AMENDMENT TO REQUEST FOR PROPOSAL

Information Technology Service Management (ITSM) software replacement project

REQUEST FOR PROPOSAL NO. 14P0007SAS
Procurement Officer: Scott A. Snedden

AMENDMENT NO. 1
Issue Date: April 4, 2014

SUBMITTAL DEADLINE:
April 10, 2014 @ 4:00 P.M. ADT

ISSUED TO:
All Prospective Offerors

Dear Vendor:

The following clarifications and changes have been made to Request for Proposal No. 14P0007SAS:

The submittal deadline remains unchanged. A table of questions followed by answers has been provided. All other terms and conditions remain the same.

Sincerely,

UNIVERSITY OF ALASKA FAIRBANKS

Scott A. Snedden
Senior Contracting Officer

ACKNOWLEDGMENT
This Amendment must be signed and returned with your proposal or otherwise acknowledged prior to the closing date and time listed above. If you have already submitted a proposal and need to make corrections, submit a corrected Rate Response Form with this Amendment prior to the closing.

_________________________  ____________________________
Offeror  Signature

_________________________  ____________________________
Name & Title  Date
# TABLE OF QUESTIONS AND ANSWERS

<table>
<thead>
<tr>
<th>Questions/Answers</th>
<th>RFP Clarifications</th>
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</thead>
<tbody>
<tr>
<td><strong>Question - Will you please provide a Word copy of the RFP to me?</strong></td>
<td><strong>Answer - Copies have been provided to vendors upon request as instructed in the RFP.</strong></td>
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<td><strong>Question - The Criteria (p8) requests narrative statements on understanding/methodology/Higher Ed experience. Are these expected to be submitted as part of the Technical Offer or should they be their own separate document?</strong></td>
<td><strong>Answer - All of the narrative statements and references requested in the evaluation criteria table shall be provided in a cover document to Attachment A responses respecting the page limits as indicated.</strong></td>
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<td><strong>Question - Please confirm these are the only forms/sections we will need to include on our response document:</strong></td>
<td><strong>Answer - As noted above &amp; in the RFP</strong></td>
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<tr>
<td>· Transmittal form</td>
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<td>· Electronic signature</td>
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<td>· Statement of compliance</td>
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<td>· Representations and certifications</td>
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<td>· Alaska Business License (if available &amp; current)  See business license information below.</td>
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<td>· Cover responding to narrative request and references noted in the Criteria Table + Technical offer (Response to Attachment A)</td>
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<td>· Rate offer form submitted as a separate document</td>
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<tr>
<td><strong>Question - Please confirm the Transmittal or cover page listed above is the form named the &quot;Proposal Transmittal Form&quot; included in your package?</strong></td>
<td><strong>Answer - Confirmed</strong></td>
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<td><strong>Question - Special Conditions Form- does this need to be completed and included with our response?</strong></td>
<td><strong>Answer - Not with your proposal but documents may be requested later to demonstrate compliance.</strong></td>
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<td><strong>Question - Just one question and this is around the amount of pages you will allow in our response. Your criteria table below spells this out pretty clearly. While we understand you would like to minimize marketing fluff, your limits make it difficult. One are of concern is Product alignment with attachment A. The page limit is 5 pages and the technical response is 20+ pages. Is there any leeway in how many pages we can submit?</strong></td>
<td><strong>Answer - Please respect page limitations. All of the narrative statements and references requested in the evaluation criteria table shall be provided in a cover document to Attachment A responses respecting the page limits as indicated. Keep your responses to Attachment A brief, accurate, and to the point.</strong></td>
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<td><strong>Question - How is the best way to be informed of Schedule changes?</strong></td>
<td><strong>Answer - Check the UAF Procurement website.</strong></td>
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<td><strong>Question - Is there a telephone bridge to the meeting on April 2?</strong></td>
<td><strong>Answer - Noted on the UAF Procurement website.</strong></td>
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<td><strong>Question - Since answers to our questions will not be sent to us until April 6 and the current due date is April 10th. Can we get an extension to the due date? Four days is not enough time to modify our response.</strong></td>
<td><strong>Answer - Send your questions in as soon as possible. At this time there is no need to extend the submittal deadline and it remains unchanged. We will make adjustments to scheduling as the need arises.</strong></td>
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<tr>
<td><strong>Question - In the pricing form, you ask for an estimate of professional service costs. In the RFP, you are asking for incident and problem. Would you also like to implement request, self-service and/or knowledge?</strong></td>
<td><strong>Answer - Professional services should be those required to get the product set up and ready to accept our specific processes. Training will enable our staff to implement our processes. One scenario would be to install the product and then train our staff while implementing our incident management process. We hope the tool will be intuitive enough that our staff will implement additional process such as Problem, Change etc...</strong></td>
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Question - Do you separate out incidents versus requests today?
Answer - Yes

Question - If so, how many incidents do you typically receive per month or year?
Answer - 1000-1200 per month

Question - How many requests do you typically receive per month or year?
Answer - 4000-5000 a month, with higher volumes in August through September and January.

Question - Do you need Active Directory integration?
Answer - Potentially for SSO and SCCM integration.

Question - Do you have any other software you would like to integrate into the ITSM service?
Answer - We currently use Right Answers for knowledge management and Bomgar for remote assistance. We would like to integrate both of these tools in with the ITSM tool however if the future tool accomplishes what we need with knowledge management then we would only want to integrate Bomgar.

Question - Which ITSM solution is the University looking to replace?
Answer - We currently use HP Service Manager version 9.

Question - Do you purchase from the WSCA-NASPO?
Answer - Yes and NJPA, PEPPM, US Cities, GSA and other cooperative agreements

Question - Who is your preferred software reseller? Who is your preferred OEM hardware partner?
Answer - Software: Microsoft, Adobe. Hardware: Cisco, Dell, HP, & Apple. We use IDIQ contracts and compete most purchases above $10,000.00 by solicitation.

Question - Can you please provide Attachment A in an editable format to fill out?
Answer - Provided to vendors upon request as indicated in the RFP.

Please note the below clarification that was made regarding Alaska Business licensing, Alaska bidder preference, and the requirement of an Alaskan Agent Entity registration. This clarification was most helpful and clearly distinguishes at what point a business license is required and when a registered Alaskan Agent or Entity is necessary. An Alaskan Agent or Entity is only required if a business wishes to register as an Alaskan corporation.

From: Leamer, Victor A (DOA) [mailto:victor.leaner@alaska.gov]
Sent: Thursday, April 03, 2014 1:30 PM
To: Scott Snedden
Subject: RE: registered agent entity

Good afternoon.

If a vendor wants to simply obtain an Alaskan business license, this link will direct them to the process.

Licenses are only required when a contract is being awarded unless the vendor is within the state and wants to take advantage of the preferences.

The Statutes and Regulations are listed below that reference the changes.

SEC. 36.30.110. INVITATION TO BID.
(a) When competitive sealed bidding is used, the procurement officer shall issue an invitation to bid. It must include a time, place, and date by which the bid must be received, purchase description, and a description of all contractual terms and conditions applicable to the procurement.
(b) The bidder shall have a valid Alaska business license at the time the contract is awarded. To qualify as an Alaska bidder under AS 36.30.321, a bidder shall have a valid Alaska business license as the time designated in the invitation to bid for bid opening. A bidder for a construction contract shall also submit proof of the bidder’s registration under AS 08.18 before the contract may be awarded.

SEC. 36.30.210. REQUEST FOR PROPOSALS.
(e) The offeror shall have a valid Alaska business license at the time the contract is awarded. To qualify as an Alaska bidder under AS 36.30.321, an offeror shall have a valid Alaska business license at the time designated in the request for proposals for opening of the proposals.

SEC. 36.30.321. ALASKA BIDDER AND RELATED PREFERENCES.
(a) If the bidder or offeror is an Alaska bidder, a five percent preference shall be applied to the price in the bid or proposal.
(b) Except as otherwise provided in (d), (e), or (g) of this section, if a bidder or offeror qualifies as an Alaska bidder and is offering services through an employment program, a 15 percent preference shall be applied to the price in the bid or proposal.
(c) If a bidder or offeror qualifies as an Alaska bidder and is an Alaska domestic insurer, and if the procurement is for an insurance-related contract, a five percent preference shall be applied to the price in the bid or proposal.
(d) A 10 percent preference shall be applied to a price in a bid or proposal if the bidder or offeror qualifies as an Alaska bidder and is a

1. sole proprietorship owned by a person with a disability;
2. partnership under AS 32.06 or AS 32.11 if each of the partners is a person with a disability;
3. limited liability company organized under AS 10.50 if each of the members is a person with a disability;
4. corporation that is wholly owned by individuals, and each of the individuals is a person with a disability;
5. joint venture that is composed of ventures that qualify under (1) - (4) of this subsection;

SEC. 36.30.990. DEFINITIONS.
(2) “Alaska bidder” means a person who

(A) holds a current Alaska business license;
(B) submits a bid for goods, services, or construction under the name appearing on the person’s current Alaska business license;
(C) has maintained a place of business in the state staffed by the bidder or offeror or an employee of the bidder or offeror for a period of six months immediately preceding the date of the bid or proposal;
(D) is incorporated or qualified to do business under the laws of the state, is a sole proprietorship and the proprietor is a resident of the state, is a limited liability company organized under AS 10.50 and all members are residents of the state, or is a partnership under former AS 32.05, AS 32.06 or AS 32.11 and all partners are residents of the state; and
(E) if a joint venture, is composed entirely of ventures that qualify under (A) - (D) of this subsection;

AAM 81.120 Alaska Business License (04-14)

AS 36.30.110(b) and AS 36.30.210(e) require that bidders and offerors possess a valid Alaska business license at the time the contract is awarded. However, in order to receive the Alaska Bidder Preference and its related preferences, the bidder or offeror must have a valid Alaska business license prior to the deadline for receipt of bids or proposals and qualify as an Alaskan Bidder as defined by AS 36.30.990(2).

Acceptable evidence that the offeror possesses a valid Alaska business license consists of any one of the following:
1. Copy of the Alaska business license.
2. Certification on the bid or proposal that the bidder/offeror has a valid Alaska business license and has written the license number in the space provided on the bid or proposal.
3. A canceled check that demonstrates payment for the Alaska business license fee.
4. A copy of the Alaska business license application with a receipt stamp from the State’s business license office.
5. A sworn notarized affidavit that the bidder/offeror applied and paid for the Alaska business license.
6. Other forms of evidence acceptable to the Department of Law.

Invitations to Bid (ITB) and Requests for Proposals (RFP) shall contain a clause requiring the bidder to have a valid Alaska business license at the time the contract is awarded and prior to the deadline for receipt of bids or proposals in order for the bidder of offeror to qualify for the Alaska Bidder Preference and its related preferences.

For small procurements, vendors must possess a valid Alaska business license before the award of a contract. A business license is not required for small procurements if the vendor is located out of State and ships a product to Alaska or performs a service out of state.