



Solicitation Information
August 22, 2016

RFP# 7550892

TITLE: User Acceptance Testing Support

Submission Deadline: September 16, 2016 at 10:00 AM

PRE-BID/PROPOSAL CONFERENCE: No

Questions concerning this solicitation must be received by the Division of Purchases at sharon.louro@purchasing.ri.gov no later than **August 30, 2016 at 10:00 AM (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

Sharon Louro
Buyer

David J. Francis
Interdepartmental Project Manager

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov .

Note to Applicants:

Offers received without the entire completed three-page RIVIP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

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SECTION 1: INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the **Rhode Island Executive Office of Health and Human Services (State)** requests proposals from qualified firms and organizations to provide User Acceptance Testing(UAT) skills in accordance with the Information Technology (IT) Supplemental Terms and Conditions attached hereto, and the terms of this Request for Proposals and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at www.purchasing.ri.gov.

The initial base contract period will begin approximately October 2016, through September 2018. Contracts may be renewed for up to four additional 12-month periods based on vendor performance and the availability of funds.

This is a Request for Proposals, not an Invitation for Bid. Responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Division of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS:

1. Potential vendors are advised to review all sections of this RFP carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
2. Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this RFP will be rejected as being non-responsive.
3. All costs associated with developing or submitting a proposal in response to this RFP, or to provide oral or written clarification of its content shall be borne by the vendor. The State assumes no responsibility for these costs.
4. Proposals are considered to be irrevocable for a period of not less than 60 days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
5. All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
6. Proposals misdirected to other state locations, or which are otherwise not present in the Division at the time of opening for any cause will be determined to be late and will not be considered. For the purposes of this requirement, the official time and date shall be that of the time clock in the reception area of the Division.
7. It is intended that an award pursuant to this RFP will be made to a prime vendor, or prime vendors in the various categories, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered.

Subcontracts are permitted, provided that their use is clearly indicated in the vendor's proposal and the subcontractor(s) to be used is identified in the proposal.

8. All proposals should include the vendor's FEIN or Social Security number as evidenced by a W9, downloadable from the Division's website at www.purchasing.ri.gov.
9. The purchase of services under an award made pursuant to this RFP will be contingent on the availability of funds.
10. Vendors are advised that all materials submitted to the State for consideration in response to this RFP will be considered to be Public Records as defined in Title 38, Chapter 2 of the General Laws of Rhode Island, without exception, and will be released for inspection immediately upon request once an award has been made.
11. Interested parties are instructed to peruse the Division of Purchases website on a regular basis, as additional information relating to this solicitation may be released in the form of an addendum to this RFP.
12. Equal Employment Opportunity (G.L. 1956 § 28-5.1-1, et seq.) – § 28-5.1-1 Declaration of policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island state government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of state employment. This policy applies to all areas where State dollars are spent, in employment, public services, grants and financial assistance, and in state licensing and regulation.
13. In accordance with Title 7, Chapter 1.2 of the General Laws of Rhode Island, no foreign corporation, a corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). This is a requirement only of the successful vendor(s).
14. The vendor should be aware of the State's Minority Business Enterprise (MBE) requirements, which address the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further information visit the website www.mbe.ri.gov
15. Under HIPAA, a "business associate" is a person or entity, other than a member of the workforce of a HIPAA covered entity, who performs functions or activities on behalf of, or provides certain services to, a HIPAA covered entity that involves access by the business associate to HIPAA protected health information. A "business associate" also is a subcontractor that creates, receives, maintains, or transmits HIPAA protected health information on behalf of another business associate. The HIPAA rules generally require that HIPAA covered entities and business associates enter into contracts with their business associates to ensure that the business associates will appropriately safeguard HIPAA protected health information. Therefore, if a Contractor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement

16. In order to perform the contemplated services related to the Rhode Island Health Benefits Exchange (HealthSourceRI), the vendor hereby certifies that it is an “eligible entity,” as defined by 45 C.F.R. § 155.110, in order to carry out one or more of the responsibilities of a health insurance exchange. The vendor agrees to indemnify and hold the State of Rhode Island harmless for all expenses that are deemed to be unallowable by the Federal government because it is determined that the vendor is not an “eligible entity,” as defined by 45 C.F.R. § 155.110.

SECTION 2: BACKGROUND

On March 23, 2010, President Obama signed the Affordable Care Act (ACA) into law. The ACA expanded access to healthcare insurance coverage through expansion of Medicaid coverage for low-income children and adults and through establishment of a Health Benefit Exchange (Exchange), to provide uninsured Americans, not eligible for Medicaid, access to coverage through a health insurance Exchange. The Exchange was defined in the ACA as an organized marketplace to help consumers and small businesses buy health insurance in a way that permits easy comparison of available plan options based on price, benefits, and quality. Pursuant to the ACA, the Rhode Island based health benefits exchange was established by Executive Order 11-09.

In the process of establishment of the Exchange, Rhode Island determined that it could not rely on its legacy eligibility determination system, known as InRhodes, to meet the requirements of the ACA and to streamline its eligibility processes for Medicaid and human service programs. Instead, a significant investment was made to develop a separate eligibility and enrollment system for the Exchange. The idea was to develop systematic capabilities for the Exchange and later to migrate other Health and Human services from InRhodes, to a new platform.

Given the required concurrent technical investment in the Exchange and a new Medicaid and human services eligibility system, Rhode Island has moved forward with these two investments as a single project, to gain economic efficiencies and better serve Rhode Islanders who will access these programs in the future. Rhode Island's interagency team has developed an integrated vision for serving individuals and families eligible for Medicaid, Children's Health Insurance Program (CHIP), commercial health insurance, and human service programs through a single technology solution. Rhode Island's Unified Health Infrastructure Project (UHIP) is the multi-agency initiative to design, build and operate a new, consolidated, integrated, end-to-end service delivery model for many programs to enhance the customer experience and the State's efficiency and efficacy.

The design, development and implementation vendor for UHIP is Deloitte Consulting. Deloitte has worked very closely with the State to develop the Health Exchange and the InRhodes replacement system called RI Bridges. For independent, verification and validation (IV&V) services the State has contracted with CSG Solutions. CSG works closely with the State of RI for State assistance in UAT oversight and independent perspectives on various technical items. The successful Vendor from this procurement is expected to work closely with both Deloitte and CSG or their successors.

The HIX system is operational, but is not yet fully functional, and as development moves forward, Rhode Island has a need for additional UAT services. Similarly the RIBridges application is expected to go live in the summer of 2016. It will need UAT services as well following implementation and additional releases.

SECTION 3: SCOPE OF WORK

General Scope of Work

Through the period covered agreement, vendor will provide UAT support services, including:

- User Acceptance Test Planning
- User Acceptance Test Case Creation and Test Script Execution Coordination
- Defect Workaround, Business Process, and Training Support
- Contact Center Floor Support
- Post-Go-Live Defect Triage
- Open Enrollment and/or Other Special Timeframe Testing / Support

The UHIP program anticipates planning and executing new functionality releases on a quarterly basis, so a core team of vendor resources will be required functioning continually, moving to planning for the next release while supporting the implementation of the current release. For the 2017 fiscal year, for costing purposes, it is anticipated that there will be 4 releases. The State reserves the right to use any of the 4 releases for another purpose such as an M&O release. The vendor will need the ability to scale up or down to accommodate different sizes of planned releases, but key team members who have built a strong working knowledge of the State business processes and system will need to be consistently available for work on the account. Vendor will plan and coordinate retest of failed test scripts when fixes are available. Vendor will assist in communicating environment issues that slow or block test scripts, and vendor will adjust testing plans as required to accommodate issues that arise.

Specific Activities: Tasks/ Scope per UAT cycle

1. User Acceptance Test Planning

Vendor will review applicable design documents and craft a User Acceptance Test plan appropriate to the available time-frame and release functionality that includes required testing environments(e.g. time, travel, etc.). Risks and challenges will be highlighted for the State, and a proposed calendar of test executions built that accommodates the need to run technical processes (e.g. batches, environment updates) also, the design of Test Cycles and development of a draft UAT Test Schedule/Plan, which includes expected milestones, test execution completion, execution order, and test owner.

- **Deliverable: User Acceptance test plan/schedule**

2. User Acceptance Test Case Creation and Test Script Execution Coordination

Vendor will craft high-level scenarios applicable to the functionality / system changes and provide to the State for review, either as a single delivery or in batches, depending upon the size of the release and dates of availability of the technical documentation. Upon State approval of the scenarios, vendor will write detailed test scripts, including negative scripts, in a format that can be easily uploaded into the State test automation tool (currently JAMA, but potentially subject to change in future). Test data will be planned as required by the scripts, to include newly-created system accounts simulating new users and leveraging scrambled production data to run tests with accounts with history within the system.

Test scripts will be executed by State Contact Center, DHS, and EOHHS staff, but vendor will provide real-time support and coordination during the test executions. Vendor will answer questions regarding test script details and support the logging of defects identified through the tests. Vendor is expected to support the testers in understanding the functionality. Vendor will support State staff in determining the business impact and severity of defects. Vendor will participate in defect triage activities, working with the system integrator to ensure the defects can be replicated and technical root cause can be established.

Vendor will support tracking and reporting on test progress, risks, and challenges faced during User Acceptance testing. Vendor will coordinate with State representatives and other State-designated contractors/vendors for this reporting.

- **Deliverable: List of Scenarios**
- **Deliverable: List of test scripts and data**
- **Deliverable: Daily report of UAT defects**

3. Defect Workaround, Business Process, and Training Support

Prior to functionality deployment, vendor will assist in determining required business process workarounds that will mitigate the negative impacts of State-approved deferred system defects. Vendor will contribute to the creation and delivery of training for field and contact center staff content and knowledge as it relates to the system functions, test results experienced, and the required process workarounds to process cases fully within the system.

4. Contact Center and Field Office Floor Support

Members of the vendor team who have built significant system knowledge will participate in the system go-live activities at the Contact Center and DHS/EOHHS field offices for a limited period of time post go-live, providing knowledge-sharing to contact center staff and assisting with initial diagnosis of problems encountered within the system and/or processes. As agreed to be appropriate, vendor may assist with creation of new documentation or modification of existing documentation of business processes, issue briefs, and other materials that describe staff activities and system functionality.

5. Post Go-Live Defect Triage

After system releases, vendor will participate in recurring defect triage and operational status meetings to diagnose and address issues faced during the go-live. Where agreed, vendor will be responsible for leading activities such as developing new process workarounds to mitigate defects, communications to field and contact center staff, and other tasks designed to ensure continuity of operations and appropriate service to customers. Where agreed to be important, vendor will facilitate User Acceptance Testing of key functionality being fixed through Warranty fix releases.

6. Open Enrollment and/or Other Special Timeframe Testing / Support

There are key business time-frames (such as the Annual Open Enrollment periods) that the vendor will be asked to execute User Acceptance testing of system functionality independent of a release. These time-frames and the scope of testing will be agreed to prior to the UAT planning cycle, and will follow the same UAT steps listed above as a functionality release.

7. Special Enhancement Activities

In addition to Tasks 1 through 6, should additional funding become available, the State reserves the option to direct the **User Acceptance Testing Support** Vendor to conduct additional tasks to support the overall scope of this project. It is critical that the state have the flexibility to bring on additional technical assistance and expertise in a timely manner in order to perform activities which require similar expertise and work functions as those in Section 3: Scope of Work- Tasks 1-6.

The decision to utilize services under Task 7 will be solely at the State's request, and will be for specific enhancement activities not already included under Tasks 1 through 6. These optional activities will be defined and agreed to in writing, by both the State and the vendor, before any enhancement work begins. There is no commitment on the part of the State to utilize any or all special projects/enhancement activities. All bidders must bid on Task 1 through 6 using the hourly rates established in the award. Tasks should be bid and paid on a fully loaded time and materials basis for all personnel and subcontractors to be utilized in completing the optional task(s). This work must support but not duplicate the work described in the technical proposal's scope of work.

This work cannot exceed 10% of the initial award. Should new funding become available the Purchasing Agent would need to authorize payments in excess of 10% of the contract for special enhancements. The awarded vendor shall not perform any special enhancement activities without receipt of a formal change order issued by the Division of Purchases.

Vendor Requirements/Abilities:

Vendor is expected to be proficient in the following UAT activities:

1. **Review Design Documents and Identify Acceptance Test Cases**

- Review final system documentation to gain an understanding of the existing system and the functionality to be deployed in release.
- Participate in document review and comment process for documents that are still pending final approval.

2. **Test Planning**

- Estimate the effort required to plan and execute UAT, taking into consideration the number and complexity of in-scope requirements and test cases.
- Assist with the design of Test Cycles and determine Test Schedule, which includes (but is not limited to) expected milestones, test execution completion, execution order, and test owner.
- Assist with planning the required technical processes (e.g., batch processes, required ‘time travel’ to appropriate system dates) and impact on test cycles and timing
- Forecast planned execution and pass rates over time
- Assist with defining roles/responsibilities and required resources.
- Produce a test plan

3. **Test Scenario/Test Case Writing and Test Data Development**

- Design test scenarios – A scenario is a high-level description of the test case and the expected result. It is not step-by-step instructions but gives enough detail to allow technical and business subject matter experts (SMEs) to validate that test coverage will be achieved.
- Detail pre/post conditions – Document the requisite preconditions prior to executing Test Cases and any post conditions required to be performed post execution. Pre/post conditions could also be a validation to determine if that the appropriate data has been provided to begin the scenario or that necessary data has been passed to complete the scenario.
- Document test data set – Based on the detailed definition, the required test data should be determined for each test case. When utilizing a test data request process, the appropriate forms should be filled out. Denote any Personal Health Information (PHI) or Personal Identifying Information (PII) and determine if it is properly scrubbed.
- Create test steps – Steps should provide explicit instructions for any manual and automated actions (for example, user interface navigation, data entry, job execution) and what to observe.
- Document expected results – For each step in the test case, document the expected outcome related to its completion. This should be as prescriptive as possible (for example, “The status field should read ‘complete.’ ”).
- Import the test cases into the test management tool – Import test cases from import templates into the test management tool if applicable for the project. This is typically done prior to execution for easier revision and management. Once test execution begins, any edits to a test case are made directly within the tool.
- Prepare test execution records – A test execution record includes the selection, prioritization, and organization of test cases into test cycles and assignment to each tester.

4. **User Acceptance Testing Execution and Defect Reporting**

- Provide support to the UAT testers during test execution.

- Support and accommodate all test and retest cycles as defined by the State including writing additional test scenarios and cases for retest cycles as required.
- Review defects prior to being entered into the testing tools and be able to discuss business impact of defects with State representatives.
- Track progress of test execution and be able to adjust plans as needed in consultation with State representatives and other State-designated vendors.

5. Support the Project as a Critical Business Subject Matter Expert (SME) to Work with the State and its Vendors Throughout Entire User Acceptance Test and Deployment

- Participate in UAT meetings and triage calls.
- Assist in providing progress reporting to stakeholders, including status and risks.
- Assist State project vendors with assigning test scripts to testers.
- Review functional design documents for clarification with the State and Implementation Vendor to address any ambiguities.
- Provide SME support during and after go-live to triage defects / issues found during Production and assess business impact and potential workarounds

This technical proposal should be based on 36 individuals. The State reserves the right to increase or decrease the number of staff to accommodate requirements.

Any and all products developed in the scope of work of this solicitation is considered property of the State of Rhode Island, and the Vendor may be required to turn over this information to the state at a future date.

Due to the nature of the scope of work for this solicitation it is expected for the Vendor to provide resources on days, nights, and/or weekends as deemed necessary by the state and as agreed to by all parties.

SECTION 4: TECHNICAL PROPOSAL

Narrative and format: The separate technical proposal should address specifically each of the required elements:

- 1. Staff Qualifications** – Provide staff resumes/CV and describe qualifications and experience of key staff who will be involved in this project, including their experience in the field of IT in general and UAT in particular. Experience with Health Information Exchanges, Healthcare, State government, Health and Human services, or related area should be detailed. An overview narrative discussing the planned staff, the organizational chart, roles and capabilities should be provided.
- 2. Capability, Capacity, and Qualifications of the Offeror** – Please provide a detailed description of the Vendor’s experience in IT and UAT. Experience with Health Information Exchanges, Healthcare, State government, Health and Human services, or related area should be discussed. Please include at least the following in your summary description: staff turnover, fiscal viability, experience with systems integrators and independent verification and validation vendors, UAT projects similar to one described herein, vendor capacity to be successful and to be nimble enough to address a changing UAT environment that meets the State’s need. A list of three (3)

relevant client references must be provided, to include client names, addresses, phone numbers, dates of service and type(s) of service(s) provided.

3. **Work plan** – Please describe in detail, the framework within which requested UAT services will be performed, as described in Section 3: Scope of Work. Provide examples of all the aforementioned deliverables including test cases.
4. **Approach/Methodology** – Define the methodology to be used. For example, what procedures will be used to ensure accurate and timely test case/scenario/schedule/plan creation? How will vendor learn the UHIP/RIBridges system to best understand how to perform UAT?

SECTION 5: COST PROPOSAL

Detailed Budget and Budget Narrative:

Provide a separately sealed budget using Appendix A: Cost Proposal. Be sure to provide fully loaded hourly rates per position associated with the accomplishment of each deliverables/task listed in Section 3, above. Also, included a budget narrative describing your cost proposal (including staff ramp up/down for activity peaking around IT releases).

For purposes of bidding, the State has estimated that 36 staff are needed and the cost proposal should reflect that number. The State reserves the right to adjust higher or lower staffing at any point during the contract period or during negotiations to accommodate changing State requirements and needs.

Cost points will be awarded and distributed based on the total cost for years 1 and 2. Please be sure to clearly indicate the combined cost for years 1 and 2 in your technical response.

DO not include the cost in the Technical Proposal. Responses to this RFP MUST contain a cost that is separately sealed for review purposes, or will be subject to disqualification.

SECTION 6: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. To advance to the Cost Evaluation phase, the Technical Proposal must receive a minimum of 56 (80%) out of a maximum of 70 technical points. Any technical proposals scoring less than 56 points will not have the cost component opened and evaluated. The proposal will be dropped from further consideration.

Proposals scoring 56 technical points or higher will be evaluated for cost and assigned up to a maximum of 30 points in cost category, bringing the potential maximum score to 100 points.

The Department of Administration reserves the exclusive right to select the individual(s) or firm (vendor) that it deems to be in its best interest to accomplish the project as specified herein; and conversely, reserves the right not to fund any proposal(s).

Points will be assigned based on the offeror’s clear demonstration of his/her abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions and quality of past performance in similar projects.

Proposals will be reviewed and scored based upon the following criteria:

Criteria	Possible Points
Staff Qualifications	15 Points
Capability, Capacity, and Qualifications of the Offeror	25 Points
Quality of the Work plan	15 Points
Suitability of Approach/Methodology	15 Points
Total Possible Technical Points	70 Points
Cost calculated as lowest responsive cost proposal divided by (this cost proposal) times 30 points *	30 Points
Total Possible Points	100 Points

*The Low bidder will receive one hundred percent (100%) of the available points for cost. All other bidders will be awarded cost points based upon the following formula:

$$(\text{low bid} / \text{vendors bid}) * \text{available points}$$

For example: If the low bidder (Vendor A) bids \$65,000 and Vendor B bids \$100,000 for monthly cost and service fee and the total points available are Thirty (30), vendor B’s cost points are calculated as follows:

$$\$65,000 / \$100,000 * 30 = 19.5$$

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

SECTION 7: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at sharon.louro@purchasing.ri.gov no later than the date and time indicated on page one of this solicitation. Please reference **RFP # 7550892** on all correspondence. Questions should be submitted in a Microsoft Word attachment. Answers to questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-8100.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date and time listed on the cover page of this solicitation. Responses received after this date and time, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Responses (**an original plus five (5) copies**) should be mailed or hand-delivered in a sealed envelope marked "**RFP 7550892 User Acceptance Testing Support**" to:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or those not presented to the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed or emailed to the Division of Purchases will not be considered. The official time clock is in the reception area of the Division of Purchases.

RESPONSE CONTENTS

Responses shall include the following:

1. One completed and signed three-page R.I.V.I.P generated bidder certification cover sheet (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. One completed and signed W-9 (included in the original copy only) downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
3. **A separate Technical Proposal** describing the qualifications and background of the vendor and experience with and for similar projects, and all information described earlier in this solicitation and in Sections 3 and 4. The Technical Proposal is limited to ten (10) pages (this excludes any appendices). As appropriate, include resumes of key staff that will

provide services covered by this request in an appendix.

4. **A separate, signed and sealed Cost Proposal** using Appendix A: Cost Proposal Form reflecting the hourly rates proposed to complete all of the requirements of this project. **Be sure to include and clearly specify the cost for the optional years and a combined cost for years 1 and 2 that will be used for cost point allocation.**
5. In addition to the multiple hard copies of proposals required, Respondents are requested to provide their proposal in **electronic format (CD-Rom, or flash drive)**. Microsoft Word / Excel OR PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked “original”.

CONCLUDING STATEMENTS

Notwithstanding the above, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further.

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The State’s General Conditions of Purchase contain the specific contract terms, stipulations and affirmations to be utilized for the contract awarded to the RFP. The State’s General Conditions of Purchases/General Terms and Conditions can be found at the following URL: <https://www.purchasing.ri.gov/RIVIP/publicdocuments/ATTA.pdf>.

