging crew dispatch management system, Atlas, with a modern solution that better supports the complex, multi-union crewing and scheduling operations of the ferry fleet.

This AMHS Dispatch Management System (DMS) Concept of Operations (ConOps) document describes the current operational environment, identifies critical pain points with the existing Atlas system, and establishes the operational vision for a replacement Dispatch Management System (DMS). The accompanying System Requirements (Submittal Form H) translates this vision into 165 discrete, prioritized requirements across 16 functional categories for use in vendor evaluation and solicitation.

2. PURPOSE AND SCOPE

This ConOps document serves three purposes:

- Describe how AMHS currently performs dispatch operations so that prospective vendors understand the operational environment.
- Identify gaps between current capabilities (Atlas) and the operational needs of dispatch staff, payroll, training, and related functions.
- Define the envisioned operational concept for a replacement system that addresses those gaps.

The scope of the replacement system encompasses crew scheduling and dispatch for all three maritime bargaining units (IBU, MEBA, MMP), supporting functions including payroll timesheet generation, credentialing and qualification tracking, seetime letter production, shoreside travel coordination, and training records.

3. ORGANIZATIONAL OVERVIEW

3.1 ALASKA MARINE HIGHWAY SYSTEM

AMHS operates a fleet of passenger and vehicle ferries serving coastal communities throughout Southeast and Southcentral Alaska. The system is a critical public transportation infrastructure for communities that are not accessible by road.

Vessel operations are organized into three crew departments:

- Deck: Captains, mates, and deckhands responsible for vessel navigation
- Engineering: Engineers responsible for propulsion, machinery, and vessel equipment
- Passenger Services: Pursers (front desk/check-in) and Stewards (housekeeping/food service), the largest crew department by headcount

Shoreside operations that interact with dispatch include:

- Payroll: Processes all crew timesheets and interfaces with the State's IRIS payroll system
- Training: Coordinates mandatory credentialing courses using the Marinalis LMS
- Seetime Letters: Produces Coast Guard-required proof-of-service letters for mariners
- Shoreside Travel: Books travel for both shoreside employees and vessel crew in work status
- Vessel Crew Documentation: Enters and tracks all Coast Guard credentials and certificates

3.2 BARGAINING UNITS

AMHS crew members belong to one of three maritime unions, each with distinct contract provisions:

Union	Coverage	Key Scheduling Characteristics
IBU (Inlandboatmen's Union)	~380 employees Deck, Stewards, Purser	Biweekly scheduling cycle; complex seniority-based vacancy filling using the Riff bumping process (Job Points → Admin Award Date → Department Points → Company Points → Hire Date); Dispatch Selection Forms (DSF) for vessel and position opt-outs; leave management via paper approval workflow.
MEBA (Marine Engineers' Beneficial Association)	~60 employees Engineers	Quarterly scroll scheduling (4 months); can hire temporary engineers directly from MEBA Hall (unique among the three unions) with AMHS-paid travel; seniority accrued every 9 months; Personnel Action Request Forms (PARFs) generated when bid is worked; PCN updated after PARF approval.
MMP (Masters, Mates & Pilots)	~70 employees Deck Officers	Quarterly scroll scheduling (4 months); pilotage requirements (day vs. unlimited, inclusion/exclusion areas) critical to every scheduling decision; holdover assignments tracked separately; vessel status directly affects staffing decisions.

3.3 VESSEL FLEET CONTEXT

AMHS vessels operate in one of several status modes that materially affect scheduling and staffing:

- Revenue Service: Actively carrying passengers and cargo; crew requirements governed by Certificate of Inspection (COI) minimums
- Layup (Moving): Not in revenue service but underway; reduced manning possible
- Layup (Stationary): At dock; minimal crew required
- Overhaul: In shipyard for maintenance; Shoreside Travel takes over crew lodging responsibility; MEBA Hall fills may be required

4. CURRENT OPERATIONAL ENVIRONMENT

4.1 THE ATLAS SYSTEM

Atlas is the current dispatch management system deployed by AMHS. The system was originally designed primarily around IBU dispatch workflows. While it has been adapted over the years, it is widely regarded by staff across all functional areas as inadequate for current operational needs.

Atlas is a web-based application accessible via browser. Key functional areas include: Employee Profile, Type/Seniority, Qualifications/Training, Crewing Module (Riff, Crewing History, Crew List), Time Collection (blank timesheet generation), HR Reports, and seetime letter tools.

4.2 CRITICAL SYSTEM DEFICIENCIES

Requirements gathering identified the following systemic deficiencies in Atlas:

Deficiency	Description
Performance and Speed	Atlas operations frequently take 30-60 seconds per action. Staff have learned to initiate an Atlas operation, then switch to other tasks while it loads. This constant latency degrades dispatcher efficiency during time-critical vacancy filling.
Data Currency	A 2-4 week lag exists between actual crew assignments and what Atlas reflects, because Atlas is populated from IRIS payroll data processed biweekly. No Atlas screen reliably shows 'who is actually on a vessel right now.' Dispatchers, payroll staff, shoreside travel, and passenger services supervisors all maintain parallel shadow systems to compensate.
No Real-Time Integration	Atlas has a one-way data relationship with IRIS. There is no integration with Marinals (the training LMS), Applicant Stack (HR recruiting), or the Corporate Travel Management (CTM) system. Each functional area must manually re-enter data between systems.
No Employee Self-Service	Despite original design intent, crew members have no ability to view their own qualifications, check their schedules, set availability preferences, or submit documentation through Atlas. This creates high administrative burden on dispatch administrators.
No Communication or Audit Logging	Atlas has no built-in messaging, call logging, or communication tracking. Dispatchers make dozens of calls per day when filling vacancies, but there is no system record of who was called, when, how many times, or what was communicated. Required union notifications for personnel transactions are not sent consistently. This creates significant risk in union grievance proceedings.
Data Loss and Unreliable Saves	Vessel Crew Documentation staff must exit and re-enter Atlas after every document entry to verify that the save was successful. Atlas is known to silently discard entries, effectively doubling data entry time for every credential update.
Batch Operations Not Supported	All document attachments, credential entries, and course completions must be processed one employee at a time. Entering the same course completion for 20 employees requires 20 separate sequential operations.
No Leave Management Workflow	Vacation approval is a paper form passed through admin and manually entered into Atlas. The 2-4 week data lag means leave status in Atlas is unreliable. Dispatchers must manually cross-reference vacation lists against crew lists to catch missed leave entries. Leave timesheets must be manually coded by payroll for every missed assignment.
Usability	Atlas requires significant institutional knowledge to operate effectively. Windows cannot be resized, fonts are small and fixed, and multiple tabs do not share context with each other. New dispatchers face a steep learning curve. Additional usability improvements identified by staff include: drag-and-drop crew replacement capability on crew lists; an internal searchable phone roster accessible within the DMS; and timestamped, field-level change notes visible at the employee profile level (distinct from system-level audit logging).

4.3 CURRENT WORKAROUND ECOSYSTEM

Because Atlas cannot meet operational needs, staff across all functional areas maintain extensive parallel systems:

Function Area	Atlas Limitation	Workaround in Use
IBU Dispatch	No real-time crew tracking; slow seniority lookups; no DSF enforcement automation; Riff Math tool requires manual verification; no call logging	Personal Excel grids; printed/annotated seniority lists; manual DSF cross-reference during every vacancy fill; paper call notes
MEBA Dispatch	System built for IBU; quarterly scheduling not supported; no MEBA Hall email automation; no PARF/PCN trigger	Color-coded Excel scroll; manual IRIS entry after scroll; manual Hall notifications; paper PARF tracking
MMP Dispatch	Cannot track pilotage by area/type; no scroll view; no holdover tracking	Color-coded paper scroll; manual pilotage Excel sheets; holdovers tracked by hand on scroll
Payroll	Timesheets are blank forms; no missing timesheet alerts; no leave timesheet automation; no MOT calculation	Biweekly Teams spreadsheet check-off log; manual leave coding; manual IRIS entry for every line
Seatime Letters	Output format unusable; three tools return different totals; no drug test eligibility calculation; no letter patching; pre-2000 data unreliable	Excel tracking log; Word reformatting; manual patching from prior letters; historical spreadsheets for pre-2000 seatime
Vessel Crew Docs	No batch entry; data loss on save; no future-effective credential support; no document legibility review; no training timesheet identification	Manual Excel pilotage sheets; double-check every save; manual JPEG-to-PDF conversion; biweekly manual review of 2,500+ Marinal's entries
Training	Cannot track multi-course certificates; GAP reports confusing; no parent/sub-qualification structure; no alternative qual display; no demand tracking	Excel course tracking sheets; manual certificate issuance; separate spreadsheet for training requests
Shoreside Travel	2-4 week data lag; change ports outdated; no travel/work status distinction; no reimbursement tracking	Direct IRIS lookups; cross-reference multiple sources; email receipt collection
Training Timesheets (Paid Courses)	No capability to identify AMHS-funded course completions or route training-specific timesheets	Vessel Crew Docs clerk manually reviews 2,500+ Marinal's completions biweekly; timesheets created, emailed to employee, and submitted to payroll as three separate manual steps
MEBA Hall Communication	No outbound system notification or inbound portal for the MEBA Hall when positions cannot be filled internally	Dispatcher manually emails the MEBA Hall vacancy details; Hall responses received by email and entered manually; temp PCNs tracked in a notebook
Bid Application Review	No consolidated bid review interface; hours eligibility not calculated	Port Stewards and supervisors gather employee data from Atlas, IRIS, and paper qualification

Function Area	Atlas Limitation	Workaround in Use
		files separately; bid decisions documented only on paper with no system record
Seatime Letter End-to-End Workflow	No self-service intake, no in-system draft editing, no digital signature, no delivery log	Requests received by phone or email; drafts exported to Word and manually corrected; printed, wet-signed, scanned to PDF, and emailed; no delivery confirmation log
Employee Travel Self-Service	No employee self-service travel intake or CTM data submission capability	Crew submit travel requests by phone or email; Shoreside Travel admin manually re-keys all data into CTM; authorization details tracked in a separate spreadsheet. Per diem verification requires manual cross-referencing of ATLAS payroll history with vessel status records; kitchen operational status during overhaul is not captured in any system
NMC Pilotage Management	No dedicated pilotage management interface or linkage from NMC endorsement data to scheduling eligibility	Vessel Crew Docs clerk manually enters NMC pilotage endorsements; link to scheduling eligibility is a manual cross-reference

5. KEY OPERATIONAL SCENARIOS

The following scenarios represent the most critical day-to-day operations the replacement DMS must support, identified through direct observation during requirements gathering.

5.1 FILLING A CREW VACANCY (IBU)

Vacancy filling is the core daily function of IBU dispatch. The current process consumes 30-60 minutes per vacancy due to Atlas slowness and the need to cross-reference multiple paper and digital systems. Current steps include: checking vessel schedule; running Employee Change Port Report; cross-referencing printed crew list and annotated seniority list; verifying qualifications; manually checking DSF opt-outs for each candidate; contacting employees in seniority order by phone (with no system logging of attempts); coordinating travel; updating Atlas; and emailing vessel and travel coordinator.

The replacement system must collapse this into a single unified workflow with real-time data, automated DSF filtering, and built-in call logging for grievance defense.

5.2 BIWEEKLY CREW LIST GENERATION (IBU)

Every two weeks, IBU dispatch generates and posts the official crew list for all IBU-crewed vessels. This process currently consumes nearly one full week of dispatcher time per pay period. Dispatchers print seniority lists from Atlas, annotate them by hand with pencil (dots for bid holders, slashes for reliefs/displaced crew), and manually compare them to the last posted crew list before entering changes. The replacement system must support a real-time automated crew list that reduces this to exception management.

A recurring source of last-minute vacancies are leave requests that are approved on paper but not converted to 'Approved' status in Atlas before the crew list is built. Because there is no system alert for pending leave requests, the gap only surfaces when the affected employee is scheduled to depart and no relief has been arranged, typically day-of. The replacement system must validate leave status during crew list creation and alert the dispatcher to any unresolved pending requests before the list is finalized.

5.3 IBU RIFF (BUMPING) CALCULATION

When a bid holder is displaced (e.g., due to vessel layup or overhaul), a cascading bumping process called the Riff determines which employees move to which positions based on seniority and contract rules. The IBU seniority hierarchy is: Job Points → Admin Award Date → Department Points → Company Points → Hire Date. Atlas has a Riff Math tool that assists with these calculations, but dispatchers must extensively verify results by hand against printed lists. The replacement system must automate Riff calculations reliably and allow dispatchers to review and confirm outcomes before posting.

5.4 QUARTERLY SCROLL SCHEDULING (MEBA/MMP)

MEBA and MMP dispatchers plan crew assignments four months at a time on a 'scroll'. A 'scroll' is a visual grid showing which employee is assigned to which vessel position for each two-week rotation. Currently done in color-coded Excel spreadsheets and then manually re-entered into Atlas for timesheet generation. The scroll must account for: bid position holders vs. actual reporting employees; vessel status (revenue/layup/overhaul); pilotage requirements (MMP); FMLA and other leave; holdover (overtime) situations; and MEBA Hall temporary fills. For MEBA, the scroll also drives the timing of PARF generation and PCN updates when employees begin working new bid positions.

5.5 MEBA PERSONNEL ACTION REQUEST FORMS (PARFS) AND PCN UPDATES

When a MEBA employee physically begins working a new bid position, a Personnel Action Request Form (PARF) must be generated and routed for approval. Once approved, the employee's Position Classification Number (PCN) must be updated to reflect the new position. Currently, both steps are performed manually by the dispatcher. There is no system trigger when a new bid begins, no automated routing, and no PCN update mechanism. Incorrect or missing PCNs are a known source of downstream payroll errors. The replacement system must auto-generate PARFs when bids begin and auto-update PCNs upon PARF approval.

When a MEBA position cannot be filled from the internal seniority list, the dispatcher must also notify the MEBA Hall. The replacement system must automate this: generating a structured notification to the Hall with full vacancy details (vessel, position, start date, qualifications required), and providing a means for the Hall to supply temp employee data that creates a provisional DMS record with a temporary PCN. That temp PCN must automatically convert to a permanent PCN once the associated PARF is approved and the employee has physically worked the bid.

5.6 CREDENTIAL AND QUALIFICATION VERIFICATION

Before any crew member can be assigned to a vessel, dispatchers must verify current, valid credentials for that position. For MMP officers, this includes specific pilotage endorsements (day vs. unlimited) for the correct geographic areas. For all crew, this includes MMC, TWIC cards, and position-specific STCW certifications. The Vessel Crew Documentation team manages ongoing credential tracking and must review all submitted documents for legibility, converting non-PDF formats and notifying employees of any resubmission

requirements. Credentials submitted in advance of their validity date (e.g., renewed MMC received months early) must be stored as future-effective and automatically activated on the correct date.

5.7 TRAINING ADMINISTRATION AND PAID COURSE TIMESHEETS

The Training Coordinator manages tuition authorization and course enrollment for AMHS-sponsored training. When a course completion is confirmed in Marinal, certain courses qualify for training pay, requiring the Vessel Crew Documentation team to identify those completions (currently by manually reviewing 2,500+ Marinal entries every two weeks), create training-specific timesheets, and distribute them to both the employee and payroll. The replacement system must automatically identify paid-course completions, alert the clerk, support training timesheet creation, and distribute the completed timesheet to the employee and IRIS.

A critical gap not previously documented is the identification of AMHS-funded courses for training pay. The Vessel Crew Docs clerk currently reviews over 2,500 Marinal course completions every two weeks manually to find the subset eligible for training pay. The replacement system must automate this identification, alert the clerk to eligible completions, support creation of training-specific timesheets pre-populated with course and employee data, route them for approval, and automatically deliver approved timesheets to both the employee (via portal and email) and to payroll/IRIS. Ultimately, eliminating what is currently a multi-step, entirely manual process with no system workflow.

5.8 SEATIME LETTER GENERATION

The seetime clerk produces Coast Guard-required proof-of-service letters for mariners applying for license renewals or new endorsements. Approximately 532 letters were produced in the most recent cycle. The current process requires generating raw seetime data from Atlas; reconciling discrepancies between three Atlas tools that return different totals for the same employee; reformatting in Word; adding required legal statements (drug testing, engine yard time, inside passage); patching in historical seetime from archived spreadsheets for pre-2000 service; verifying drug test statement eligibility (which the Atlas UA Assessment tool undercounts); and maintaining an Excel tracking log. The replacement system must produce fully formatted, accurate seetime letters including all required Coast Guard statements, with a single authoritative total.

Two additional workflow requirements apply to seetime letters. First, the clerk must be able to edit the generated draft in-system before finalizing: adjusting subtotals, adding narrative notes, and overriding drug test eligibility when supporting documentation warrants it. Second, finalized letters must export to PDF with digital signature support, be delivered to the mariner via both the system and email, and a timestamped delivery confirmation log must be maintained in the system.

5.9 TIMESHEET GENERATION AND PAYROLL INTERFACE

AMHS payroll is described by the Payroll Manager as the most manual timesheet entry in the state of Alaska. Atlas generates blank timesheets that are printed and sent to vessel supervisors to fill in by hand. Payroll technicians then manually key every line into IRIS. This equates to approximately 16+ line entries per employee, across 130 timesheets per technician per pay period. Approximately 80% require corrections. Leave timesheets must be manually generated for any employee missing a scheduled assignment due to approved leave. The replacement system should generate pre-populated, complete timesheets that minimize manual re-entry, auto-generate leave timesheets, and provide a missing timesheet tracking workflow.

Two additional requirements apply to this workflow. First, vessel crew members must have direct digital access to their pre-populated timesheets within the DMS to review, confirm hours, and flag discrepancies without

involving dispatch as an intermediary. Second, when a crew member is recorded as unfit for duty and no timesheet exists for that assignment, the system must automatically identify the gap and alert dispatch and payroll to initiate the required Personnel Action Request Form (PARF), closing a known source of missing documentation and downstream payroll errors.

5.10 PIER HEAD JUMP (EMERGENCY VACANCY FILLING)

A pier head jump occurs when a vacancy arises on a vessel scheduled to sail within 6–12 hours, leaving insufficient time to work through the full seniority-ordered vacancy filling process. In these circumstances, applicable Letters of Agreement (LOA) may permit the dispatcher to prioritize geographic proximity over strict seniority order to ensure the vessel sails on time. This scenario is currently handled entirely by phone and institutional knowledge, with no system support, documentation, or audit trail.

The replacement system must display a pier head jump indicator when a vessel is within the applicable sailing window, support an expedited assignment workflow that surfaces nearby qualified employees as priority candidates, and require the dispatcher to document the deviation from seniority order with a written justification. The deviation and justification must be captured in the audit log for grievance defense purposes.

5.11 MMP COMMITTEE DATA SUBMISSION

Prior to each quarterly MMP scheduling cycle, the MMP committee supplies the MMP dispatcher with key operational data required to build the crew list: voyage schedules, relief windows, and position requirements by vessel. Currently this data is delivered via email and manually entered by the dispatcher with no standardized format, no system record of receipt, and no automated notification that the data is ready for review.

The replacement system must provide a structured interface through which the MMP committee can submit this scheduling input data directly. Upon submission, the system must automatically notify the MMP dispatcher that committee data has been received and is ready for review, creating an auditable handoff record at the start of each quarterly planning cycle.

6. STAKEHOLDERS AND USER ROLES

Role	Primary System Interactions	Key Needs
IBU Dispatcher	Crew list, vacancy filling, Riff, DSF management, travel coordination, call logging	Speed, real-time data, automated DSF filtering, Riff automation, call logging, seniority visibility
MEBA Dispatcher	Quarterly scroll, Hall temp coordination, PARF/PCN management, GAP reports	Scroll/calendar view, Hall hire workflow, automated PARF trigger, certification tracking
MMP Dispatcher	Quarterly scroll, pilotage verification, vessel status, holdover tracking	Pilotage area/type tracking, vessel status integration, holdover display
Payroll Technician	Timesheet receipt, IRIS entry, leave management, missing timesheet tracking	Pre-filled timesheets, auto leave timesheets, accurate leave codes, missing timesheet alerts, IRIS interface

Role	Primary System Interactions	Key Needs
Seatime Clerk	Seatime letter generation, drug test eligibility, letter patching, tracking log	Single consistent total, auto CG statements, drug test eligibility auto-calc, letter patching support
Training Coordinator	GAP reports, tuition authorization, course enrollment, Marinals integration	Real-time qualification view, parent/sub-qual structure, alternative qual display, demand tracking
Vessel Crew Docs Admin	Credential entry, compliance reports, pilotage tracking, document review, training timesheets	Batch entry, reliable saves, future-effective credentials, document legibility tools, training timesheet automation
Shoreside Travel Admin	Employee contact lookup, payroll history review, travel/work status determination, reimbursement tracking	Real-time assignment data, travel vs. work status clarity, reimbursement workflow
Passenger Services Mgr.	Employee lookup, crew location reference, bid approval	Real-time crew location, copy/paste capability, IBU bid eligibility calculation
System Administrator	User roles, data integrity, integrations, audit logs	Fine-grained RBAC, tamper-evident audit log, data export, SSO
Crew Members (self-service)	None currently (future state)	View schedule/qualifications, set availability, upload documents, submit training requests, request seatime letters

7. SYSTEM VISION FOR THE REPLACEMENT DMS

7.1 GUIDING PRINCIPLES

Based on requirements gathering findings, the following principles should guide the design and selection of the replacement Dispatch Management System:

Principle	Description
Real-Time Truth	The system must reflect actual crew assignments, vessel status, and credential validity in or near real-time, not as a lagging reflection of biweekly payroll processing.
Dispatcher as Primary User	IBU, MEBA, and MMP dispatchers must be able to perform their core work. This includes finding available, qualified personnel and assigning them to vessels. This should be accomplished faster and with less friction than today.
Union Contract Fidelity	The system must support the distinct scheduling rules, seniority hierarchies, and vacancy-filling procedures of all three bargaining units, and must accommodate contract updates every three years without requiring custom development.

Principle	Description
Audit Trail Everywhere	Every assignment decision, call attempt, credential update, PARF generation, and system action must be logged with user, timestamp, and context to support union grievance defense and operational accountability.
Reduce Manual Re-Entry	Integration with IRIS (payroll), Marinals (training), and other state systems must reduce or eliminate the need for staff to re-key data between systems.
Employee Self-Service	Crew members should be able to view their own credentials, check their schedule, upload documents, request courses, and submit seetime letter requests without requiring staff intermediaries.
Scalable Flexibility	The system must handle fleet status changes (layup, overhaul, revenue service), scale to support AMHS' operational complexity, and allow administrators to configure bargaining unit rules without vendor involvement.

7.2 CORE CAPABILITIES REQUIRED

Training administration must explicitly include the paid-course timesheet workflow: automated identification of AMHS-funded Marinals completions, alert to the Vessel Crew Docs clerk, training timesheet creation and routing, and automatic delivery to employee and payroll upon approval.

Crew Scheduling and Assignment

The replacement system must provide a unified scheduling workspace that shows, for each vessel and each time period, who is assigned, who is the bid holder, who is a relief, and what leave status applies. Dispatchers must be able to filter by change port, bargaining unit, position, and availability to identify candidates for vacancy filling. The system must automate seniority-based sorting, support the IBU Riff bumping process with configurable union rule sets, enforce DSF restrictions automatically, and support the MEBA Hall temporary hire workflow.

Scheduling capabilities must also include: a bid application review interface for supervisors and Port Stewards that consolidates employee contact, hours worked, qualification status, and bid history with in-system capture of the reviewer decision and reason; and for MEBA, automated Hall notification for unfilled positions, provisional temp employee records with temporary PCNs, and automatic PCN conversion upon PARF approval and bid completion.

Three additional scheduling capabilities are required. First, the system must support system-assisted drafting of proposed MEBA crew lists given current scheduling constraints (seniority hierarchy, qualifications, vessel status, scroll commitments), the system should generate a draft crew list for MEBA dispatcher review and modification before publishing, replacing the current from-scratch manual process. Second, when an IBU vacancy is filled, the system must automatically notify all relevant stakeholders. These stakeholders include the vessel Master, Chief Mate, the vacating employee, and all IBU Dispatch staff. Notifications including the employee's name, position, vessel, and effective date; post-fill notifications are currently sent manually via Outlook with no tracking or consistency guarantee. Third, the system must display pier head jump emergency vacancy indicators and support the expedited assignment workflow described in Section 5.10 above.

Qualification and Credential Management

All employee credentials (MMC, TWIC, medical certificates, position-specific endorsements, STCW certifications) must be tracked with expiration dates and automated alerts. Pilotage endorsements must be differentiated by area, type (day/unlimited), and inclusion/exclusion list status. The system must support bulk/batch entry of the same credential for multiple employees simultaneously, future-effective credential documents, document legibility review with employee notification, and automatic JPEG-to-PDF conversion. GAP reports must support parent qualifications with sub-qualification groupings and distinguish alternative qualifications visually.

Credential management must additionally support: interactive qualification reports filterable by crew with or without a specific credential; a dedicated NMC pilotage management interface for the Vessel Crew Docs clerk; automatic formatted distribution of compliance reports (with expiration urgency color-coding) via email to vessel supervisors and individual employees nearing expiration; and qualification metadata maintenance (issuing authority, renewal frequency, applicable positions) configurable by administrators without vendor involvement.

Leave Management

The system must support a full leave management workflow: digital vacation approval, automatic leave timesheet generation for missed assignments, display of IRIS leave balances, and alerts when employees approach contract-defined absence thresholds (60+ days without work in a rolling 90-day period).

Communication and Call Logging

The system must provide built-in call/contact logging that captures who was contacted, when, how many attempts were made, and what was communicated. This is a union grievance defense requirement. It must also generate automated notifications to union representatives for required personnel transactions, maintain a tamper-evident audit log of all system actions, and support broadcast notifications to groups of employees.

Timesheet and Payroll Support

The system must generate pre-populated timesheets that include actual assignment data rather than blank forms, auto-generate leave timesheets, and provide a missing timesheet tracking workflow. Integration with IRIS for direct data transfer is a high-value goal, subject to technical feasibility.

Training Administration and Paid Course Timesheets

The system must support training course management (enrollment, scheduling, completion, demand tracking) and automatically identify Mariners completions that qualify for training pay, alerting the Vessel Crew Docs clerk and supporting the creation and distribution of training-specific timesheets.

Seatime Letter Automation

The system must generate seatime letters that include all Coast Guard-required statements, produce a single consistent total, support letter patching for career history continuity, automatically calculate drug test statement eligibility, and allow inactive employee reactivation scoped to seatime only.

Seatime letter automation must include the complete end-to-end workflow: employee self-service request intake with automatic clerk notification; in-system clerk editing of generated drafts; PDF export with digital signature support; and automated delivery to the mariner via portal and email with a timestamped delivery confirmation log.

Reporting and Analytics

The system must support configurable compliance reports for credential expiration, training completion, and crew assignments. Reports must be exportable and auto-distributed to relevant parties. Users must be able to filter, sort, and search without requiring pre-defined report templates.

Employee Self-Service Portal

Crew members must be able to log in to view their schedule, credentials, and seatime history; submit availability preferences; upload required documents; enroll in or request training courses; and submit seatime letter requests.

7.3 INTEGRATION REQUIREMENTS

The replacement system must integrate with the following external systems:

- **IRIS (State Payroll System):** Bidirectional where feasible. The IRIS interface is XML/FTP based (interface specification: https://doa.alaska.gov/dof/iris/resource/INT_ISD_TADI_XML.pdf). At minimum, IRIS employee data should populate the DMS with a defined sync frequency and a leave balance must be displayed in the DMS.
- **Marinals (Training LMS):** The current 2-4 week lag for training completion data is operationally unacceptable. Near-real-time synchronization of course completions is required. Bidirectional integration (auto-generating learner profiles in Marinals from DMS data; auto-populating Marinals with verified MMC credentials) is a must have.
- **Applicant Stack (HR/Onboarding):** New hire data entered during onboarding should flow into the DMS without manual re-entry.
- **Corporate Travel Management (CTM):** Integration to eliminate duplicate travel booking workflows is a must have. The system must support employee self-service travel request intake. This should collect the following required authorization fields: full name, job title, mailing address, submission date, bargaining unit, birth date, travel dates, destination(s), purpose of trip, staff assigned to prepare the reservation, mode of transportation, number of trip segments, and segment-specific travel details. This should also generate CTM-compatible travel records from DMS assignment data to eliminate manual re-keying by the Shoreside Travel admin. The system must also provide a per diem verification view showing vessel assignment, pay type, vessel status, and vessel kitchen operability during overhaul periods.
- **Future DOT Systems:** A vendor-documented REST API for future state IT integrations is a could have.
- For all integration points, the replacement system must define which system is authoritative (system of record) for each shared data element and implement error handling, retry logic, and failure notification. No data may be silently lost due to an integration failure. DOT&PF IT must have access to integration health monitoring showing sync status, error counts, and data reconciliation metrics.

7.4 NON-FUNCTIONAL REQUIREMENTS

- **Performance:** All common operations must complete within 3-5 seconds. The 30-60 second load times of Atlas are operationally unacceptable.
- **Reliability:** Saves must be confirmed. Silent data loss (as experienced with Atlas) is unacceptable.
- **Deployment:** The system must be cloud-hosted and vendor-maintained as a SaaS solution.
- **Security:**
 - Medical records and sensitive HR data require compliance with state OIT security policies and HIPAA considerations.

- The vendor must provide a security plan, hold a current SOC 2 Type II certification (or FedRAMP Moderate authorization), conduct annual third-party penetration testing, and document data handling, retention, and deletion procedures.
- Encryption must use AES-256 at rest and TLS 1.2+ in transit.
- Security incident notification must occur within 72 hours of discovery.
- The system must enforce configurable session timeout and concurrent session limits, with immediate session termination upon account deactivation in the state identity provider.
- The vendor must maintain a documented vulnerability management program with defined patching timelines: critical vulnerabilities (CVSS 9.0+) patched within 72 hours of disclosure, high vulnerabilities (CVSS 7.0+) within 30 days.
- Vendor personnel with administrative access to state data or production infrastructure must undergo background checks, with documentation provided to DOT&PF upon request.
- Usability: The system must be navigable by new users with minimal training and must not require institutional knowledge to perform routine operations.
- Accessibility: Must comply with Section 508 of the Rehabilitation Act and Web Content Accessibility Guidelines (WCAG) 2.1 at the AA conformance level. The employee self-service portal must use responsive design and function on mobile devices and tablets.
- Browser-Based: Must be accessible via standard state-approved browsers without VPN or remote desktop requirements.
- Single Sign-On: Must support SSO via SAML 2.0 or OpenID Connect with the State of Alaska identity provider. Must support multi-factor authentication and automated user provisioning/deprovisioning via SCIM 2.0.

7.5 CLOUD GOVERNANCE AND DATA SOVEREIGNTY

The DMS will be deployed as a vendor-hosted SaaS solution handling employee personally identifiable information, HIPAA-relevant medical records, union membership data, and operational records for an essential public transportation service. The following governance requirements apply to all SaaS deployments for State of Alaska systems.

- Data Residency: All state data at rest and all data processing must remain within the continental United States. The vendor must disclose the specific cloud region(s) used for hosting.
- Subprocessor Disclosure: The vendor must disclose all third-party subprocessors with access to state data and obtain DOT&PF approval before adding or changing any subprocessor.
- Data Ownership: All data entered into, generated by, or derived from the system (including configuration data, business rules, reports, and audit logs) is and remains the property of the State of Alaska.
- Data Portability: The vendor must provide a complete export of all state data in standard machine-readable formats (CSV, JSON, or SQL dump) within 30 calendar days of contract termination or upon written request. DOT&PF must also have ongoing bulk export capability throughout the contract period without vendor involvement.
- Data Destruction: The vendor must certify in writing the destruction of all state data (including backups, replicas, and disaster recovery copies) within 90 calendar days of contract termination, specifying the destruction method used.
- Transition Assistance: The vendor must provide transition assistance for a minimum of 90 calendar days following contract termination, including data migration support, documentation, and

technical cooperation with a successor vendor or DOT&PF IT. Transition rates must be defined in the contract.

- **API Versioning:** The vendor must maintain a documented API versioning policy. Breaking API changes must include a minimum 12-month deprecation notice during which both old and new versions are supported.
- **Source Code Escrow:** The vendor must provide source code escrow or state approved equivalent SaaS continuity provision ensuring the State of Alaska can maintain system operations if the vendor ceases business, is acquired, or otherwise cannot fulfill contract obligations.

7.6 AVAILABILITY AND DISASTER RECOVERY

AMHS dispatch is a 24/7 operation with direct vessel safety implications. The DMS manages crew assignments on active vessels, and system unavailability directly affects the ability to staff vessels safely and maintain regulatory compliance. The following measurable availability and recovery commitments are required from all vendors.

- **Uptime SLA:** The vendor must maintain a minimum system availability of 99.9% measured monthly, excluding scheduled maintenance windows, with defined financial remedies (service credits or fee reductions) for months where availability falls below the committed target.
- **Recovery Objectives:** The vendor must maintain a Recovery Time Objective (RTO) of 4 hours or less and a Recovery Point Objective (RPO) of 1 hour or less for all disaster recovery scenarios.
- **Geographic Redundancy:** The vendor must maintain geographically separated infrastructure (minimum two distinct data center regions) for redundancy and disaster recovery.
- **Maintenance Windows:** The vendor must provide a minimum of 72 hours' advance notice before any planned downtime. Maintenance windows must account for AMHS 24/7 operations across Alaska time zones.
- **Status Transparency:** The vendor must maintain a real-time system status page accessible to DOT&PF showing current operational status, active incidents, and historical uptime. A root cause analysis (RCA) report must be provided within 5 business days of any unplanned outage exceeding 30 minutes.
- **Offline/Degraded Mode:** The system must define specific offline capabilities for vessel-based users with limited or intermittent satellite connectivity. At minimum, the employee self-service portal must support read access to schedules, credentials, and contact information during connectivity loss. The vendor must define the data synchronization process and maximum acceptable sync delay when connectivity is restored.