ALASKA RAILROAD CORPORATION
327 W. Ship Creek Ave.
Anchorage, AK 99501

November 17, 2021
Addendum 3
Request for Proposal # 21-32-209340
Unified Technology Services

This addendum is being issued to provide information as follows: THE CLOSING DATE FOR THIS SOLICITATION HAS CHANGED AS FOLLOWS, BIDS WILL BE RECEIVED UNTIL 3:00 PM LOCAL TIME ON, **NOVEMBER 24, 2021**

PROPOSAL NFORMATION, CONDITIONS & INSTRUCTIONS:

Closing date changed to November 24, 2021.

Please use the following DropBox link to upload technical & pricing proposals.

https://www.dropbox.com/sh/o8xgo5yrzr8wh9a/AAAYvCJ0bhI_MTrKRqaBlFLqa?dl=0

PROPOSER QUESTIONS & ANSWERS:

Corrected #3.   Section E of the RFP, Part III-Contracting History questions 1 and 2, asks vendors to describe similar contracts within the last five years for ARRC/public and private clients. Should we describe similar unified technology service/master service agreements? Or should we describe experience similar to each particular category?
A: The contracting history requested in Section E is broad company level history to determine the firm's responsibility for this type of as-needed engagement. Experience in each section of the scope should be outlined in the technical proposal for the evaluation committee to review under Evaluation Criteria #1: Experience & Qualifications of the Firm.

Section B-1: SECURITY PROGRAM SUPPORT

15.   Please provide list of security tools and technologies which are expected other than mentioned in RFP (LogRhythm) by each of areas to be supported?
A: Logrhythm, Firepower, Metasploit, Spam Titan and others.

16.   Please provide, if any security clearance or security/GRC certification is mandatory?
A: Depending on the engagement, CIISP, CEH.

17.   Do you expect to interview candidates, or would you prefer the Supplier to own responsibility of candidates onboarding fully?
A: ARRC is open to different models but reserves the right to request a different resource, or to dismiss a resource should the fit be poor.

18.   Please confirm minimum duration of resources to be deployed. Since minimum hours mentioned for an engagement in RFP is 20 hours for engagement, would you want the Supplier to ramp-down after 20 hours -or- engagements will be constantly assigned in a year by Alaska Railroad? Please confirm as rates

in both options are different.
A: Depends on the engagement. Some projects require longer engagements and others less.

Section B-2   PROGRAMMING, ANALYSIS AND APPLICATION SERVICES

19.   What are the development tools and platforms being used by ARRC for then work in scope?
A: Many including but not limited to, SQL Server, DotNetNuke, .Net MVP and other models, Xamarin, PHP, RPG, DB2i.

20.   What is the experience level of developers/web developers/database programmers required?
A: Experience levels will be project specific. However, refer to Section A for the minimum qualifications of these resources.

21.   What is the minimum duration for which resources will be required in this stream?
A: 20 hours.

22.   Is it possible to provide an indicative count of numbers that may be required by ARRC in a quarter or half year period?
A: ARRC expects to use ~2000 hours of programming services in 2022.

23.   Can the vendor replace the proposed candidates if they are not available in the future?
A: As outlined in Article 34 in Section G of the RFP.

Section B-3 DATABASE ADMINISTRATION/TROUBLESHOOTING/MITIGATION, REPORT DESIGN/CREATION/MANAGMENT, DATA WAREHOUSE

24.   Please provide current headcount of DB Analyst, DB Administrator and Data warehouse Architect and Integrator.
A: We have a single DBA, other roles are not full time or are contracted.

25.   What will be the coverage time for support?
A: 24x7.

26.   What is the experience level of developers/web developers/database programmers required?
A: Experience levels will be project specific. However, refer to Section A for the minimum qualifications of these resources.

27.   Is there any need of ON CALL support during off hours (non-working hours)?
A: Yes. DBA in particular is a 24x7 support operation and we may need back up off houts.

28.   Please provide the list of all tools used for implementing the warehouse and any tool that needs to be considered from future implement perspective.
A: Depends on engagement and resources available. SQL Server is primary DB. Sisense is primary BI tool.

29.   Please provide a list of working hour for the resources and locations as well.
A: Remote only.

30.   Is there any requirement to support existing production environments (warehouses and databases)? If yes, please provide some detail on expected work size.
A: DBA backup assistance may be needed. Multi-honed, multiple instances and versions of SQL Server.

31.   Please provide a roadmap of future capabilities (cloud enablement, data lakes/platforms) to ensure resources are provided with the given skillsets.
A: ARRC does not have a definitive roadmap at this time. As projects become funded we will seek

appropriate resources.

32.   Which specific reporting tools and platforms are used for analytics and reporting?
A: Sisense, Crystal Reports, some SSRS.

Section B-4 HELPDESK SUPPORT

33.   Is current helpdesk in-house or remote? Please provide details of work locations where resources would be deployed?
A: In house, Anchorage, AK.

34.   Will Supplier need to setup helpdesk infrastructure as part of this RFP?
A: No.

35.   Are all 700 end user devices located at single location or multiple locations?
A: Multiple.

36.   Please provide city and Zip code, where end user devices will require support.
A: Mostly Anchorage and Fairbanks, but from Fairbanks to Seward on the Railbelt and Seattle. Since ARRC has resources in place already to support users along the Railbelt, zip codes are not important,

37.   Please share the current headcount of Helpdesk and desktop engineers.
A: 3 Service Desk, 1 DE.

38.   Please share the site wise end user count.
A: Approximately 750 end users.

39.   Can helpdesk function from offshore location?
A: No.

40.   What will be the coverage time for support?
A: Ivanti ISM.

41.   Is there a L1 Service Desk in place to receive end user calls and then assign the incidents to the Helpdesk/Desktop Engineers?
A: Service Desk and level 2 support are combined.

42.   Is there any need for ON CALL support during off hours (non-working hours)?
A: Not for this scope and engagement. ARRC will cover our own after hours support.

Section B-5 SERVER ADMINISTRATION

43.   Please provide current headcount details supporting Server Administration i.e. Sys Admins and Sys Engineers.
A: 4.

44.   Are there technology specific Sys Admins/Sys Engineers?
A: Yes, IBMi.

45.   How many Sys Admins and Sys Engineers are onsite/offsite/offshore?
A: Zero.

46.   Can in-scope task be performed from offshore delivery locations?
A: Perhaps, depending on the engagement.

47.   What will be the coverage time for support?
A: 24x7

48.   What is the breakup of UNIX and Windows Servers. Need to know how many support staff will be needed for each of the below role and their details Job Description and relevant years of experience:
. System Administrator – Windows / VMware / AD
. System Administrator – UNIX / LINUX
. Systems Administrator – Storage & Backup
. Network Administrator – LAN & WAN.
A: This request is not intended to replace in house staff with contracted resources. Each engagement will have different skillsets requested and therefore the number of current staff and their technology skills is irrelevant. We have an environment that is mostly Windows, with some Unix and Linux. We have storage and backup. This RFP does not cover WAN but we do have need for some LAN local routing expertise on occasion.

49.   Is there any need of ON CALL support during off hours (non-working hours)?
A: Yes.

Section B-6 PROJECT MANAGEMENT SERVICES

50.   What is the Project management tool that needs to be used for this scope?
A: Depends on the SOW. The department generally uses a SAAS product called Teamwork for most projects.

51.   What is the requirement management tool being used in ARRC?
A: None.

52.   What is the minimum duration for which resources will be required in this stream?
A: 10 hours / week (generally).

General Questions

53.   We will be providing key profiles for this proposal, however, depending on timing of respective work orders, the profiles may be different from the actual ones shared during the proposal submission. Is this approach acceptable, as the resources proposed during the proposal submission may not be available at the time of the award of the project, due to dynamic allocation of resources internally?
A: Key Personnel can be updated as outlined in Article 34 in Section G of the RFP. If replacement personnel are not approved then work will not be assigned.

54.   Please confirm, if we can redline (especially sections F & G) as per validation by our Legal and share it along with the proposal or suggest, if we can address both the sections after award of the project.
A: Redlines to Section G can be discussed during the contract negotiation period if your firm is selected for an award. There will be no redlines to Section F as those are Federal requirements that must be met for ARRC to potentially use Federal funds.

55.   There is mention of ARRC Procurement Rule 1800 and 1600 in section G. Can you elaborate more on this Procurement rule?
A: ARRC's Procurement Rules are available on our website at https://www.alaskarailroad.com/corporate/procurement/forms-and-resources.

56.   We are assuming that resources will be need to work from ARRC office in Anchorage or Fairbanks. Please confirm.
A: Depending on the engagement and role, remote work is considered. AT this time, the office staff at ARRC is mostly remote.

57.   What is the preferred remote location outside of Alaska within the United States for each of the roles

(Section B-1 to Section B-6) mentioned in the RFP?
A: We will not dictate the location of the resources, however there is an advantage to having resources on Pacfic or Alaska time.

58.   Can you confirm if you are open to resources working from Offshore location (India) for each of the roles mentioned in the RFP?
A: ARRC is open to off-shore resources on certain roles and sections. We recommend providing an on-shore and off-shore rate where available to prevent your firm from being deemed non-responsive for not providing an on-shore resource when needed.

59.   Please confirm minimum duration of resources to be deployed for each role mentioned in the RFP.
A: There is no guaranteed minimum of hours for any role listed in this RFP.

60.   For minimum hours mentioned in Sections (B-1 to B-6) of RFP, do you want contractor to ramp-down after minimum hours -or- engagements will be constantly assigned over the course of the year by ARRC? Please confirm as rates in both options will be different.
A: Engagements are mostly project based and will be assigned based on the project work required. Therefore, some sections will have multiple short-term engagements per year, and others will have long term engagements.

Please acknowledge receipt of this and all addendums in your firm's **Service Bid Form (Form 395-0129)**. **All other dates, terms and conditions remain unchanged**.

Please direct all responses and/or questions concerning this solicitation to Timothy Bates, Alaska Railroad Corporation, Contracts, 327 Ship Creek Avenue, Second Floor, Anchorage, AK 99501, telephone number 907-265-2355, fax number 907-265-2439 or at email address BatesT@akrr.com .

Sincerely,

Timothy Bates
Timothy Bates
Contract Administrator
Alaska Railroad Corporation