



Municipality of Anchorage

Dave Bronson, Mayor
Purchasing Department

June 16, 2022

REQUEST FOR PROPOSAL

RFP 2022P022

Technology Services Desk and Call Center Services

The Municipality of Anchorage is an equal opportunity employer.

Enclosed is pertinent information for use in preparing your proposal.

Pre-Proposal Conference: **3:00 P.M. Local Time, June 28, 2022**

Site Visit: **N/A**

Questions Due: **5:00 P.M. Local Time, June 29, 2022**

Proposals Due: **5:00 P.M. Local Time, August 1, 2022**

ONE SIGNED ORIGINAL, single sided, unbound, plus five (5) complete copies of your proposal must be submitted. In addition to the copies, a flash-drive containing a PDF copy of the complete proposal, including attachments must also be provided.

If applicable, the call-in phone number for Pre-Bid Conferences is 907-343-6089. Conference lines are opened 5 minutes prior to the Pre-Bid Conference times. To attend meetings in person; you may do so at 632 W. 6th Avenue, Suite 520, Anchorage, AK 99501. FOR AUXILIARY AIDS, SERVICES, OR SPECIAL MODIFICATIONS TO PARTICIPATE PLEASE CONTACT THE PURCHASING DEPARTMENT TO REQUEST REASONABLE ACCOMMODATIONS AT 907-343-4590; OR wwpur@muni.org

For further information contact Purchasing at (907) 343-4590 or email wwpur@muni.org. All correspondence should include the **RFP** number and title.

The Municipality of Anchorage reserves the right to reject any and all proposals and to waive any informalities in procedures.

Sincerely,

A handwritten signature in cursive script that reads "Chris Hunter".

Chris Hunter
Deputy Purchasing Director

CUSTOMER SERVICE RFP

2022P022

Request for Proposal to Provide Professional Information
Technology Service Desk and Call Center Services



Contents

1.0: GENERAL INFORMATION.....	3
1.1: PURPOSE	3
1.2: BACKGROUND.....	3
1.3: QUESTIONS	4
1.4: PREPARATION COSTS.....	4
2.0: RULES GOVERNING COMPETITION	4
2.1: EXAMINATION OF PROPOSALS.....	4
2.2: PROPOSAL ACCEPTANCE PERIOD	4
2.3: CONFIDENTIALITY	5
2.4: PROPOSAL FORMAT.....	5
2.5: SIGNATURE REQUIREMENTS	5
2.6: PROPOSAL SUBMISSION REQUIREMENT.....	5
2.7: NEWS RELEASES.....	5
2.8: DISPOSITION OF PROPOSALS.....	6
2.9: ORAL CHANGE/INTERPRETATION.....	6
2.10: MODIFICATION/WITHDRAWAL OF PROPOSALS.....	6
2.11: LATE SUBMISSIONS.....	6
2.12: REJECTION OF PROPOSALS.....	6
2.13: EQUAL EMPLOYMENT OPPORTUNITY CONTRACT COMPLIANCE	6
2.14: CONFIDENTIAL	7
3.0: SCOPE OF SERVICES	7
3.1: BACKGROUND.....	7
3.2: CALL CENTER SERVICES: SUPPORT TECHNICIAN	7
3.3: IT SERVICE DESK TIER 1 TECHNICIAN.....	8
3.4: SERVICE DELIVERY REQUIREMENTS	9
3.5: MOA STANDARD TOOL SETS.....	9
4.0: PROPOSAL AND SUBMISSION REQUIREMENTS.....	10
4.1: TITLE PAGE	10
4.2: TABLE OF CONTENTS	10
4.3: LETTER OF TRANSMITTAL [LIMITED TO TWO (2) PAGES]	10
4.4: EXECUTIVE SUMMARY	10
4.5: EVALUATION CRITERIA	11
4.6: RATES	12
4.7: SECURITY CLEARANCE.....	12
5.0 EVALUATION CRITERIA AND PROCESS.....	12
5.1: EVALUATION CRITERIA WEIGHTING.....	12
5.2: QUALITATIVE RATING FACTOR	13
5.3: EVALUATION PROCESS	13
6.0: SELECTION PROCESS	14
7.0: SAMPLE CONTRACT OR MINIMUM MANDATORY CONTRACT PROVISIONS.....	14
7.1 PROCESS.....	14
8.0: ATTACHMENTS.....	14
8.1: ATTACHMENT A: MOA ITD SAMPLE MASTER SERVICES AGREEMENT	15
8.2: ATTACHMENT B-1: MATRIX OF STAFF EXPERIENCES	15
8.3: ATTACHMENT B-2: MATRIX OF STAFF RATES.....	15



1.0: GENERAL INFORMATION

1.1: PURPOSE

The intent of the [Customer Service Desk RFP](#) is to contract with a qualified firm to provide Service Desk Tier 1 support and call services to the customers of the Municipality of Anchorage Information Technology Department (MOA ITD). The MOA ITD outsourcing model has been in place for a few years and has benefited both our internal IT customers and taxpayers alike. Because of the amount of time that has passed, the MOA ITD has decided to solicit for professional expertise and the delivery of high-quality Customer services. Information describing relevant skill areas is found in [Section 3.0: Scope of Services](#). The intent is to use MOA ITD on-premises Help Desk tools and to contract all staffing and day to day management of Help Desk Operations, referenced in [Section 3.5: MOA Standard Tool Sets](#).

1.2: BACKGROUND

Currently, the MOA ITD Customer Service Center responds during business hours to a variety of needs that are submitted from different departments throughout the Municipality of Anchorage. These services are segregated into two (2) separate categories and are defined as:

1. Call Center Support (defined in [Section 3.2](#))
2. Tier 1-Support (defined in [Section 3.3](#))

The Customer Service Center receives both incidents and requests via email, phone, web, and in-person. Calls to the Service Desk average 35 per business day. Electronic and in-person submissions average 25 instances per business day. These submissions are captured as Tickets in the IT Service Management (ITSM) system. Tickets are documented, triaged using basic hardware and software troubleshooting, and resolved at a Tier 1 level before escalation to Tier 2 as necessary.

MOA ITD is seeking the following:

- Call Center Support providing after-hours, weekend and MOA observed holiday coverage
- IT Service Desk Tier 1 provided during business hours on-site.
- Adherence to scheduled support hours
- Use of an ITSM tool for incident and request management. Use of MOA tool ServiceDesk Plus that integrates with MOA ITSM (referenced in [Section 3.5: MOA Standard Tool Sets](#))
- Adherence to MOA ITD Service Desk procedures
- Monthly review of MOA ITD provided reports with Account Manager, including performance reports that will contain the following minimum metrics:
 - Total number of calls/tickets
 - First call resolution percentage (excluding password resets)
 - Top five (5) incidents/request types (excluding password resets)
 - Top five (5) incident/request sources
 - Top three (3) recommendations for improving service



- Monthly metrics review with Contractor Account Manager
- Call Center Support and Service Desk Tier 1 trained on customer service-oriented communications, both verbal and written email
- Provide practices and procedures to deliver high quality customer satisfaction

1.3: QUESTIONS

Any questions regarding this proposal are to be submitted in writing to:

Municipality of Anchorage
Purchasing Department
Email: wwpur@muni.org

For ease of identification please identify the RFP number in the subject line of any correspondence.

Purchasing Office hours of operation are: 8:00 a.m. to 5:00 p.m. local time Monday through Friday, excluding Municipal holidays. All questions must be received prior to the deadline indicated on the RFP cover letter.

1.4: PREPARATION COSTS

The Municipality shall not be responsible for proposal preparation costs, nor for costs including attorney fees associated with any (administrative, judicial, or otherwise) challenge to the determination of the highest ranked Proposer and/or award of contract and/or rejection of proposal. By submitting a proposal each Proposer agrees to be bound in this respect and waives all claims to such costs and fees.

2.0: RULES GOVERNING COMPETITION

2.1: EXAMINATION OF PROPOSALS

Proposers should carefully examine the entire RFP and any addenda thereto, and all related materials and data referenced in the RFP. Proposers should become fully aware of the nature of the work and the conditions likely to be encountered in performing the work.

2.2: PROPOSAL ACCEPTANCE PERIOD

Award of this proposal is anticipated to be announced within **90** calendar days, although all offers must be complete and irrevocable for **120** calendar days following the submission date.



2.3: CONFIDENTIALITY

The content of all proposals will be kept confidential until the selection of the Contractor is publicly announced. At that time the selected proposal is open for review. After the award of the Contract, all proposals will then become public information.

2.4: PROPOSAL FORMAT

Proposals are to be prepared in such a way as to provide a straightforward, concise delineation of the Proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be concentrated on:

- 1) conformance to the RFP instructions;
- 2) responsiveness to the RFP requirements;
- 3) completeness and clarity of content.

2.5: SIGNATURE REQUIREMENTS

All proposals must be signed by an officer or other agent of a corporate vendor, if authorized to sign contracts on its behalf; a member of a partnership; the owner of a privately-owned vendor; or other agent if properly authorized by a power of attorney or equivalent document. Signature on the "Letter of Transmittal" (See Paragraph 4.3) will meet this requirement.

Failure to sign the Proposal is grounds for rejection. The name and title of the individual(s) signing the proposal must be clearly shown immediately below the signature.

2.6: PROPOSAL SUBMISSION REQUIREMENT

2.6.1: ONE ORIGINAL, single-sided unbound, plus five (5) complete copies of the proposal must be received by the Municipality prior to the date and time specified in the cover letter. Copies may be bound or enclosed in folders/binders as the Proposer chooses.

2.6.2: IN ADDITION to the copies required by paragraph 2.6.1 above, provide a flash drive containing a PDF copy of the complete proposal, including attachments.

2.6.3: All copies of the proposals shall be submitted in a single sealed cover which shall be plainly marked as a Request for Proposal Response with the Number and Title prominently displayed on the outside of the package.

2.6.4: Proposals must be delivered or mailed to:

Physical Address

Purchasing Department
Municipality of Anchorage
632 W. 6th Avenue, Suite 520
Anchorage, AK 99501

2.7: NEWS RELEASES



News releases by or on the behalf of any Proposer pertaining to the award resulting from the RFP shall not be made without prior written approval of the Municipal Purchasing Officer.

2.8: DISPOSITION OF PROPOSALS

All materials submitted in response to this RFP will become the property of the Municipality of Anchorage. One copy of the submitted material shall be retained for the official files of the Purchasing Department and will become public record after award of the Contract.

2.9: ORAL CHANGE/INTERPRETATION

No oral change or interpretation of any provision contained in this RFP is valid whether issued at a pre-proposal conference or otherwise. Written addenda will be issued when changes, clarifications, or amendments to proposal documents are deemed necessary by the Municipality.

2.10: MODIFICATION/WITHDRAWAL OF PROPOSALS

A Proposer may withdraw a proposal at any time prior to the final submission date by sending written notification of its withdrawal, signed by an agent authorized to represent the agency. The Proposer may thereafter submit a new proposal prior to the final submission date; or submit written modification or addition to a proposal prior to the final submission date. Modifications offered in any other manner, oral or written will not be considered. A final proposal cannot be changed or withdrawn after the submission date, except for modifications requested by the Municipality after the date of receipt and following oral presentations.

2.11: LATE SUBMISSIONS

PROPOSALS NOT RECEIVED BY THE DATE, TIME, AND AT THE LOCATION SPECIFIED IN THE RFP COVER LETTER WILL NOT BE CONSIDERED AND WILL BE RETURNED UNOPENED.

2.12: REJECTION OF PROPOSALS

The Municipality of Anchorage reserves the right to reject any or all proposals if determined to be in the best interest of the Municipality.

2.13: EQUAL EMPLOYMENT OPPORTUNITY CONTRACT COMPLIANCE

2.13.1 Every municipal contract shall include language substantially the same as the following: "The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability. The contractor will comply with all laws concerning the prohibition of discrimination including, but not limited to, Title 5 and Title 7 of the Anchorage Municipal Code."



2.13.2 Every municipal contract shall state, in all solicitations or advertisements for employees to work under the contract, that all qualified applicants will receive consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, marital status, or physical or mental disability.

2.14: CONFIDENTIAL

The content of proposals will be kept confidential until the selection of the Contractor is announced. At that time, the selected proposal is open for review to the competing proposers only (except for information properly identified as being proprietary). After the award of the contract, all submitted proposals shall become public information except for properly identified proprietary information. If a proposer wishes individual pages, which contain actual business, proprietary information to be held confidential, each page must be marked, and an explanation furnished of its proprietary nature. In addition to marking individual pages, the Proposal's Cover must also be annotated with the words "THIS PROPOSAL CONTAINS PROPRIETARY INFORMATION". "Confidential and Proprietary" information is not meant to include any information which, at the time of disclosure, is generally known by the public and/or competitors. MOA's ability to treat information submitted as confidential is limited by Anchorage Municipal Code. Proposers concerned with the confidentiality of information submitted should familiarize themselves with the following Anchorage Municipal Code provisions:

- AMC 3.90 Access to Public Records
- AMC 3.90.010 Policy
- AMC 3.90.020 Definitions
- AMC 3.90.030 Information Available to the Public
- AMC 3.90.040 Exemptions for Particular Records

3.0: SCOPE OF SERVICES

3.1: BACKGROUND

The intent of the scope of services is to define the requirements for delivery of the Municipality of Anchorage Information Technology Department (MOA ITD) Service Desk Tier 1 Support and Call Center Services. The following sections will outline the staffing, skills and expected duties, and service delivery requirements.

3.2: CALL CENTER SERVICES: SUPPORT TECHNICIAN

3.2.1: COVERAGE

The following hours of coverage are required for the Call Center: Support Technician staffing:

- 5:00 pm - 8:00 am, Monday through Thursday
- 5:00 pm Friday - 8:00 am Monday
- MOA Holidays 24 hours
- All times are Alaska Standard Time



3.2.2: TYPICAL WORK PERFORMED

The following outlines the typical work required for the Call Center: Support Technician expected duties:

- Authenticate through MOA Active Directory (AD)
- Record all customer contact information in current MOA ITSM (ServiceDesk Plus)
- Evaluate (triage) incidents or service requests, determine appropriate response, and escalate to appropriate MOA ITD team.
- Communicate operational status with personnel on other shifts with special emphasis on exceptional conditions and program or system changes
- Current MOA escalation rules will apply (Escalate to Tier 1 or SME within 30 minutes of intake.)

3.3: IT SERVICE DESK TIER 1 TECHNICIAN

3.3.1: COVERAGE

MOA ITD will expect an onsite staffing solution to provide the core services. The following hours of coverage are required for the IT Service Desk Tier 1 Technician role:

- 07:00 AM - 5:00 PM, Monday through Friday; excluding MOA observed holidays
- Staggered staff hours for warm handoff's before and after shift
- These hours of operation may be adjusted based on Service Desk demand from users and other operation considerations by mutual agreement by the Customer Service Center provider and MOA ITD

3.3.2: TYPICAL WORK PERFORMED

The following outlines the typical work required for the IT Service Desk Tier 1 Technician expected duties:

- Using screen sharing software, observe, diagnose, and resolve trouble calls, problem reports, requests and inquiries submitted via web, email, phone and in person as they appear to the MOA user
- Record all customer contact information in current MOA ITSM (ServiceDesk Plus)
- Evaluate (triage), determine appropriate response, and escalate to appropriate team resource
- Provide Tier 1 hardware and software support
- Provide technical advice, guidance, and informal training
- User support scope:



CUSTOMER SERVICE RFP: Municipality of Anchorage

- New user set-up
- Mobile device support
- List of common issues expected to be resolved on first call includes, but is not limited to:
 - Software installations
 - User login issues
 - AD password resets
- Track issues through resolution
- Communicate operational status with personnel on other shifts with effective communications and knowledge transfer on exceptional conditions and program or system changes

3.4: SERVICE DELIVERY REQUIREMENTS

The following outlines expected Service Delivery Requirements:

- Call Center Remote Support providing after-hours, weekend and MOA observed holiday coverage
- Tier 1 support provided during business hours through on-site resources
- Adherence to scheduled support hours
- Use of an ServiceDesk Plus for incident and request management.
- Adherence to ITIL best practices/standards for customer service
- Customer satisfaction-based performance quality, measured through customer surveys
- Monthly Performance Report with the following minimum metrics provided
 - Total number of calls/tickets
 - First call resolution percentage (excluding password resets)
 - Top 5 incidents/request types (excluding password resets)
 - Top 5 incident/request sources
 - Top 3 recommendations for improving service
- Monthly metrics review with Contractor Account Manager
- Call center and Service Desk Tier 1 staff trained on customer service-oriented communications, both verbal and written email
- Provider recommended practices and procedures to deliver high quality customer satisfaction

3.5: MOA STANDARD TOOL SETS

The following outlines Municipality of Anchorage Standard Tool Sets:



- Active Directory
- ServiceDesk Plus
- Desktop Central
- Remote Desktop Services
- Cisco UCX - Unity phone system

4.0: PROPOSAL AND SUBMISSION REQUIREMENTS

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below. Proposals shall not exceed thirty (30) pages in length (excluding letter of transmittal, resumes, title page(s), index/table of contents, required attachments, or dividers). One page shall be interpreted as one side of a single-spaced, letter size sheet (8-1/2" X 11"). Excess pages will be removed prior to evaluation, which could result in incomplete responses and lower scores.

4.1: TITLE PAGE

Show the RFP number and subject, the name of your firm, address, telephone number(s), name of contact person, contact information (phone number, email address), and date.

4.2: TABLE OF CONTENTS

List the proposal's sections with page numbers. Include the RFP Evaluation Criteria.

4.3: LETTER OF TRANSMITTAL [LIMITED TO TWO (2) PAGES]

4.3.1: Briefly state your firm's understanding of the services to be performed and make a positive commitment to provide the services as specified.

4.3.2: List your company's contact for this RFP along with their phone number and email address.

4.3.3: Provide the name(s) of the person(s) who are authorized to make representations for your firm, their titles, address, and telephone numbers.

4.3.4: The letter of transmittal must be signed by a corporate officer or other individual who has the authority to bind the firm.

4.4: EXECUTIVE SUMMARY

Provide an Executive Summary that presents in brief, concise terms, a summary of the qualifications, experience, and certifications associated with the contents of the proposal.



4.5: EVALUATION CRITERIA

4.5.1: FIRM QUALIFICATIONS, AND EXPERIENCE, AND QUALITY OF PROPOSAL

4.5.1.1: Detail the firm's qualifications and experience with:

- Government Customers
- The Skills proposed/requested in [Section 3.0: Scope of Services](#)
- Specifically address your understanding and experience with providing IT professional services for staff augmentation and IT Customer Service, Call Center Services, Service Desk Tier 1 support scenarios.

4.5.1.2: Provide details for at least three (3) firms and references for which your firm has provided the same or similar services as those in your proposal. Include a point of contact, telephone number of the reference for each.

4.5.2: FIRM STAFF QUALIFICATIONS AND EXPERIENCE

Provide detailed information on the qualifications and experience of your staff to deliver the required services outlined in [Section 3.0](#). Fill out [Attachment B-1: Matrix of Staff Experience](#), which outlines your firm's overall staff experience of similar nature, depth of experience, and level of expertise (senior, junior etc.). Also include information on staff experience with MOA Standard Toolsets, (reference [Section 3.5: MOA Standard Tool Sets](#)) or standard IT Support Tier 1 toolsets.

We are not requesting staff resume's to be submitted as part of proposals. However, MOA IT may request resumes as part of responses to specific SOW's.

4.5.3: CONTRACT MANAGEMENT

Provide detailed information on the firm's abilities and procedures to manage the proposed contract with the MOA. Describe overall approach to contract management, dedicated contract manager, coordination, and interaction with the MOA, such as processes for staff turnover, staff training, and performance management. Include any special considerations, which may be envisioned.

4.5.4: PROPOSED STAFFING MODEL/TEAM ARCHITECTURE

Provide a proposed staffing model and team architecture to meet the Service Delivery Requirements, outlined in [Section 3.4](#).

4.5.5: PRACTICES AND PROCEDURES FOCUSED ON CUSTOMER SATISFACTION

Provide your documented practices and procedures that ensure quality and customer service goals are met and exceeded. Define what best practices your firm uses for quality and customer service.



4.5.6: VALUE ADD

Provide information for any value-added services or discounts that you are proposing above those specifically requested in this RFP. To be considered value added, proposals should increase services offered to the MOA at no cost or at significantly lower cost, and/or proposals should lower the overall cost for MOA's current requirements. Proposers should describe and/or demonstrate how their proposal increases service and lowers overall cost of MOA's current requirements.

4.6: RATES

Under a separate cover, submit two (2) copies of the fee schedule for all services, which may be required in performance of this work. Fill out [Attachment B-2: Matrix of Staff Rates](#), show the rates that you may offer the MOA for each schedule proposed. Rates shall be all inclusive of overhead, G&A, fringe benefits, profit, insurance, etc. Include your company policy for all expected expenses for work in Anchorage, Alaska. Also include any discounts that may be offered to the MOA and the basis for the discount.

The fee schedule will not be used in evaluations. Only the highest ranked Proposer's fee schedule will be opened for the purpose of commencing contract negotiations. The MOA expects to negotiate rates as a part of negotiations with firms that may be selected.

4.7: SECURITY CLEARANCE

MOA IT contractors must be able to pass an Alaska Public Safety Information Network (APSIN) background check prior to working on MOA systems. Proposer to submit statement regarding this requirement in their proposal. This will be clearly identified in the SOW.

5.0 EVALUATION CRITERIA AND PROCESS

5.1: EVALUATION CRITERIA WEIGHTING

The criteria to consider during evaluations, and the associated point values, are as follows:

5.1.1: FIRM QUALIFICATIONS, EXPERIENCE AND QUALITY OF PROPOSAL (REF. 4.5.1)	20 POINTS
5.1.2: FIRM STAFF QUALIFICATIONS AND EXPERIENCE (REF. 4.5.2)	25 POINTS
5.1.3: CONTRACT MANAGEMENT (REF. 4.5.3)	10 POINTS
5.1.4: PROPOSED STAFFING MODEL/TEAM ARCHITECTURE (REF. 4.5.4)	25 POINTS


5.1.5: PRACTICES AND PROCEDURES FOCUSED ON CUSTOMER SATISFACTION (REF. 4.5.5)
15 POINTS
5.1.6: VALUE ADD PROPOSAL (REF. 4.5.6)
5 POINTS

5.2: QUALITATIVE RATING FACTOR

Firms will be ranked using the following qualitative rating factors for each RFP criteria:

1.0 Outstanding
0.8 Excellent
0.6 Good
0.4 Fair
0.2 Poor
-0- Unsatisfactory

The rating factor for each criteria category will be multiplied against the points available to determine the total points for that category.

EXAMPLE: For the evaluation of the experience factor, if the evaluator feels the response as provided meets expectations, then they would assign a "qualitative rating factor" of 0.6 for that criterion. The final score for that criterion would be determined by multiplying the qualitative rating factor of 0.6 by the maximum points available (20) and the resulting score of 12 would be assigned to the criterion. This process would be repeated for each criterion.

5.3: EVALUATION PROCESS

A committee of individuals representing the Municipality of Anchorage will perform an evaluation of the proposal(s). The committee will rank the proposal(s) as submitted. The Municipality of Anchorage reserves the right to award a contract solely on the written proposal.

The Municipality also reserves the right to request oral interviews with the highest ranked firms (short list). The purpose of the interviews with the highest ranked firms is to allow expansion on the written responses. If interviews are conducted, a maximum of three (3) firms will be short-listed. A second score sheet will be used to score those firms interviewed. The final selection will be based on a combination of written proposals and interviews. The same categories and point ranges will be used during the second evaluation as for the first. The highest ranked Proposer after the second



scoring, if performed, may be invited to enter into final negotiations with the Municipality for the purposes of contract award.

6.0: SELECTION PROCESS

The Proposer with the highest total evaluation points may be invited to enter into contract negotiations with the Municipality of Anchorage. If an agreement cannot be reached, the second highest Proposer may be contacted for negotiations. This process may continue until successful negotiations are achieved. However, the Municipality reserves the right to terminate negotiations with any Proposer should it be in the Municipality's best interest. The Municipality of Anchorage reserves the right to reject any and all proposals submitted.

7.0: SAMPLE CONTRACT OR MINIMUM MANDATORY CONTRACT PROVISIONS

In addition to carefully reading all the information in the RFP, all Proposers must carefully read and review the attached sample contract ([Attachment A: MOA ITD Sample Master Service Agreement](#)). The successful Proposer shall be required to enter into a Contract with the Municipality of Anchorage, which will be substantially similar to the sample.

Therefore, the Proposer must make any proposed changes to the sample Contract that the Proposer desires. All changes must be made legibly and conspicuously on the sample contract and include two copies of changes attached with the Original Proposal. This may be in a sealed envelope if desired. Page(s) on which the change(s) appear must be tabbed as to be easily identified. The Proposer must also provide the rationale for all changes.

IF NO CHANGES ARE MADE, THE PROPOSER SHALL BE DEEMED TO HAVE ACCEPTED THE SAMPLE CONTRACT. IF THE RESPONDENT MAKES CHANGES, SUCH CHANGES WILL BE CONSIDERED IN ANY NEGOTIATIONS WITH THE MUNICIPALITY OF ANCHORAGE. CHANGES MADE TO THE SAMPLE CONTRACT SHALL NOT BE CONSIDERED DURING PROPOSAL EVALUATIONS.

7.1 PROCESS

The Contract will include service Levels, terms, rates, and method of payment. All specific Scopes of Work (SOW) will be issued under the contract on separate purchase orders. The contract awarded will be limited to a total authorization of \$500,000.00 USD annually. The initial contract period will begin at contract execution and continue to one year from that date with the option to extend for four (4) additional one-year periods solely at the option of the ITD

The contract will have an MOA Owner/Sponsor and a Single Point of Contact (SPOC) AUTHORIZED PERSONNEL for the proposed work. The contractor will coordinate with the MOA SPOC in regard to the contract and service delivery.

8.0: ATTACHMENTS

Marketing and/or company brochures included as part of the proposal response shall be considered general information and not a response to these RFP requirements. **Such material shall be submitted only as attachments and shall not be used as a substitute for written responses.** In case of a conflict between the content in any attachments and the vendor's answers in the body of the proposal, the latter shall prevail.



8.1: ATTACHMENT A: MOA ITD SAMPLE MASTER SERVICES AGREEMENT

A sample Master Services Agreement are enclosed in Attachment A. This is referenced in the above RFP sections: 7.1 (Process) and 7.0 (Sample Master Services Agreement or Minimum Mandatory Contract Provisions)

8.2: ATTACHMENT B-1: MATRIX OF STAFF EXPERIENCES

The Matrix of Staff Experiences are enclosed in Attachment B-1. This is referenced in the above RFP Section 4.5.2 (Firm Staff Qualifications and Experience). **Figure 1** below is an example of a section of the Attachment B-1: Matrix of Staff Experiences that is filled out for the purpose of demonstration. Respondents are expected to fill out their own schedules.

Firm Name: Company XYZ					
Role	Skill Level	Avg Years of Experience	Avg Years with Your Firm	MOA Standard / Toolset Experience	Additional Comments or Information
Example					
IT Service Desk Tier 1 Technician	Expert	6	5	ServiceDesk Plus ITSM, Active Directory	
IT Service Desk Tier 1 Technician	Senior	4	3	Desktop Central, AirWatch, Intune	
Call Center: Support Technician	Junior	2	1	None	

Figure 1. Sample Filled Section of Attachment B-1: Matrix of Staff Experiences

8.3: ATTACHMENT B-2: MATRIX OF STAFF RATES

The Matrix of Staff Rates are enclosed in Attachment B-2. This is referenced in the above RFP Section 4.6 (Rates). **Figure 2** below is an example of a section of the Attachment B-2: Matrix of Staff Rates that is filled out for the purpose of demonstration. Proposers are expected to fill out their own rates.

Firm Name: Company XYZ		
Schedule	Skill Level	On-Site Rate
IT Service Desk Tier 1 Technician	Expert	\$50.00/hr
IT Service Desk Tier 1 Technician	Senior	\$40.00/hr
Call Center: Support Technician	Junior	\$30.00/hr

Figure 2. Sample Filled Section of Attachment B-2: Matrix of Staff Rates