



STATE OF ALASKA
Department of Health and Social Services
Division of Finance and Management Services
350 Main Street
PO Box 110650
Juneau, AK 99811-0650

Request For Proposals
RFP 2009-0600-8573
Date of Issue:
June 29, 2009

Title and Purpose of RFP: WIC IT Quality Assurance
Oversight and Quality Assurance for the Alaska WIC Information System Implementation Project contract.

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 subsequent amendments.

Diana Stevens
Procurement Officer
Department of Health and Social Services
diana.stevens1@alaska.gov

TABLE OF CONTENTS

SECTION ONE

Introduction and Instructions

	Page
1.01 Return Mailing Address, Contact Person, Telephone, Fax Numbers and Deadline for Receipt of Proposals	5
1.02 Contract Term and Work Schedule	5
1.03 Purpose of the RFP	6
1.04 Budget.....	6
1.05 Location of Work.....	6
1.06 Assistance to Offerors with a Disability	7
1.07 Required Review	7
1.08 Questions Received Prior to Opening of Proposals.....	7
1.09 Amendments	7
1.10 Alternate Proposals	8
1.11 Right of Rejection.....	8
1.12 State Not Responsible for Preparation Costs	8
1.13 Disclosure of Proposal Contents.....	8
1.14 Subcontractors	9
1.15 Joint Ventures	9
1.16 Offeror's Certification	9
1.17 Conflict of Interest.....	10
1.18 Right to Inspect Place of Business.....	10
1.19 Solicitation Advertising	10
1.20 News Releases	10
1.21 Assignment	10
1.22 Disputes	10
1.23 Severability	11
1.24 Federal Requirements	11

SECTION TWO

Standard Proposal Information

2.01 Authorized Signature	12
2.02 Pre-proposal Conference	12
2.03 Site Inspection	12
2.04 Amendments to Proposals	12
2.05 Supplemental Terms and Conditions	12
2.06 Clarification of Offers.....	12
2.07 Discussions with Offerors.....	13
2.08 Prior Experience	13
2.09 Evaluation of Proposals	13
2.10 Vendor Tax ID.....	14
2.11 F.O.B. Point	14
2.12 Alaska Business License and Other Required Licenses	14
2.13 Application of Preferences.....	14
2.14 5 Percent Alaskan Bidder Preference	15
2.15 Formula Used to Convert Costs to Points.....	15

2.16	Alaskan Offeror's Preference	15
2.17	Contract Negotiation.....	15
2.18	Failure to Negotiate	15
2.19	Notice of Intent to Award (NIA)	16
2.20	Protest	16

SECTION THREE

Standard Contract Information

3.01	Contract Type	17
3.02	Contract Approval	17
3.03	Standard Contract Provisions.....	17
3.04	Proposal as a Part of the Contract.....	17
3.05	Additional Terms and Conditions.....	17
3.06	Insurance Requirements.....	17
3.07	Bid Bond - Performance Bond - Surety Deposit	18
3.08	Contract Funding	18
3.09	Proposed Payment Procedures.....	18
3.10	Contract Payment.....	18
3.11	Informal Debriefing	18
3.12	Contract Personnel.....	18
3.13	Inspection & Modification - Reimbursement for Unacceptable Deliverables.....	18
3.14	Termination for Default	19
3.15	Liquidated Damages	19
3.16	Contract Changes - Unanticipated Amendments	19
3.17	Contract Invalidation	19
3.18	Nondisclosure and Confidentiality	19

SECTION FOUR

Background Information

4.01	Background Information.....	20
------	-----------------------------	----

SECTION FIVE

Scope and Schedule

5.01	Scope of Work	21
5.02	Deliverables	21

SECTION SIX

Proposal Format and Content

6.01	Proposal Format and Content	37
6.02	Introduction	37
6.03	Understanding of the Project	37
6.04	Methodology Used for the Project.....	37
6.05	Management Plan for the Project.....	37
6.06	Experience and Qualifications	37
6.07	Cost Proposal	38
6.08	Evaluation Criteria.....	38

SECTION SEVEN

Evaluation Criteria and Contractor Selection

7.01	Understanding of the Project	39
7.02	Methodology Used for the Project.....	39
7.03	Management Plan for the Project.....	39
7.04	Experience and Qualifications	39
7.05	Contract Cost	40
7.06	Alaskan Offeror's Preference 10 Percent	40

SECTION EIGHT

Attachments

8.01	Attachments	41
------	-------------------	----

Attachments

1. Standard Agreement Form
2. Notice of Intent to Award
3. FNS Required Federal Provisions

SECTION ONE INTRODUCTION AND INSTRUCTIONS

1.01

Return Mailing Address, Contact Person, Telephone, Fax Numbers and Deadline for Receipt of Proposals

Offerors must submit an original and three copies of their proposal, in writing, to the procurement officer in a sealed package, plus one CD inclusive of cost proposal. **Submit only one Cost Proposal in a separate, sealed envelope. No portion of the cost proposal shall be included within the body of the proposal.** Submissions must be addressed as follows:

Department of Health and Social Services
Division of Finance and Management
Attention: Diana Stevens
Request for Proposal (RFP) Number: 2009-0600-8573
Project name: WIC IT Quality Assurance
350 Main Street, Room 6
Juneau, Alaska 99801-1149
or
PO Box 110650
Juneau, Alaska 99811-0650

Proposals must be received no later than 3:00 P.M., Alaska Time on **July 21, 2009**. Fax proposals are not acceptable. Oral proposals are not acceptable. Email proposals are not acceptable

Important Note: There is **no** overnight express mail delivery to Juneau, Alaska. Expedited mail service takes at least two nights.

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

PROCUREMENT OFFICER: **Diana Stevens** – PHONE **907-465-1621**- FAX **907-465-6421** - TDD **907-465-3196**

1.02

Contract Term and Work Schedule

The contract term and work schedule set out herein represents the State of Alaska's best estimate of the schedule that will be followed. If a component of this schedule, such as the opening date, is delayed, the rest of the schedule will be shifted by the same number of days.

The length of the contract will be from the date of award, approximately August 13, 2009 until completion, approximately September 30, 2011.

Unless otherwise provided in this RFP, the State and the successful offeror/contractor agree: (1) that any holding over 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) to provide written notice to the other party of the intent to cancel such month-to-month extension at least thirty (30) days before the desired date of cancellation.

The approximate contract schedule is as follows:

- Issue **RFP** *June 29, 2009*
(Minimum 21-days circulation period between issue and opening date also requires posting on the State of Alaska Online Public notice web site.),

- RFP DUE *July 21, 2009*
- Proposal Evaluation Committee complete evaluation by *August 5, 2009*
- State of Alaska issues Notice of Intent to Award a Contract *August 15, 2009*

(Minimum period between issuing Notice of Intent and issuing contract is 10 days - to allow time for protests.)

- State of Alaska issues contract *August 17, 2009*

1.03

Purpose of the RFP

The Department of Health and Social Services (DHSS), Division of Public Assistance (DPA) is soliciting proposals for a vendor to oversee the Alaska WIC Information System Implementation Project (AWISIP) contract. The AWISIP contract is a complex project performing the replacement of the current WIC information data base with the USDA approved SPIRIT State Agency Model (SAM) system. This Quality Assurance contract will oversee the project deliverables and ensure that the AWISIP contractor stays on schedule.

1.04

Budget

The current budget for the Quality Assurance contract is limited to **\$190,000**, which is funding provided by the federal Food and Nutrition Services section of the United States Department of Agriculture. Bids submitted above this amount will be subject to USDA approval. In the event that the highest scoring proposal cannot meet the State's budget constraints, and negotiations are not concluded successfully, the state reserves the right to move to the next highest scoring proposal. Only proposals that meet the State's criteria for being reasonably susceptible for award will be considered. If the proposals that are deemed reasonably susceptible for award exceed the available resources, the state reserves the right to cancel the procurement and revisit the scope of work.

Submit only one Cost Proposal in a separate, sealed envelope. No portion of the cost proposal shall be included within the body of the proposal.

1.05

Location of Work

The location(s) the work is to be performed, completed, and managed are in Juneau and Anchorage

The state **WILL NOT** provide workspace for the contractor. The contractor must provide its own work space.

By signature on their proposal, the offeror certifies that:

- (a) all services provided under this contract by the contractor and all subcontractors shall be performed in the United States;
- (b) 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; or

- (c) if the offeror is 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, a certified copy of the bidder's policy against human trafficking must be submitted to the State of Alaska prior to contract award.

The most recent United States Department of State's Trafficking in Persons Report can be found at the following website:
<http://www.state.gov/g/tip/>.

Failure to comply with (a) and/or either (b) or (c) of this requirement will cause the state to reject the bid or proposal as non-responsive, or cancel the contract.

1.06

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.

1.07

Required Review

Offerors should carefully review this solicitation for defects and questionable or objectionable material. Comments concerning defects and objectionable material must be made in writing and received by the procurement officer at least ten days before the proposal opening. This will allow issuance of any necessary amendments. It will also help prevent the opening of a defective solicitation and exposure of offeror's proposals upon which award could not be made. Protests based on any omission or error, or on the content of the solicitation, will be disallowed if these faults have not been brought to the attention of the procurement officer, in writing, at least ten days before the time set for opening.

1.08

Questions Received Prior to Opening of Proposals

All questions must be in writing and directed to the issuing office, addressed to the procurement officer. The interested party must confirm telephone conversations in writing. No further questions will be allowed after this date **July 15, 2009, 3:00pm Alaska Prevailing Time**.

Send questions to: diana.stevens1@alaska.gov

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.

1.09

Amendments

If an amendment is issued, it will be provided to all who were mailed a copy of the RFP and to those who have registered with the procurement officer as having downloaded the RFP from the State of Alaska Online Public Notice web site.

1.10

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.

1.11

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 counter-offer 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 to be in its best interest.

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

1.12

State Not Responsible for Preparation Costs

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

1.13

Disclosure of Proposal Contents

All proposals and other material submitted become the property of the State of Alaska and may be returned only at the state's option. AS 40.25.110 requires public records to be open to reasonable inspection. All proposal information, including detailed price and cost information, will be held in confidence during the evaluation process and prior to the time a Notice of Intent to Award is issued. Thereafter, proposals will become public information.

Trade secrets and other proprietary data contained in proposals may be held confidential if the offeror requests, in writing, that the procurement officer does so, and if the procurement officer agrees, in writing, to do so. Material considered confidential by the offeror must be clearly identified and the offeror must include a brief statement that sets out the reasons for confidentiality.

1.14

Subcontractors

Subcontractors may be used to perform work under this contract. If an offeror intends to use subcontractors, the offeror must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors will perform.

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:

- (a) complete name of the subcontractor;
- (b) complete address of the subcontractor;
- (c) type of work the subcontractor will be performing;
- (d) percentage of work the subcontractor will be providing;
- (e) evidence, as set out in the relevant section of this RFP, that the subcontractor holds a valid Alaska business license; and
- (f) 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, may cause the state to consider their proposal non-responsive and reject it. The substitution of one subcontractor for another may be made only at the discretion and prior written approval of the project director.

1.15

Joint Ventures

Joint ventures will not be allowed.

1.16

Offeror's Certification

By signature on the proposal, offerors certify that they comply with:

- (a) the laws of the State of Alaska;
- (b) the applicable portion of the Federal Civil Rights Act of 1964;
- (c) the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government;
- (d) the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government;
- (e) all terms and conditions set out in this RFP;

- (f) a condition that the proposal submitted was independently arrived at, without collusion, under penalty of perjury;
- (g) that the offers will remain open and valid for at least 90 days; and
- (h) that programs, services, and activities provided to the general public under the resulting contract conform with the Americans with Disabilities Act of 1990, and the regulations issued thereunder by the federal government.

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

1.17

Conflict of Interest

Each proposal shall include a statement indicating whether or not the firm or any individuals working on the contract has a possible conflict of interest (e.g., employed by the State of Alaska) and, if so, the nature of that conflict. The Commissioner, Department of Health and Social Services, reserves the right to 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 of the program to be developed by the offeror. The Commissioner's determination regarding any questions of conflict of interest shall be final.

1.18

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.

1.19

Solicitation Advertising

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

1.20

News Releases

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

1.21

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.

1.22

Disputes

Any dispute arising out of this agreement will be resolved under the laws of the State of Alaska. Any appeal of an administrative order or any original action to enforce any provision of this agreement or to obtain relief from or remedy in connection with this agreement may be brought only in the Superior Court for the State of Alaska.

1.23

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.

1.24

Federal Requirements

The offeror must identify all known federal requirements that apply to the proposal, the evaluation, or the contract.

SECTION TWO

STANDARD PROPOSAL INFORMATION

2.01

Authorized Signature

All proposals must be signed by an individual authorized to bind the offeror to the provisions of the RFP. Proposals must remain open and valid for at least ninety (90) days from the opening date.

2.02

Pre-proposal Conference

Not applicable to this RFP

2.03

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.

2.04

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.

2.05

Supplemental Terms and Conditions

Proposals must comply with Section **1.11 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:

- a) 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
- b) 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.

2.06

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 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 proposal evaluation committee may be adjusted as a result of a clarification under this section.

2.07

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 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.

2.08

Prior Experience

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

- Contractor must demonstrate in writing they have experience with at least one WIC information system implementation project
- Contractor must demonstrate in writing they have a minimum of three (3) years experience working with the WIC Program.
- Contractor must demonstrate in writing they have a minimum of three (3) years of web-based application experience.
- Contractor must demonstrate in writing they have a minimum of three (3) years SQL Server 2000 and 2005 experience

Evidence of meeting prior experience requirements must be shown in the experience section of the offerors proposal.

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

2.09

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 SEVEN of this RFP.

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.

2.10

Vendor Tax ID

A valid Vendor Tax ID must be submitted to the issuing office with the proposal or within five days of the state's request.

2.11

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.

2.12

Alaska Business License and Other Required Licenses

At the time the proposals are opened, all offerors must hold a valid Alaska business license and any necessary applicable professional licenses required by Alaska Statute. Offerors should contact the Department of Community and Economic Development, Division of Occupational Licensing, P. O. Box 110806, Juneau, Alaska 99811-0806, for information on these licenses. Offerors must submit evidence of a valid Alaska business license with the proposal. An offeror's failure to submit this evidence with the proposal will cause their proposal to be determined non-responsive. Acceptable evidence that the offeror possesses a valid Alaska business license may consist of any one of the following:

- (a) copy of an Alaska business license with the correct NAICS code;
- (b) certification on the proposal that the offeror has a valid Alaska business license and has included the license number in the proposal;
- (c) a canceled check for the Alaska business license fee;
- (d) a copy of the Alaska business license application with a receipt stamp from the state's occupational licensing office; or
- (e) a sworn and notarized affidavit that the offeror has applied and paid for the Alaska business license.

2.13

Application of Preferences

Certain preferences apply to all contracts for professional services, regardless of their dollar value. The Alaskan Bidder and Offeror preferences are the two 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 Department of Administration, Division of General Services' web site:

<http://www.state.ak.us/local/akpages/ADMIN/dgs/policy.htm>

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 36.30.170(c)

Alaskans with Disability Preference - AS 36.30.170 (e)

Employers of People with Disabilities Preference - AS 36.30.170 (f)

The Division of Vocational Rehabilitation in the Department of Labor and Workforce Development keeps a list of qualified employment programs; a list of individuals who qualify as persons with a disability; and a list of persons who qualify as employers with 50 percent or more of their employees being disabled. A person must be on this list at the time the bid is opened in order to qualify for a preference under this section.

As evidence of an individual's or a business' right to a certain preference, the Division of Vocational Rehabilitation will issue a certification letter. To take advantage of the Employment Program Preference, Alaskans with Disability Preference or Employers of People with Disabilities Preference described above, an individual or business must be on the appropriate Division of Vocational Rehabilitation list at the time the proposal is opened, and must provide the procurement officer a copy of their certification letter. Offerors must attach a copy of their certification letter to the proposal. The offeror's failure to provide the certification letter mentioned above with the proposal will cause the state to disallow the preference.

2.14

5 Percent Alaskan Bidder Preference

Not Applicable to this RFP

2.15

Formula Used to Convert Cost to Points

Not Applicable to this RFP

2.16

Alaskan Offeror's Preference

Not Applicable to this RFP

2.17

Contract Negotiation

2 AAC 12.315 CONTRACT NEGOTIATIONS. 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.

2.18

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.

2.19

Notice of Intent to Award (NIA) — Offeror Notification of Selection

After the completion of contract negotiation the procurement officer will issue a written Notice of Intent to Award (NIA) and send copies to all offerors. The NIA will set out the names of all offerors and identify the proposal selected for award.

2.20

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;

- (a) the name, address, and telephone number of the protester;
- (b) the signature of the protester or the protester's representative;
- (c) identification of the contracting agency and the solicitation or contract at issue;
- (d) a detailed statement of the legal and factual grounds of the protest including copies of relevant documents; and
- (e) 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."

SECTION THREE

STANDARD CONTRACT INFORMATION

3.01

Contract Type

This contract is a firm fixed price contract.

3.02

Contract Approval

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 Health and Social Services, 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.

3.03

Standard Contract Provisions

The contractor will be required to sign and submit the attached State's Standard Agreement Form for Professional Services Contracts (form 02-093/Appendix A). The contractor must comply with the contract provisions set out in this attachment. No alteration of these provisions will be permitted without prior written approval from the Department of Law. Objections to any of the provisions in Appendix A must be set out in the offeror's proposal.

3.04

Proposal as a Part of the Contract

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

3.05

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.

3.06

Insurance Requirements

The successful offeror must provide proof of workers' compensation insurance prior to contract approval.

The successful offeror must secure the insurance coverage required by the state. The coverage must be satisfactory to the Department of Administration Division of Risk Management. An offeror's failure to provide evidence of such insurance coverage is a material breach and grounds for withdrawal of the award or termination of the contract.

Offerors must review form APPENDIX B1 attached, for details on required coverage. No alteration of these requirements will be permitted without prior written approval from the Department of Administration, Division of Risk Management. Objections to any of the requirements in APPENDIX B1 must be set out in the offeror's proposal.

3.07

Bid Bond - Performance Bond - Surety Deposit

Not Applicable to this RFP

3.08

Contract Funding

Payment for the contract is subject to funds already appropriated and identified.

3.09

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.

3.10

Contract Payment

No payment will be made until the contract is approved by the Commissioner of the Department of Health and Social Services 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.

3.11

Informal Debriefing

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

3.12

Contract Personnel

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

3.13

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. Should the project director determine that corrections or modifications are necessary in order to accomplish its intent, the project director may direct the contractor to make such changes. 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.

3.14

Termination for Default

If the project director 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 of the remaining work.

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

3.15

Liquidated Damages

Not Applicable to this RFP

3.16

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 project director has secured any required state approvals necessary for the amendment and issued a written contract amendment, approved by the Commissioner of the Department of Health and Social Services or the Commissioner's designee.

3.17

Contract Invalidation

If any provision of this contract is found to be invalid, such invalidation will not be construed to invalidate the entire contract.

3.18

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 (i) 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 (ii) 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).

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.

SECTION FOUR BACKGROUND INFORMATION

4.01

Background Information

The State of Alaska WIC Program is dedicated to improving family nutrition and well being through partnerships and technology. To achieve this vision, the State intends to implement a state-of-the art information system (IS) to improve data and program integrity, as well as to reduce the manual tasks that use valuable staff resources at the State and local level.

An evaluation team performed a comprehensive study to review several operational WIC information systems. Two systems were selected from this initial study, the SPIRIT State Agency Model (SAM) system, and the Iowa IWIN system. The evaluation team then conducted an in-depth research on these two systems, which included reviewing documentation and conducting on site visits. The SPIRIT was selected as the preferred IS for the Alaska WIC Program.

In April of 2008, the State agreed that the USDA State Agency Model (SAM) SPIRIT System was the most cost effective and also met the federal and state policies. USDA approved Alaska's Implementation Advanced Planning Document (IAPD) in November of 2008. The Alaska WIC program then obtained authority from USDA to release two Requests for Proposal (RFP). The first RFP is to procure the **Technical and Implementation Contractor (T&IC)** and **this RFP** for the **Quality Assurance Contractor (QAC)**. The QAC will be required to work in collaboration with the SOA WIC program staff and the T&IC to accomplish the project objectives.

Alaska WIC Program focused on the following factors as being essential to a new information system:

1. Upgrade Legacy (Current) system –OS and SQL
2. Migrate current system to web-based or web-enabled
3. Transfer a SAM system

SECTION FIVE

SCOPE OF WORK

5.01

5.0.1.1 Scope of Work

The Alaska WIC Program is soliciting proposals for a Quality Assurance Contractor (QAC) to oversee the automation of the SPIRIT State Agency Model (SAM) system. The Contractor shall designate one (1) person to act as the primary point of contact for this project herein referred to as the QA Project Coordinator.

5.01.2 Order this Project Will Follow

The WIC Quality Assurance contract will follow the order of the T&IC project as outlined below. Note that some tasks may occur concurrently:

- Design
- Development
- Training
- Pilot Operations
- Statewide Rollout
- Maintenance Activities

5.02

Deliverables

The following tasks include both the expectations of the QAC and those of the T&IC in order to demonstrate how these two projects are aligned and to define the responsibilities of the QAC in association with those of the T&IC project.

Task 1—Design

The QAC will advise the WIC Project Director in implementation planning. The QAC must develop a quality management and monitoring plan that identifies a method for monitoring project compliance, assessing risks, and mitigating issues. The QAC will be responsible for reviewing all related deliverables from the T&IC.

Subtask 1.1 Project Initiation

The QAC shall attend the project initiation meeting convened by the T&IC with the Alaska WIC Program staff. This meeting will review the project plan, schedules, deliverables, and discuss the management of change orders. The T&IC will complete the Project Initiation Meeting Memorandum and the QAC will review and provide written comments.

Subtask 1.2 Project Management Plan

The QAC will monitor project compliance, assessing risks, and making recommendations to mitigate risks throughout the transfer and implementation project.

Subtask 1.3. Review and Provide Written Comment on T&IC Master Work Plan and Schedule.

The QAC will review and provide written comments on the T&IC Master Work Plan (as described below) and Schedule within ten (10) working days of the receipt of Plan.

These written comments must describe the approach to the transfer, modification, and implementation of the SPIRIT WIC System. These comments must include a description of the structured system life cycle development methodology to be employed throughout the development process; types and conduct of test activities, and the change control and configuration management processes. The T&IC is required to utilize automated configuration management, planning, and version control tools, such as Microsoft Program or similar software. The plan must include comments regarding the T&IC approach to quality assurance and security.

The change control and configuration management portion of the plan will detail the T&IC approach to version control and shall include:

- How issues and modifications will be tracked and reported
- How the T&IC will assign identification numbers to releases of the system, that is version #, build #, where version # = the number of the latest entire system release and build # = the number of the latest release containing a single or a few module updates.
- How offline system options will be implemented
- How release of the system will be archived; for example, each new version will be archived, as will each build since the last archive;
- Procedures to ensure that only one release of the system is being system tested (either internally or in UAT) at any given time; and
- Procedures to ensure that only one release of the system is operational at any time in all installations during Pilot, rollout, and operations.
- Review all technical specifications submitted by the T&IC including those regarding the data dictionary, security, data conversion, system architecture and software design contained in the Master Work Plan and any other developer-provided technical documentation. This review shall ensure accuracy, completeness, and verification of compliance with technical and function system specifications.

Subtask 1.4. Review and Provide Written Comments on T&IC Status Reporting

The QAC must review and provide written comments on the Status Reports provided by the T&IC within five (5) working days of receipt. During the pilot, status reports shall be submitted on a bi-weekly basis. The contents of the report shall include at a minimum project accomplishments during the reporting period, items / tasks to be completed during the next reporting period, items/ tasks that are

behind schedule, identification of risk and recommended resolutions, listing of high priority issues, and listing of obstacles to progress and recommended resolutions.

Subtask 1.5. Status Meetings

The QAC will participate in regular status meetings or conference calls, which may be monthly or more frequent if necessary. These meetings will be convened by the T&IC and are meant to provide updates on project progress, discuss issues related to the project, and review project risks. It is anticipated that most status meetings will occur via teleconference; onsite status meetings shall take place in conjunction with other onsite activities.

Subtask 1.6. Gap Analysis

The State anticipates minimal changes to the system, therefore modifications are expected to be limited to business rules choices or tables, such as adjustments to drop down values or food packages. One unique process in the Alaska environment that is not included in the SPIRIT transfer system is the use of a Mail Order Vendor (MOV) to provide food benefits to participants in rural communities that do not have access to authorized WIC vendors. For the initial implementation, Alaska will require the development of a module that will support MOV functionality. The QAC shall meet with the Alaska WIC Project Director and WIC staff onsite in Anchorage to discuss, define, and confirm the requirements for modifications to the new system (i.e., system modification meetings). This will include a detailed walk-through of the transfer system to determine what customizations will be required, as well as what tables and Alaska-specific field values need to be determined. The T&IC will identify necessary modifications required and configuration rules (a listing of fields or values the State needs to address to configure the software product) in the form of a Gap Analysis report.

Subtask 1.7. Pilot and Statewide Implementation Plan

The T&IC will provide a plan that describes the approach that will be taken to conduct the pilot and statewide implementation. The plan shall include details about the pilot and implementation schedule (i.e., phases and sites to be rolled out), equipment and preparation requirements, State responsibilities, checkpoints, and any other information needed to document the approach to pilot and statewide rollout.

Subtask 1.7.1 System Testing Plan

The T&IC will provide a plan that describes each type of testing that will be performed, the schedule for all types of testing, the outcomes of testing (i.e., a system certification, move to next project phase), and the equipment and State resources required for each test. The plan should also provide the agenda for UAT (i.e., the schedule for each component of the test and the methods by which UAT testers will report bugs or problems). The test plan should also identify the approach for reporting and tracking identified bugs in the system.

Subtask 1.7.2 Training Plan

The T&IC will provide a plan that includes goals, provisions, and objectives of the training process

prior to starting the training activities.

Subtask 1.7.3 Data Conversion Plan

The T&IC will provide the Data Conversion Plan and instructions to be used to test the plan results.

Subtask 1.7.4 IT Security Plan

The T&IC will provide a plan that will utilize the State Security Framework for Applications as the guiding document for its construction. The IT Security Plan shall be compliant with, and reference where appropriate, all State and DHSS IT Security Policies and all applicable State and Federal IT legislation.

Subtask 1.7.5 Telecommunication Plan

The T&IC will provide a Telecommunication Plan.

Subtask 1.8 Final system Requirements Document (FSRD)

The T&IC shall deliver a comprehensive Final System Requirements Document to the State Project Manager.

Subtask 1.9 Quarterly Updates

The T&IC will schedule quarterly updates for local agency and State staff in Alaska. These updates shall be performed via teleconference with Internet web-conferencing as appropriate. The purpose of these updates is to report overall progress and status of the project activities to stakeholders.

Task 2—Development

Subtask 2.1 Development Initiation Meeting

The T&IC shall attend a kick-off meeting to initiate the development phase of the project. The T&IC shall be prepared to provide an overview of how they intend to accomplish the tasks of this project phase of the project, discuss the project schedule and any other items necessary prior to beginning the development phase. The meeting will take place in **Anchorage, Alaska**. The QAC shall attend and provide a memorandum documenting any decisions and outcomes of the meeting.

Subtask 2.2 System Documentation Development

The T&IC shall provide comprehensive documentation for the transfer system and modify it to reflect any changes that will be included in the Alaska version. The documents updated for Alaska should include:

1. General System Design Documents
2. Detailed Functional Design Documents
3. Detailed Technical Specifications Document
4. Operations Manual

Subtask 2.3 System Documentation Development

The T&IC shall modify the transfer system to reflect Alaska's requirements and configuration rules, including the development of the MOV module. Prior to moving to system pilot, a thorough user acceptance test shall be performed. The system will be ready for UAT only after the QAC has performed a thorough system qualification test of all system functionality and that the test has recorded no errors. This includes the conversion routines for converting records in the legacy WIC system since this system functionality will also be tested during the UAT. The QAC is responsible for generating the test data and test cases to be used for its own system qualification test; the QAC should not use the UAT script for its own system test. The QAC shall modify the transfer system using a structured system life cycle development methodology that includes the following types of test activities:

Subtask 2.3.1 Baseline Test

Prior to any system modifications, the T&IC will develop a process and complete a baseline test to ensure that the transferred system operates correctly in the Alaska environment.

Subtask 2.3.2 Design Validation Sessions

During the design subtask, the T&IC shall schedule periodic reviews with stakeholders. The purpose of these sessions will be to review and solicit input on design of modifications. These sessions shall be conducted using teleconference and web-conferencing.

Subtask 2.3.3 Unit/Module Test

The T&IC shall develop and complete the Unit/Module Test. This type of test is used to validate that an individual program module or script functions correctly. It validates the module's logic, adherence to functional requirements, and adherence to technical specifications. Each unit/module test shall execute every source statement and each conditional branch in the module. Unit/module tests are usually conducted by the programmer that writes the module. Test results are recorded in the software development folder for that module.

Subtask 2.3.4. Systems Integration Test

The T&IC will create and complete the Systems Integration test. This type of test examines subsystems are made up of integrated groupings of software modules. Subsystem integration testing should be conducted in the development environment. It is the first level of testing where problem reports are generated, classified by severity, and the resolution monitored and reported. Subsystem integration testing may need to run several times for each subsystem, and is only complete when it can run without errors.

Subtask 2.3.5. System Qualification Test

The T&IC will create and complete the System Qualification test. This test, which should be conducted by an independent test group within the T&CI organization, tests the entire system once modification

and testing of all system modules and subsystems are completed. It determines whether the system complies with standards and satisfies functional, technical, and operational requirements. The goal of testing is to confirm that both individual system modules and the entire system perform in accordance with the functional requirements and technical specifications. During this test period, system documents, and training manuals will also be tested for accuracy, validity, completeness, and usability. The software performance, response time, and ability of the system to operate under stressed conditions will be tested. Also, any external system interfaces are tested. The ability of the system to correctly process data converted from the legacy WIC will be tested. All findings shall be documented in a system qualification test analysis report prepared by the QAC for delivery to the Alaska WIC Project Director. Like the subsystem integration test, this test may need to run several times and is only complete when it runs without errors.

Subtask 2.3.6. Regression Test

The T&IC will create and complete the Regression Test. Regression testing shall retest a system component, such as a unit, module, or subsystem, following any modification to verify that the problem was corrected without adverse side effects and to ensure the component still complies with its requirements. Regression testing also refers to rerunning the entire system qualification test after errors have been corrected to ensure that unanticipated errors have not been introduced elsewhere in the system by the error correction activity.

Subtask 2.3.7. UAT Readiness Certification

The T&IC shall provide the Alaska WIC Project Director with a written certification that the system is ready for UAT. This certification shall not be delivered until the system has passed all tests and there are no known errors. The T&IC shall complete a UAT Readiness Certification and the QAC will review and provide written comments. The certification must include detailed information on all errors identified during system testing and their resolutions. The certification must verify that the T&IC staff is able to conduct full system testing from start to finish with no identified outstanding errors.

The QAC will facilitate a meeting with the state and the T&IC within ten (10) days of confirmation that the system is ready for UAT to plan test activities.

Subtask 2.4 Develop Site Readiness Checklist

The T&IC will develop detailed checklists to be completed by each WIC local agency site (to include all clinic locations) and the State office locations to determine the readiness of each site for implementation of the new system.

Subtask 2.5 Develop Site Analysis Report

The QAC will review the site analysis reports, as well as the T&IC written review and assessment of the site analysis reports to identify any potential problems with the planned clinic environment (e.g., location, layout, electrical service, telecommunications, etc.) that could affect system operations and

recommendations for remedy or any identified deficiencies. The QAC must make recommendations to ensure that all sites will be suitably prepared for system installation and implementation.

Subtask 2.6 Central Operation Site Preparation

The T&IC is responsible to assist the State IT in installing and testing the software on the HSS servers in Anchorage and ensuring that the telecommunications networks are properly configured for the UAT. The T&IC will train the State IT and WIC Central Office staff and provide on-site assistance for the central operation throughout the UAT. The T&IC will also review and provide an assessment of the Alaska WIC Program's disaster recovery procedures.

Subtask 2.7 Perform Data Conversion Testing and Validation

The QAC must review and provide written comments on the plans delivered by the T&IC for the Data Conversion Testing and Validation.

Subtask 2.8 UAT Test Scripts

The QAC will review the T&IC's UAT test scripts and may develop additional scripts to be used during UAT; the T&IC shall be responsible for supporting the use of the additional scripts.

Subtask 2.9 Support UAT and System Revision

The QAC will monitor the T&IC's UAT and System Revision process and review and provide written comment within five (5) days of receipt. The review shall include the formal assessment of the system's readiness for pilot implementation

Task 3 – Training

Subtask 3.1 Training Evaluation

The training activities for pilot and rollout will be accomplished as just-in-time training prior to implementation of clinics with minimal interruption of WIC services to participants. The QAC will provide evaluation after each of the following groups that have been trained by the T&IC.

- State Office Training-WIC Program and Financial Management Staff
- State Office Training-Help Desk Staff
- State Office Training-Central System Operations Staff
- User Acceptance Test Training
- Clinic Coordinators-Train the Trainer
- On-site Clinic Staff

Task 4 – Pilot Operations

Subtask 4.1 Pilot Operations Initiation Meeting

The QAC will attend the kick-off meeting to initiate the pilot operation phase of the project. The T&IC will provide a memorandum documenting any decisions and outcomes of the meeting and the QAC will review and provide written comments on this document.

Subtask 4.2 Data Conversion

The T&IC shall complete data conversion from the participant database in the legacy WIC system to the correct format and load the data on the central server of the new system. This conversion of the pilot clinics' participant databases will occur immediately prior to implementation of the pilot sites since the clinics will not be allowed to make any other changes to the legacy WIC records once the conversion has been accomplished. The QAC must monitor this task to ensure the conversion is correctly conducted.

Subtask 4.3 System Pilot Test

The T&IC will be required to oversee the pilot test of the transfer system. The pilot is expected to last for three (3) calendar months prior to the evaluation. The WIC Program will be responsible for day-to-day operation of the central processing system during the pilot site operations, although the T&IC will oversee the pilot and provide consultation and assistance as needed. The pilot will take place in Anchorage and the QAC will monitor the pilot test sites.

The QAC will complete an on-site review at each pilot site of the facility, network cabling, hardware, and software installation to ensure the site is ready for implementation. The pilot sites will be in Anchorage. The QAC must provide written recommendations for needed changes.

Subtask 4.4 Support Pilot, Modify, and Retest System

The T&IC will create and complete the Regression Acceptance Test. The Regression Acceptance Test is designed to test overall system operability after modifications have been installed but before release of the software to the user community. It does not replace the normal development testing required for changes. Its primary purpose is to ensure that the changes do not affect other aspects of system functionality. The test shall use standardized inputs and known outputs to assess the impacts of changes. If and when software errors are encountered while conducting the system pilot, new versions of the system with the errors corrected will be programmed and tested by the contractor. After correction and testing of each new version, the Regression Acceptance Test will be run against that version to check that the error correction has not introduced new errors elsewhere in the system. If there are any outstanding errors at the end of system pilot, one last version that corrects the remaining errors will be produced, and that version will be installed and run for five working days at the pilot agencies before the system is rolled out to the remaining agencies. The purpose of these five additional days is to ensure that no errors are introduced into the latest version of the system that was not caught by the Regression Acceptance Test.

Within ten days following the end of the pilot, the T&IC and QAC, with input from the pilot clinics, will each complete and submit an evaluation of the system pilot. The results of the evaluation will be documented in a report to be delivered to the WIC Project Director. The WIC Project Director must approve all system revisions resulting from the evaluation of the pilot. Following any system revisions made, the T&IC will conduct an abbreviated acceptance test with the WIC Project Director and QAC.

Task 5 – Statewide Rollout

Subtask 5.1 Statewide Rollout Initiation Meeting

The QAC shall attend a kick-off meeting in Juneau to initiate the system rollout phase of the project. The T&IC shall prepare an overview of how they intend to accomplish the tasks of this phase of the project, discuss the project schedule and any other items necessary prior to beginning the development phase. The T&IC shall provide a memorandum documenting any decisions and outcomes of the meeting and QAC will review and provide written comment within three (3) working days of receipt.

Subtask 5.2 User Training, Conversion, and Implementation

Approximately four days following the system rollout to the first group of WIC clinics, a meeting will be convened at the Alaska WIC office to identify any problems that must be fixed before rollout to the remaining clinic sites. The meeting will be attended by the T&IC, QAC, the State Project Manager, and other WIC Program staff as deemed necessary. Any problems encountered during the initial system operation will be either fixed or documented, depending on their effect on the delivery of services. The QAC shall assist the state determining if any deficiencies in the system functional requirements, technical operation, or reliability are necessary and required from the T&IC. The QAC shall prepare a written report identifying necessary system changes or concurring that the system is ready for statewide rollout. This report is due within three (3) working days of the User Training, Conversion, and Implementation meeting.

Subtask 5.3 System Operations Support

QAC will provide written comments on T&IC's System Operation Support process.

Subtask 5.4 System Documentation

The T&IC shall provide updates to the comprehensive system documentation (including: FSRD, General System Design Documents, Detailed Functional Design Documents, Detailed Technical Specifications Document, and Operations Manual) for the system to reflect all changes made during the UAT, pilot, and rollout phases.

Subtask 5.5 Post Implementation Evaluation

The T&IC shall provide verification and certification documentation that specifies all software, policies, procedures, reporting, and equipment are functioning as planned and that all documentation is complete and have been received by the WIC Project Director within two (2) weeks after final statewide rollout.

Subtask 5.6 Delivery of Final Documentation

The T&IC shall provide documentation that all source code, forms, or other materials, as well as patient/program data is delivered back to the WIC Project Director.

Task 6 – Maintenance Activities

Deliverable	Description	Sample Timeframe
1 Task 1.1	QAC will review and provide written comments of the Project Initiation Meeting Memorandum to the state within five (5) working days of receipt.	Within 10 business days of contract execution
2 Task 1.2	Quality Management and Monitoring Plan QAC shall develop a Quality Management Plan. The plan shall identify all project objectives, milestones, and deliverables identified during project initiation. This plan will identify critical and noncritical events and critical success factors. It shall include a detailed project schedule. Additionally, the plan must outline strategies for meeting critical deadlines and contingency strategies should critical deadlines slip. The plan shall also include a methodology for monitoring configuration management, change control, project compliance, as well as risk assessment and mitigation. The plan will include QAC responsibility for monthly status reporting, which will minimally contain risks, progress and any outstanding or other pertinent issues. The plan shall be delivered within four (4) weeks of the project initiation meeting.	15 business days following the Project Initiation Meeting
3 Task 1.3	QAC will review and provide written comments on T&IC's System Transfer, Modification, and Testing Plan within ten (10) working days of receipt.	20 business days following Project Initiation Meeting
4 Task 1.4	QAC will review and provide written comments on T&IC's Bi-Monthly Status Reports within five (5) working days of receipt.	Ongoing, no less than monthly
5	QAC will attend regular status meetings via	Ongoing, no less than

Task 1.5	teleconference.	monthly
6 Task 1.6	QAC will attend meeting in Anchorage to assist in the discussion and confirmation of the requirements for modification to the new system to incorporate MOV functionality. The QAC will review and provide written comment on the Gap Report within ten (10) working days of receipt.	Within 10 business days of receiving Gap Report
7 Task 1.7.	QAC will review and provide written comments on T&IC's Pilot and Statewide Implementation Plan within five (5) working days of receipt.	Within eight weeks of project initiation
8 Task 1.7.1	QAC will review and provide written comments on T&IC's System Testing Plan within five (5) working days of receipt.	Within eight weeks of project initiation
9 Task 1.7.2	QAC will review and provide written comments on T&IC's System Training Plan within ten (10) working days of receipt	Within eight weeks of project initiation
10 Task 1.7.3	QAC will review and provide written comments on T&IC's Data Conversion Plan within five (5) working days of receipt of each draft.	Within eight weeks of project initiation
11 Task 1.7.4	QAC will review and provide written comments on T&IC's IT Security Plan within five (5) working days of receipt.	Within eight weeks of project initiation
12 Task 1.7.5	QAC will review and provide written comments on T&IC's Telecommunication plan within five (5) of receipt.	Within eight weeks of project initiation
13 Task 1.8	QAC will review and provide written comments on T&IC's Final System Requirements Document (FRSD) within five (5) working days of receipt.	Within 5 days of receipt of FRSD
14 Task 1.9	QAC will attend Quarterly Updates via teleconference	On going, quarterly
15 Task 2.1	QAC will attend Development Initiation Meeting in Anchorage and will review and give comments within three (3) working days of receipt of the memorandum developed by the T&IC documenting any decisions and outcomes of the meeting.	Within 10 business days of acceptance of FSRD
16 Task 2.2	QAC will review and provide written comments on T&IC's System Documentation Development (SDD) within five (5) working days of receipt.	Within 5 days of receipt of SDD

17 Task 2.3.1	QAC will review and provide written comments on the T&IC's process to complete the Baseline Test within five (5) working days of receipt. QAC will review and provide written comments on the T&IC's Baseline Test within three (3) working days after test completion.	Within 5 days of completion of test
18 Task 2.3.2	QAC will attend periodic Design Validation Sessions via teleconference.	Ongoing
19 Task 2.3.3	QAC will review and provide written comment on the T&IC's process to complete Unit/Module Test within five (5) working days of receipt. Contractor will review and provide written comment on the T&IC's Unit/Module Test three (3) working days after test completion.	Ongoing throughout development
20 Task 2.3.4	QAC will review and provide written comment on process to complete Systems Integration Test within five (5) working days of receipt. Contractor will review and provide written comment on the T&IC's System Integration Test within three (3) working days after test completion.	Ongoing throughout development
21 Task 2.3.5	QAC will review and provide written comment on T&IC's process to complete Systems Qualification Test within five (5) working days of receipt. Contractor will review and provide written comment on T&IC's Systems Qualification Test within three (3) working days after test completion.	Ongoing throughout development
22 Task 2.3.6	QAC will review and provide written comment on T&IC's process to complete Regression Test within five (5) working days of receipt. Contractor will review and provide written comment on T&IC's Regression Test within three (3) working days after test completion.	Ongoing throughout development
23 Task 2.3.7	QAC will review and provide written comment on process to complete UAT Readiness Certification within five (5) working days of receipt.	Within eight weeks of project initiation
24 Task 2.3.7	QAC will facilitate a meeting with the state and the T&IC within ten (10) days of confirmation that the system is ready for UAT to plan test activities.	Within 10 days of system readiness for UAT confirmation
25 Task 2.4	QAC will review and provide written comment on the Site Readiness Checklist within five (5) working days of receipt.	Within eight weeks of project initiation
26	QAC will review and provide written comment on the	Within 5 days of

Task 2.5	Site Analysis Report within five (5) working days of receipt.	receipt of report
27 Task 2.6	QAC will review and provide written comment on the Central Operation Site Preparation within five (5) working days of receipt.	Within 5 days of receipt of report
28 Task 2.7	QAC will review and provide written comment on the Data Conversion Testing and Validation within ten (10) working days of receipt of plan.	Ongoing, must complete within ten days of receipt of report
29 Task 2.8	QAC will review and provide written comment on the UAT Test Scripts and optional development of additional test scripts within ten (10) working days of receipt.	Ongoing throughout development
30 Task 2.9	QAC will review and provide written comment on the UAT Test Script Revisions and optional development of additional test scripts within five (5) working days of receipt.	Final scripts due at least two weeks prior to UAT
31 Task 3.1	QAC will complete all training evaluations on the final day of each user group training session. QAC will conduct an evaluation of the training activities for each user group, which must include questions on usefulness of information, training materials, and resources, transferability of information to job, and ability of trainer. User groups to be trained include: • State Office Training-WIC Program and Financial Management Staff • State Office Training-Help Desk Staff • State Office Training-Central System Operations Staff • User Acceptance Test Training • Clinic Coordinators-Train the Trainer • On-site Clinic Staff	Ongoing
32 Task 4.1	QAC will attend kick-off Pilot Operation Phase Meeting and Review and Provide Written Comments on Meeting Memorandum within five (5) working days of receipt.	Within 10 business days of acceptance of the UAT
33 Task 4.2	QAC will review and provide written comment on T&I Contractors data conversion process within three (3) working days of receipt of plan. QAC will review and provide written comment on T&IC's data conversion three (3) working days after completed conversion.	Within 3 days of receipt of plan

34 Task 4.4	QAC will visit pilot sites in Anchorage and provide written review of pilot site's readiness within five (5) working days of assessment. The QAC will complete an on-site review at each pilot site of the facility, network cabling, hardware, and software installation to ensure the site is ready for implementation. The QAC must provide written recommendations for changes needed.	Within 5 days of assessment
35 Task 4.4	The QAC will work with the T&IC to evaluate the system pilot within ten (10) days of the end of the pilot. The Regressions Acceptance test is designed to test overall system operability after modification has been made in response to problems identified during the pilot and will be used to test any modifications and corrections made before they are released to the pilot users. The system pilot evaluation must address the following factors: 1. System stability 2. Meeting functional requirements 3. User satisfaction 4. Impact on participant flow and convenience 5. Impact on clinic operations 6. Availability and accuracy of state level data 7. Adequacy of help messages and user documentation 8. Security and system integrity 9. Need for modification of system or user processes	Within 10 days of end of pilot
36 Task 4.4	The QAC will review and make written comment on the T&IC's evaluation report within five (5) days of receipt.	Within 5 days of receipt of report
37 Task 4.4	If the state determines it is needed, the QAC will work with the WIC Project Manager to conduct an abbreviated acceptance test.	Contingent upon need
38 Task 5.1	The QAC will attend the Statewide Rollout Initiation Meeting in Juneau. QAC will review and provide written comments on T&IC's memorandum covering decisions and outcomes from the Statewide Rollout Initiation Meeting within three (3) working days of receipt.	Within 10 days of acceptance of pilot
39 Task 5.2	The QAC will attend the User Training, Conversion, and Implementation meeting. QAC will prepare a written report within three (3) working days of the meeting to identify necessary system changes or concurrence that the system is ready for Statewide Rollout.	Within 3 days of receipt of report, prior to statewide rollout period

40 Task 5.3	QAC will write comments on T&IC's System Operation Support process.	Ongoing throughout rollout period
41 Task 5.4	QAC will review and provide written comment on T&IC's Comprehensive System Documentation within three (3) working days of receipt of each update.	Within 3 days of receipt of report
42 Task 5.5	QAC will review and provide written comment on T&IC's Post Implementation Evaluation within five (5) working days of receipt.	Within 5 days of receipt of report
43 Task 5.6	QAC will monitor and provide documentation that the T&IC has delivered all documentation source code, forms, or other materials, as well as patient/program data to the WIC Project Director.	Ongoing throughout rollout period

SECTION SIX

PROPOSAL FORMAT AND CONTENT

6.01

Proposal Format and Content

The state discourages overly lengthy and costly proposals, however, in order for the state to evaluate proposals fairly and completely, offerors must follow the format set out in this RFP and provide all information requested.

6.02

Introduction

Proposals must include the complete name and address of offeror's firm and the name, mailing address, email address and telephone number of the person the state should contact regarding the proposal.

Proposals must confirm that the offeror will comply with all provisions in this RFP; and, if applicable, provide notice that the firm qualifies as an Alaskan bidder. Proposals must be signed by a company officer empowered to bind the company. An offeror's failure to include these items in the proposals may cause the proposal to be determined to be non-responsive and the proposal may be rejected.

6.03

Understanding of the Project

Offerors must provide comprehensive narrative statements that illustrate their understanding of the requirements of the project and the project schedule.

6.04

Methodology Used for the Project

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.

6.05

Management Plan for the Project

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.

6.06

Experience and Qualifications

Offerors must provide an organizational chart specific to 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 and provide the following information about each person listed:

- (a) title,
- (b) resume,
- (c) location(s) where work will be performed,
- (d) itemize the total cost and the number of estimated hours for each individual named above.

While the hours for each individual will appear in the proposal, the cost associated with them will not. **No portion of the Cost Proposal shall be included within the body of the proposal. Submit only one Cost Proposal in a separate, sealed envelope.**

Offerors must provide evidence within their proposal that they meet the minimum requirements specified in **Section 2.08 Prior Experience**, or their proposal will be found non-responsive and will be rejected.

6.07

Cost Proposal

Cost proposals must include an itemized list of 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.

6.08

Evaluation Criteria

All proposals will be reviewed to determine if they are responsive. They will then be evaluated using the criterion that is set out in Section SEVEN.

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.

A proposal shall be evaluated to determine whether the offeror responds to the provisions, including goals and financial incentives, established in the request for proposals in order to eliminate and prevent discrimination in state contracting because of race, religion, color, national origin, sex, age, marital status, pregnancy, parenthood, or disability.

SECTION SEVEN EVALUATION CRITERIA AND CONTRACTOR SELECTION

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS PROPOSAL IS 100

As part of the response for tasks and subtasks “1 through 6” below, the offeror shall acknowledge in writing their capability, experience, and explain how each task will be accomplished

7.01

Understanding of the Project (10 Percent)

Proposals will be evaluated against the questions set out below:

- [a] How well has the offeror demonstrated a thorough understanding of the purpose and scope of the project?
- [b] How well has the offeror identified pertinent issues and potential problems related to the project?
- [c] To what degree has the offeror demonstrated an understanding of the deliverables the state expects it to provide?
- [d] Has the offeror demonstrated an understanding of the state's time schedule and can meet it?

7.02

Response to Scope of Work Requirements (20 Percent)

Proposals will be evaluated against the questions set out below:

- [a] How comprehensive is the methodology and does it depict a logical approach to fulfilling the requirements of the RFP?
- [b] How well does the methodology match and achieve the objectives set out in the RFP?
- [c] Does the methodology interface with the time schedule in the RFP?
- [d] How well does the management plan support all of the project requirements and logically lead to the deliverables required in the RFP?
- [e] How well is accountability completely and clearly defined?
- [f] Is the organization of the project team clear?
- [g] How well does the management plan illustrate the lines of authority and communication?
- [h] To what extent does the offeror already have the hardware, software, equipment, and licenses necessary to perform the contract?
- [i] Does it appear that the offeror can meet the schedule set out in the RFP?
- [j] Has the offeror gone beyond the minimum tasks necessary to meet the objectives of the RFP?

- [k] To what degree is the proposal practical and feasible?
- [l] To what extent has the offeror identified potential problems?

7.03

Experience and Qualifications (30 Percent)

Proposals will be evaluated against the questions set out below:

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?
- [d] Does the proposal demonstrate in writing experience with at least one WIC information system implementation project?
- [e] Does the proposal demonstrate in writing a minimum of three (3) years experience working with the WIC Program?
- [f] Does the proposal demonstrate in writing a minimum of three (3) years of web-based application experience?
- [g] Does the proposal demonstrate in writing a minimum of three (3) years SQL Server 2000 and 2005 experience?

Questions regarding the firm:

- [d] How well has the firm demonstrated experience in completing similar projects on time and within budget?
- [e] How successful is the general history of the firm regarding timely and successful completion of projects?
- [g] If a subcontractor will perform work on the contract, how well do they measure up to the evaluation used for the offeror?

7.04

Contract Cost (40 Percent)

Overall, a minimum of 60% of the total evaluation points will be assigned to cost. The cost amount used for evaluation may be affected by one or more of the preferences referenced under Section 2.13.

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 2.15.

SECTION EIGHT ATTACHMENTS

8.01

Attachments

Attachments

1. Standard Agreement Form
2. Notice of Intent to Award
3. FNS Required Federal Provisions

PROPOSAL EVALUATION FORM

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

Person or Firm Name _____

Name of Proposal Evaluation (PEC) Member _____

Date of Review _____

RFP Number _____

EVALUATION CRITERIA AND SCORING

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS CONTRACT IS 100

7.01 Understanding of the Project—10 Percent

Maximum Point Value for this Section - 10 Points

100 Points x 10 Percent = 10 Points

Proposals will be evaluated against the questions set out below.

[a] How well has the offeror demonstrated a thorough understanding of the purpose and scope of the project?

EVALUATOR'S NOTES _____

[b] How well has the offeror identified pertinent issues and potential problems related to the project?

EVALUATOR'S NOTES _____

[c] To what degree has the offeror demonstrated an understanding of the deliverables the state expects it to provide?

EVALUATOR'S NOTES _____

[d] Has the offeror demonstrated an understanding of the state's time schedule and can meet it?

EVALUATOR'S NOTES _____

EVALUATOR'S POINT TOTAL FOR 7.01

7.02 Response to Scope of Work Requirements—20 Percent

Maximum Point Value for this Section - 20 Points
100 Points x 20 Percent = 20 Points

Proposals will be evaluated against the questions set out below.

[a] How comprehensive is the methodology and does it depict a logical approach to fulfilling the requirements of the RFP?

EVALUATOR'S NOTES _____

[b] How well does the methodology match and achieve the objectives set out in the RFP?

EVALUATOR'S NOTES _____

[c] Does the methodology interface with the time schedule in the proposal?

EVALUATOR'S NOTES _____

[d] How well does the management plan support all of the project requirements and logically lead to the deliverables required in the RFP?

EVALUATOR'S NOTES _____

[e] How well is accountability completely and clearly defined?

EVALUATOR'S NOTES _____

[f] Is the organization of the project team clear?

EVALUATOR'S NOTES _____

[g] How well does the management plan illustrate the lines of authority and communication?

EVALUATOR'S NOTES _____

[h] To what extent does the offeror already have the hardware, software, equipment, and licenses necessary to perform the contract?

EVALUATOR'S NOTES _____

[i] Does it appear that offeror can meet the schedule set out in the RFP?

EVALUATOR'S NOTES _____

[j] Has the contractor gone beyond the minimum tasks necessary to meet the objectives of the RFP?

EVALUATOR'S NOTES _____

[k] To what degree is the proposal practical and feasible?

EVALUATOR'S NOTES _____

[l] To what extent has the offeror identified potential problems?

EVALUATOR'S NOTES _____

EVALUATOR'S POINT TOTAL FOR 7.03 _____

7.03 Experience and Qualifications—30 Percent

Maximum Point Value for this Section - 30 Points

100 Points x 30 Percent = 30 Points

Proposals will be evaluated against the questions set out below.

Questions regarding the personnel.

[a] Do the individuals assigned to the project have experience on similar projects?

EVALUATOR'S NOTES _____

[b] Are resumes complete and do they demonstrate backgrounds that would be desirable for individuals engaged in the work the RFP requires?

EVALUATOR'S NOTES _____

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

EVALUATOR'S NOTES _____

[d] Does the proposal demonstrate in writing experience with at least one WIC information system implementation project?

EVALUATOR'S NOTES _____

[e] Does the proposal demonstrate in writing a minimum of three (3) years experience working with the WIC Program?

EVALUATOR'S NOTES _____

[f] Does the proposal demonstrate in writing a minimum of three (3) years of web-based application experience?

EVALUATOR'S NOTES _____

[g] Does the proposal demonstrate in writing a minimum of three (3) years SQL Server 2000 and 2005 experience?

EVALUATOR'S NOTES _____

Questions regarding the firm.

[d] Has the firm demonstrated experience in completing similar projects on time and within budget?

EVALUATOR'S NOTES _____

[e] How successful is the general history of the firm regarding timely and successful completion of projects?

EVALUATOR'S NOTES _____

[f] Has the firm provided letters of reference from previous clients?

EVALUATOR'S NOTES _____

[g] If a subcontractor will perform work on the project, how well do they measure up to the evaluation used for the offeror?

EVALUATOR'S NOTES _____

EVALUATOR'S POINT TOTAL FOR 7.04 _____

7.04 Contract Cost —40 Percent

Maximum Point Value for this Section - 40 Points

100 Points x 40 Percent = 40 Points

Overall, a minimum of 40 percent of the total evaluation points will be assigned to cost. The cost amount used for evaluation may be affected by one or more of the preferences referenced under Section 2.13.

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 2.15.

EVALUATOR'S POINT TOTAL FOR 7.05 _____

EVALUATOR'S COMBINED POINT TOTAL FOR ALL SECTIONS _____

CHECKLIST

IMPORTANT NOTE TO OFFERORS: Offerors must complete and return this form. Completion of this form does not guarantee a declaration of responsiveness.

Offeror: _____

1. Per section 2.12, evidence that the offeror holds a valid Alaska business license.
Evidence is provided on page #_____.
2. Per section 2.08, evidence that the offeror meets the minimum prior experience requirements.
Evidence is provided on page #_____.
3. Per section 1.14, identify the names of any subcontractor(s) and portions of the work they will perform.
Evidence is provided on page #_____.
4. Per section 1.16 and 1.17, cover letter of proposal is signed and certifies compliance with these sections.
Evidence is provided on page #_____.
5. Per section 6.02, provide contact information and confirm compliance with all provisions of the RFP.
Evidence is provided on page #_____.
6. Per section 6.06, provide organizational chart specific to the project.
Evidence is provided on page #_____.

COST PROPOSAL

Note: The purpose of the cost formula is to provide a mechanism for offerors to submit costs per each deliverable in a manner that DHSS can evaluate and score and then use to establish billing rates for the resultant contract. Please enter your cost in the spaces provided below for completing each deliverable.

Deliverable	Description	Proposed Cost
1 Task 1.1	QAC will review and provide written comments of the Project Initiation Meeting Memorandum to the state within five (5) working days of receipt.	
2 Task 1.2	Quality Management and Monitoring Plan QAC shall develop a Quality Management Plan. The plan shall identify all project objectives, milestones, and deliverables identified during project initiation. This plan will identify critical and noncritical events and critical success factors. It shall include a detailed project schedule. Additionally, the plan must outline strategies for meeting critical deadlines and contingency strategies should critical deadlines slip. The plan shall also include a methodology for monitoring configuration management, change control, project compliance, as well as risk assessment and mitigation. The plan will include QAC responsibility for monthly status reporting, which will minimally contain risks, progress and any outstanding or other pertinent issues. The plan shall be delivered within four (4) weeks of the project initiation meeting.	
3 Task 1.3	QAC will review and provide written comments on T&IC's System Transfer, Modification, and Testing Plan within ten (10) working days of receipt.	
4 Task 1.4	QAC will review and provide written comments on T&IC's Bi-Monthly Status Reports within five (5) working days of receipt.	
5 Task 1.5	QAC will attend regular status meetings via teleconference.	
6 Task 1.6	QAC will attend meeting in Anchorage to assist in the discussion and confirmation of the requirements for modification to the new system to incorporate MOV functionality. The QAC will review and provide written comment on the Gap Report within ten (10) working days of receipt.	

7 Task 1.7.	QAC will review and provide written comments on T&IC's Pilot and Statewide Implementation Plan within five (5) working days of receipt.	
8 Task 1.7.1	QAC will review and provide written comments on T&IC's System Testing Plan within five (5) working days of receipt.	
9 Task 1.7.2	QAC will review and provide written comments on T&IC's System Training Plan within ten (10) working days of receipt	
10 Task 1.7.3	QAC will review and provide written comments on T&IC's Data Conversion Plan within five (5) working days of receipt of each draft.	
11 Task 1.7.4	QAC will review and provide written comments on T&IC's IT Security Plan within five (5) working days of receipt.	
12 Task 1.7.5	QAC will review and provide written comments on T&IC's Telecommunication plan within five (5) of receipt.	
13 Task 1.8	QAC will review and provide written comments on T&IC's Final System Requirements Document (FRSD) within five (5) working days of receipt.	
14 Task 1.9	QAC will attend Quarterly Updates via teleconference	
15 Task 2.1	QAC will attend Development Initiation Meeting in Anchorage and will review and give comments within three (3) working days of receipt of the memorandum developed by the T&IC documenting any decisions and outcomes of the meeting.	
16 Task 2.2	QAC will review and provide written comments on T&IC's System Documentation Development (SDD) within five (5) working days of receipt.	
17 Task 2.3.1	QAC will review and provide written comments on the T&IC's process to complete the Baseline Test within five (5) working days of receipt. QAC will review and provide written comments on the T&IC's Baseline Test within three (3) working days after test completion.	
18 Task 2.3.2	QAC will attend periodic Design Validation Sessions via teleconference.	
19 Task 2.3.3	QAC will review and provide written comment on the T&IC's process to complete Unit/Module Test within five (5) working days of receipt. Contractor will review and provide written comment on the T&IC's Unit/Module Test three (3) working days after test completion.	

20 Task 2.3.4	QAC will review and provide written comment on process to complete Systems Integration Test within five (5) working days of receipt. Contractor will review and provide written comment on the T&IC's System Integration Test within three (3) working days after test completion.	
21 Task 2.3.5	QAC will review and provide written comment on T&IC's process to complete Systems Qualification Test within five (5) working days of receipt. Contractor will review and provide written comment on T&IC's Systems Qualification Test within three (3) working days after test completion.	
22 Task 2.3.6	QAC will review and provide written comment on T&IC's process to complete Regression Test within five (5) working days of receipt. Contractor will review and provide written comment on T&IC's Regression Test within three (3) working days after test completion.	
23 Task 2.3.7	QAC will review and provide written comment on process to complete UAT Readiness Certification within five (5) working days of receipt.	
24 Task 2.3.7	QAC will facilitate a meeting with the state and the T&IC within ten (10) days of confirmation that the system is ready for UAT to plan test activities.	
25 Task 2.4	QAC will review and provide written comment on the Site Readiness Checklist within five (5) working days of receipt.	
26 Task 2.5	QAC will review and provide written comment on the Site Analysis Report within five (5) working days of receipt.	
27 Task 2.6	QAC will review and provide written comment on the Central Operation Site Preparation within five (5) working days of receipt.	
28 Task 2.7	QAC will review and provide written comment on the Data Conversion Testing and Validation within ten (10) working days of receipt of plan.	
29 Task 2.8	QAC will review and provide written comment on the UAT Test Scripts and optional development of additional test scripts within ten (10) working days of receipt.	
30 Task 2.9	QAC will review and provide written comment on the UAT Test Script Revisions and optional development of additional test scripts within five (5) working days of receipt.	
31 Task 3.1	QAC will complete all training evaluations on the final day of each user group training session.	

	QAC will conduct an evaluation of the training activities for each user group, which must include questions on usefulness of information, training materials, and resources, transferability of information to job, and ability of trainer. User groups to be trained include: • State Office Training-WIC Program and Financial Management Staff • State Office Training-Help Desk Staff • State Office Training-Central System Operations Staff • User Acceptance Test Training • Clinic Coordinators-Train the Trainer • On-site Clinic Staff	
32 Task 4.1	QAC will attend kick-off Pilot Operation Phase Meeting and Review and Provide Written Comments on Meeting Memorandum within five (5) working days of receipt.	
33 Task 4.2	QAC will review and provide written comment on T&I Contractors data conversion process within three (3) working days of receipt of plan. QAC will review and provide written comment on T&IC's data conversion three (3) working days after completed conversion.	
34 Task 4.4	QAC will visit pilot sites in Anchorage and provide written review of pilot site's readiness within five (5) working days of assessment. The QAC will complete an on-site review at each pilot site of the facility, network cabling, hardware, and software installation to ensure the site is ready for implementation. The QAC must provide written recommendations for changes needed.	
35 Task 4.4	The QAC will work with the T&IC to evaluate the system pilot within ten (10) days of the end of the pilot. The Regressions Acceptance test is designed to test overall system operability after modification has been made in response to problems identified during the pilot and will be used to test any modifications and corrections made before they are released to the pilot users. The system pilot evaluation must address the following factors: 10. System stability 11. Meeting functional requirements 12. User satisfaction	

	13. Impact on participant flow and convenience 14. Impact on clinic operations 15. Availability and accuracy of state level data 16. Adequacy of help messages and user documentation 17. Security and system integrity 18. Need for modification of system or user processes	
36 Task 4.4	The QAC will review and make written comment on the T&IC's evaluation report within five (5) days of receipt.	
37 Task 4.4	If the state determines it is needed, the QAC will work with the WIC Project Manager to conduct an abbreviated acceptance test.	
38 Task 5.1	The QAC will attend the Statewide Rollout Initiation Meeting in Juneau. The QAC will review and provide written comments on T&IC's memorandum covering decisions and outcomes from the Statewide Rollout Initiation Meeting within three (3) working days of receipt.	
39 Task 5.2	The QAC will attend the User Training, Conversion, and Implementation meeting. QAC will prepare a written report within three (3) working days of the meeting to identify necessary system changes or concurrence that the system is ready for Statewide Rollout.	
40 Task 5.3	QAC will write comments on T&IC's System Operation Support process.	
41 Task 5.4	QAC will review and provide written comment on T&IC's Comprehensive System Documentation within three (3) working days of receipt of each update.	
42 Task 5.5	QAC will review and provide written comment on T&IC's Post Implementation Evaluation within five (5) working days of receipt.	
43 Task 5.6	QAC will monitor and provide documentation that the T&IC has delivered all documentation source code, forms, or other materials, as well as patient/program data to the WIC Project Director.	

Total Proposed Cost:

\$ _____