

## **Additional Information Regarding Vendors Performing Work in Replacement of State Employees**

This document contains copies of purchase order contracts obtained by OMB by which a nongovernmental person or entity agrees with any department, commission, board, council, agency, or public corporation to provide services, valued at one hundred fifty thousand dollars (\$150,000) or more, which are substantially similar to and in replacement of work normally performed by an employee of the department, commission, board, council, agency or public corporation. For additional supporting contract documents, you may submit a public records request to the Department of Administration in accordance with the Rhode Island Access to Public Records Act ("APRA"), R.I. Gen. Laws § 38-2-1 *et seq.* APRA forms, procedures and other information for the Department of Administration are available at <http://www.admin.ri.gov/publicrecords/index.php>.

**Fiscal Year:** FY20

**Agency:** DEPARTMENT OF REVENUE

**Vendor Name:** REVENUE SOLUTIONS INC

**Total Amount Paid to Vendor for Services:** \$3,910,340.00

### **Summary of Services Rendered to Agency:**

<b>Identifying Code</b>	<b>Service Type</b>	<b>Description</b>	<b>Amount</b>	<b>Notes</b>
PO 3649912	Information Technology: System Support		\$ 710,340.00	
PO 3323013	Information Technology: System Support		\$ 3,200,000.00	

Note: Some of the above payments may have been made under the terms of a master price agreement (MPA). MPAs are solicited as requests for proposals or requests for quotes and may have cap limits for pricing and cap limits for project cost. MPAs provide agencies with access to qualified vendors, expedited process, and opportunities for mini-bids. Such purchases are made directly under the MPA and do not require a separate and unique contract. All MPAs are public and can be viewed at <http://www.purchasing.ri.gov/MPA/MPASearch.aspx>.

### **Contents:**

<b>Item Number</b>	<b>Document ID</b>	<b>Description</b>	<b>Notes</b>
Item 1	PO 3649912	Purchase Order contract	
Item 2	PO 3323013	Purchase Order contract	

# ITEM 1



**State Of Rhode Island  
 Department of Administration  
 Division of Purchases  
 One Capitol Hill  
 Providence, RI 02908-5860**

Standard Purchase Order  
 3649912, 0

V E N D O R	<b>REVENUE SOLUTIONS INC    42 WINTER ST    STE 36    PEMBROKE, MA 02359    United States</b>
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Purchase Order Number	<b>3649912</b>
Revision Number	<b>0</b>
Reference Contract Number	
PO Date	<b>07-OCT-2019</b>
Approved PO Date	<b>07-OCT-2019</b>
Buyer	- - <b>DeAngelis, Robert</b>

S H I P  T O	<b>DOR DIVISION OF TAXATION    ONE CAPITOL HILL, 1ST FLOOR    SMITH STREET    PROVIDENCE, RI 02908    United States</b>
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Type of Requisition	<b>SOLE SOURCE / CRITICAL EXP</b>
Requisition Number	<b>1632898</b>
Change Order Requisition Number	
Solicitation Number	
Freight	<b>Paid</b>
Payment Terms	<b>NET 30</b>
Vendor Number	<b>29690-iSupplier</b>
Requester Name	<b>Badway, Kristin M</b>
Work Telephone	<b>401-574-9901</b>

This Purchase Order is issued pursuant to and in accordance with the terms and conditions of the solicitation and applicable federal, state, and local law, including the State of Rhode Island's General Conditions of Purchase which are incorporated herein by reference contain specific contract terms applicable to this Purchase Order. See: <https://rules.sos.ri.gov/regulations/part/220-30-00-13>

As indicated on the attached Quote dated September 5, 2019.

Agency Contact:  
 Kristen M Badway  
 401-574-9901

Supplier Contact:  
 Brian McGill  
 781-826-1546  
 Bmcgill@RSImail.com

Reference Documents: 3649912.pdf


<b>INVOICE TO</b>
<b>IMMEDIATE VENDOR ACTION REQUIRED:</b> Paperless Invoicing is now required. Vendors who do not currently invoice electronically must comply. Get Instructions at : <a href="http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative_09-01-2020.pdf">http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative_09-01-2020.pdf</a>
<b>REGISTRATION REQUIREMENTS</b>
<b>IMMEDIATE VENDOR ACTION REQUIRED:</b> ALL vendors with an existing Purchase Order must be registered in OCEAN STATE PROCURES(OSP). Get Instructions at : <a href="https://www.ridop.ri.gov/osp/osp-vendor-registration.php">https://www.ridop.ri.gov/osp/osp-vendor-registration.php</a>



**PO DESCRIPTION: TAX - RSI REVENUE TAX PROCESSOR MAINTENANCE 10/1/2019 - 9/30/2020 - DOR**

Line	Code	Description	Quantity	Unit	Unit Price (USD)	Amount (USD)
1		<b>FAIRFAX IMAGINING QUICK MODULES</b>	<b>63130</b>	<b>Each</b>	<b>1</b>	<b>63,130.00</b>
2		<b>MeF SYSTEM STANDARD LEVEL MAINTENANCE</b>	<b>13110</b>	<b>Each</b>	<b>1</b>	<b>13,110.00</b>
3		<b>PORTFOLIO WAREHOUSE STANDARD LEVEL MAINTENANCE</b>	<b>168280</b>	<b>Each</b>	<b>1</b>	<b>168,280.00</b>
4		<b>REVENUE PREMIER INTEGRATED TAX PROCESSOR STANDARD LEVEL MAINTENANCE 10-01-19-09-30-20</b>	<b>465820</b>	<b>Each</b>	<b>1</b>	<b>465,820.00</b>
<b>Total:</b>						<b>710,340.00 (USD)</b>

<b>INVOICE TO</b>
<p><b>IMMEDIATE VENDOR ACTION REQUIRED:</b>                  Paperless Invoicing is now required. Vendors who do not currently invoice electronically must comply. Get Instructions at :  <a href="http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative_09-01-2020.pdf">http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative_09-01-2020.pdf</a></p>
<b>REGISTRATION REQUIREMENTS</b>
<p><b>IMMEDIATE VENDOR ACTION REQUIRED:</b>                  ALL vendors with an existing Purchase Order must be registered in OCEAN STATE PROCURES(OSP). Get Instructions at :  <a href="https://www.ridop.ri.gov/osp/osp-vendor-registration.php">https://www.ridop.ri.gov/osp/osp-vendor-registration.php</a></p>

<b>STATE PURCHASING AGENT</b>
 Nancy R. McIntyre



September 5, 2019

Quote

Gail Belasco, Chief Implementation Aide  
Division of Taxation State of Rhode Island  
One Capitol Hill  
Providence, RI 02908

Re: Software Maintenance Renewal

Dear Ms. Belasco

This quote is for the renewal of Standard Level software maintenance to support RSI's Revenue Premier® Integrated Tax Processor, Revenue Premier® Portfolio Warehouse, and Modernized eFile System at the State of Rhode Island Division of Taxation. This quote includes a 3% increase. This maintenance covers the items listed in the table below for the period 10/01/19 - 09/30/20. Standard Level maintenance services are explained in the referenced attachments.

Description	Amount Due
Revenue Premier® Integrated Tax Processor Standard Level Maintenance (including Embedded 3rd Party Software) Attachment A	\$465,820.00
Revenue Premier® Portfolio Warehouse Standard Level Maintenance (including Embedded 3rd Party Software) Attachment A	\$168,280.00
MeF System Standard Level Maintenance—Attachment B	\$13,110.00
Fairfax Imaging Quick Modules (10/01/19 - 09/30/20)	\$63,130.00
<b>TOTAL</b>	<b>\$710,340.00</b>

Please forward Purchase Orders via email to [Bmcgill@RSImail.com](mailto:Bmcgill@RSImail.com)

Sincerely,  
REVENUE SOLUTIONS, INC.

By: Brian McGill



## “ATTACHMENT A”

### Revenue Premier® Standard Maintenance Services

- a. *Scope of Services.* During the term of this Addendum, Licensor will provide Licensee the following Standard Maintenance Services for the Licensed Software:
- i. Corrections of substantial defects in the Licensed Software so that the Licensed Software will operate as described in the user manuals provided to Licensee with the Licensed Software.
  - ii. Periodic updates and enhancements of the Licensed Software that may incorporate (A) Enhancements, and (B) corrections of Defects.
  - iii. Periodic updates to the product documentation.
  - iv. Live toll free telephone support (available at 888-826-1324) between the hours of 7:00 a.m. and 5:00 p.m., Pacific Standard Time, Monday through Friday, excluding federal holidays, and e-mail support (available at [RPSupport@RevenuePremier.com](mailto:RPSupport@RevenuePremier.com)) to assist Licensee in using the Licensed Software.
  - v. Phone and email support requests may be submitted at any time, and will be processed by Licensor during the stated hours noted above. If submitted during the stated hours, acknowledgment of support requests will occur within one hour of submission. If submitted outside of the stated hours, acknowledgment of support requests will occur by 8:00 a.m. Pacific Time Zone, the next business day. Acknowledgment of support requests involves either a phone or email response to the requestor by the Licensor.
  - vi. In consultation with the Licensee, Licensor will assign a priority to new issues according to the definitions in the table below.

PRIORITY	DEFINITION	ACTION
P1	Production operations affecting high impact business processes are down as a result of Licensed Software failing to function as specified in the product documentation. It has also been determined that no acceptable workaround to this issue exist to remedy the situation.	Top priority will be given to the issue and all necessary resources will be immediately assigned. If applicable, an e-patch will be released as soon as the issue has been resolved.
P2	Significant product functionality impacting some business processes is not working as defined in the product documentation, however the majority of functionality and primary operations are working or the issue has been deemed less impactful than a P1. It has also been determined that no acceptable workaround to this issue exist to remedy the situation.	High priority will be given to the issue and all necessary resources will be assigned to the issue. If applicable, an e-patch will be released as soon as the issue has been resolved.
P3	Minor product functionality is not working as defined in the product documentation.	Lower priority is given to the issue and the appropriate resources will be assigned to the issue. If applicable, the resolution will be included in a future release.

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If a workaround agreed to by the Licensor and the Licensee can be applied, then the priority may be downgraded to the next level.

- vii. When a P1 issue occurs, Licensor will use reasonable efforts to resolve the issue and bring the system back to a functioning state within 24 hours. Licensor expects the following:
  - a. The Licensee to give unrestricted access to the system as well as provide the appropriate staff to assist in the resolution. If the appropriate resources are not provided by Licensee in order to work a P1 or P2 issue, then the issue may be degraded to a P3.
  - b. The Licensee establishes one senior level primary point of contact (e.g., manager or supervisor) that will:
    - i. In conjunction with Licensor support personnel, agree on Priority and action plan; and,
    - ii. Provide a designated Licensee person onsite to provide all coordination. This person must be trained on the Licensed Software and understand its specific Environment(s).
- viii. Licensee will perform first level triage and be able to provide Licensor application logs along with any error messages in order to diagnose the issue.
- ix. If a P1 or P2 issue occurs and the Licensee has not performed reasonable triage, to include ruling out Environment(s) issues, and requests Licensor's support (either onsite or remote) then Licensee may be liable for Licensor's time and expenses if the issue is determined not to be caused by the Licensed Software.
- x. Any delays caused by Licensee's triage/resolution activities are out of Licensor's control, and will impact the issue resolution timeframe.

b. *Services Not Included.* Standard Maintenance Services covered by this Addendum do not include:

- i. Components that are not covered by Licensee's License agreement or that are offered, at Licensor's sole discretion, to Licensees upon payment of an additional license fee.
- ii. Custom programming services.
- iii. On-site support.
- iv. Training.
- v. Hardware and related supplies.
- vi. Support for customer specific modifications, compliance programs, business rules or extensions.
- vii. Release upgrades implementation services where step by step procedures are provided.

c. *Definitions:*

- i. "Defect" – an error or flaw in the Licensed Software that causes it to operate in a manner inconsistent with its specifications and documentation.
- ii. "Enhancement" – an enhancement adds functionality to the Licensed Software.



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## “ATTACHMENT B”

### Modernized eFile System Standard Maintenance Services

- a. *Scope of Services.* During the term of this Agreement, Licensor will provide Licensee the following Standard Maintenance Services for the Licensed Software:
- i. Corrections of substantial defects in the Licensed Software so that the Licensed Software will operate as described in the user manuals provided to Licensee with the Licensed Software.
  - ii. Periodic updates and enhancements of the Licensed Software that may incorporate (A) Enhancements and (B) corrections of Defects.
  - iii. Periodic updates to the user manual.
  - iv. Provide a list of all User Group numbers, “hotline,” user bulletins, or other means of preventive or corrective maintenance of system, and any customer services available to provide assistance in problem resolution or obtaining optimal usage of the system.
  - v. Live toll free telephone support (available at 888-826-1324) between the hours of 7:00 A.M. and 5:00 P.M., Pacific Standard Time, Monday through Friday, excluding federal holidays, and e-mail support (available at [MeFSupport@RSImail.com](mailto:MeFSupport@RSImail.com)) to assist Licensee in using the Licensed Software. Licensor will acknowledge a reported problem with the Licensed Software. Phone and e-mail support requests may be submitted at any time. Support requests submitted within the hours stated above will be acknowledged within one hour. Support requests submitted from January 1-April 30 will be acknowledged within four hours if the request is submitted outside the hours stated above. During the remaining portion of the year, support requests submitted outside the hours stated above, will be acknowledged by 8:00 A.M. Pacific Time Zone, the next business day. Acknowledgement of support requests involves either a phone or e-mail response to the requestor by the Licensor. In consultation with the Licensee, Licensor will assign a priority to new issues according to the definitions in the Table below.

Priority	Definition	Action
P1	Production operations are down as a result of Licensed Software failing to function as specified in the product documentation. It has also been determined that no workarounds exist to remedy the situation.	Top priority will be given to the issue and all necessary resources will be immediately assigned. If applicable, an e-patch will be released as soon as the issue has been resolved.
P2	Significant product functionality is not working as defined in the product documentation. However, the product is still running and the majority of the functionality is operable.	High priority will be given to the issue and all necessary resources will be assigned to the issue. If applicable, an e-patch will be released as soon as the issue has been resolved.
P3	Minor product functionality is not working as defined in the product documentation.	Lower priority is given to the issue and the appropriate resources will be assigned to the issue. If applicable, the



Priority	Definition	Action
		resolution will be included in a future release.

If a workaround agreed to by the Licensor and Licensee can be applied, then the priority may be downgraded to the next level.

- vi. When a P1 issue occurs, Licensor will use reasonable efforts to resolve the issue and bring the system back to a functioning state within 24 hours. Licensor expects the Licensee to give unrestricted access to the system as well as provide the appropriate staff to assist in the resolution. If the appropriate resources are not provided by Licensee in order to work a P1 or P2 issue, then the issue may be degraded to a P3.
- vii. Licensee will provide a designated person onsite to provide all coordination. This person must be trained on the product and understand its specific environment(s).
- viii. Licensee will perform first level triage and be able to provide Licensor application logs along with any error messages in order to diagnose the issue.

b. *Services Not Included.* Standard Maintenance Services covered by this Agreement do not include:

- i. Components that are not covered by Licensee's Modernized eFile License Agreement or that are offered, at Licensor's sole discretion, to Licensees upon payment of an additional license fee.
- ii. Custom programming services.
- iii. On-site support.
- iv. Training.
- v. Hardware and related supplies.
- vi. Support for customer specific modifications or extensions.
- vii. Release upgrade implementation services.
- viii. Releases or upgrades that may be required to ensure compatibility in the event that the IRS replaces or materially revises its Modernized eFile Platform.

c. *Definitions.*

- i. "Defect" – an error or flaw in the Licensed Software that causes it to operate in a manner inconsistent with its specifications and documentation.
- ii. "Enhancement" – an enhancement adds functionality to the Licensed Software.

## **ITEM 2**



**State Of Rhode Island**  
**Department of Administration**  
**Division of Purchases**  
**One Capitol Hill**  
**Providence, RI 02908-5860**

Blanket Purchase  
 Agreement 3323013, 7

<b>V E N D O R</b>	<b>REVENUE SOLUTIONS INC</b> <b>42 WINTER ST</b> <b>STE 36</b> <b>PEMBROKE, MA 02359</b> <b>United States</b>
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Purchase Order Number	<b>3323013</b>
Revision Number	<b>7</b>
Reference Contract Number	
PO Date	<b>29-APR-2013</b>
Approved PO Date	<b>23-JAN-2019</b>
Buyer	<b>Walsh, Gail</b>
	-

<b>S H I P T O</b>	<b>DOR DIVISION OF TAXATION</b> <b>ONE CAPITOL HILL, 1ST FLOOR</b> <b>SMITH STREET</b> <b>PROVIDENCE, RI 02908</b> <b>United States</b>
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Type of Requisition	<b>ARCH, ENG &amp; CONSULT</b>
Requisition Number	<b>1293635</b>
Change Order Requisition Number	<b>1593962</b>
Solicitation Number	<b>7458282</b>
Freight	<b>Paid</b>
Payment Terms	<b>NET 30</b>
Vendor Number	<b>29690-iSupplier</b>
Requester Name	
Work Telephone	

This Purchase Order is issued pursuant to and in accordance with the terms and conditions of the solicitation and applicable federal, state, and local law, including the State of Rhode Island's General Conditions of Purchase which are incorporated herein by reference contain specific contract terms applicable to this Purchase Order. See: <https://rules.sos.ri.gov/regulations/part/220-30-00-13>

CHANGE TO PO #3323013 DATED 4/29/13

ORIGINAL CONTRACT VALUE - \$22,998,645.00  
 INCREASE CONTROL VALUE - 330,654.00  
 REVISED CONTROL VALUE - \$23,329,299.00

LINES 4.1, 5.1, 6.1, 24.1, 25.1, 26.1, AND 27.1 ADDED TO SHOW AN INCREASE OR DECREASE PER THE ATTACHED AMENDMENT #1 DATED 7/1/13.

7/29/13 - BLANKET CONTROL AMOUNT INCREASED FROM \$22,998,645.00 TO \$23,329,299.00 PER REQUISITION NO. 1326365 / mm

<b>INVOICE TO</b>
<b>IMMEDIATE VENDOR ACTION REQUIRED:</b> Paperless Invoicing is now required. Vendors who do not currently invoice electronically must comply. Get Instructions at : <a href="http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative_09-01-2020.pdf">http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative_09-01-2020.pdf</a>
<b>REGISTRATION REQUIREMENTS</b>
<b>IMMEDIATE VENDOR ACTION REQUIRED:</b> ALL vendors with an existing Purchase Order must be registered in OCEAN STATE PROCURES(OSP). Get Instructions at : <a href="https://www.ridop.ri.gov/osp/osp-vendor-registration.php">https://www.ridop.ri.gov/osp/osp-vendor-registration.php</a>

<b>STATE PURCHASING AGENT</b>
 Nancy R. McIntyre

CHANGE TO P.O. # 3323013 DATED 8/5/2016

DOCUMENT ID # 17080MKC001

CHANGE IN CONTROL VALUE:  
CURRENT CONTROL VALUE: \$23,329,299.00  
INCREASE CONTROL VALUE: 1,212,000.00  
REVISED CONTROL VALUE: \$24,541,299.00

PER ATTACHED SIGNED AMENDMENT DATED 7/27/2016

ADDED LINES 28 - 32

AGENCY CONTACT: KATIE COUPE  
TELEPHONE: (401) 574-8589

CHANGE TO P.O. # 3323013 DATED 8/5/2016

DOCUMENT ID # 80

CHANGE IN CONTROL VALUE:  
CURRENT CONTROL VALUE: \$24,541,299.00  
INCREASE CONTROL VALUE: 9,110,000.00  
REVISED CONTROL VALUE: \$33,651,299.00

CHANGE EFFECTIVE PERIOD:  
FROM: 4/20/13 - 4/30/18  
TO: 4/20/13 - 6/30/21

PER ATTACHED SIGNED AMENDMENT NO. 4 DATED 8/3/2017

ADDED LINES 33 - 37

AGENCY CONTACT: KATIE COUPE  
TELEPHONE: (401) 574-8589

CHANGE TO PO #3323013 DATED 8/5/2016

CHANGE IN CONTROL VALUE:  
CURRENT CONTROL VALUE: \$24,541,299.00  
INCREASE CONTROL VALUE: 9,110,000.00  
REVISED CONTROL VALUE: \$33,651,299.00  
INCREASE DOC I.D. #080: 800,000.00

<b>INVOICE TO</b>
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<b>STATE PURCHASING AGENT</b>
 Nancy R. McIntyre

REVISED CONTROL VALUE: \$34,451,299.00

PER THE ATTACHED AMENDMENT NO. 6 DATED 2/8/18.

LINES #40 THROUGH 47 WERE ADDED TO THE PURCHASE ORDER.

1/18/19 - BLANKET CONTROL AMOUNT INCREASED FROM \$34,451,299.00 TO \$37,551,299.00 PER REQUISITION #1593962 / mm

CHANGE TO PO #3323013 DATED 8/5/2016

CHANGE IN CONTROL VALUE:

CURRENT CONTROL VALUE: \$24,541,299.00  
 INCREASE CONTROL VALUE: 9,110,000.00  
 REVISED CONTROL VALUE: \$33,651,299.00  
 INCREASE DOC I.D. #080: 800,000.00  
 REVISED CONTROL VALUE: \$34,451,299.00  
 INCREASE REQ. #1593962: 3,100,000.00  
 REVISED CONTROL VALUE: \$37,551,299.00

PER THE ATTACHED AMENDMENT NO. 7 DATED 1/7/19..

LINES #48 THROUGH #59 WERE ADDED TO THE PURCHASE ORDER.

Reference Documents: 201901181045.pdf

**PO DESCRIPTION: INTEGRATED TAX SYSTEM (DOR/DIVISION OF TAXATION)**


Line	Code	Description	Quantity	Unit	Unit Price (USD)	Amount (USD)
1		APA-12456 - 4/30/13-4/30/18 - PROJECT INITIATION - ARTIFACT ID 7.0 - PERFORMANCE BOND - \$500,000.00		Each	1	500,000.00
2		APA-12456 - 4/30/13-4/30/18 - PROJECT INITIATION - ARTIFACT ID 8.0 - REVENUE PREMIER - SOFTWARE LICENSE - \$2,346,250.00		Each	1	2,346,250.00
3		APA-12456 - 4/30/13-4/30/18 - PROJECT INITIATION - ARTIFACT ID 9.0 - FAIRFAX IMAGING QUICK MODULE SOFTWARE LICENSE - \$279,850.00		Each	1	279,850.00
4		APA-12456 - 4/30/13-4/30/18 - PROJECT INITIATION - ARTIFACT ID 10.0 - THIRD PARTY SYSTEM/TECHNICAL SOFTWARE - 575,495.00		Each	1	0.00
4.1		APA-12456 - 6/26/13-4/30/18 - PROJECT		Each	1	437,368.48

**INVOICE TO**

IMMEDIATE VENDOR ACTION REQUIRED:  
 Paperless Invoicing is now required. Vendors who do not currently invoice electronically must comply. Get Instructions at :  
[http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative\\_09-01-2020.pdf](http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative_09-01-2020.pdf)

**REGISTRATION REQUIREMENTS**

IMMEDIATE VENDOR ACTION REQUIRED:  
 ALL vendors with an existing Purchase Order must be registered in OCEAN STATE PROCURES(OSP). Get Instructions at :  
<https://www.ridop.ri.gov/osp/osp-vendor-registration.php>

**STATE PURCHASING AGENT**  
  
 Nancy R. McIntyre

Line	Code	Description	Quantity	Unit	Unit Price (USD)	Amount (USD)
		<b>INITIATION - ARTIFACT ID 10.0 - THIRD PARTY SYSTEM/TECHNICAL SOFTWARE - \$514,475.00 - A DECREASE OF \$61,020.00.</b>				
4.2		APA-12456 - FY18-FY21 - PROJECT INITIATION - ARTIFACT ID 10.0 - THIRD PARTY SYSTEM/TECHNICAL SOFTWARE - \$514,475.00 - A DECREASE OF \$61,020.00.		Each	1	62.04
5		APA-12456 - 4/30/13-4/30/18 - PROJECT INITIATION - ARTIFACT ID 11.0 - HARDWARE - \$569,823.00		Each	1	0.00
5.1		APA-12456 - 6/26/13-4/30/18 - PROJECT INITIATION - ARTIFACT ID 11.0 - HARDWARE - \$891,677.00 - AN INCREASE OF \$321,854.00.		Each	1	623,940.48
5.2		APA-12456 - FY18-FY21 - PROJECT INITIATION - ARTIFACT ID 11.0 - HARDWARE - \$891,677.00 - AN INCREASE OF \$321,854.00.		Each	1	0.00
6		APA-12456 - 4/30/13-4/30/18 - PROJECT INITIATION - ARTIFACT ID 12.0 - INITIAL HARDWARE AND SOFTWARE INSTALLATION - \$146,200.00		Each	1	0.00
6.1		APA-12456 - 6/26/13-4/30/18 - PROJECT INITIATION - ARTIFACT ID 12.0 - INITIAL HARDWARE AND SOFTWARE INSTALLATION - \$120,708.00 - A DECREASE OF \$25,492.00.		Each	1	120,708.00
7		APA-12456 - 4/30/13-4/30/18 - PROJECT INITIATION - ARTIFACT ID 13.0 - SYSTEM REQUIREMENTS CONFIRMATION - \$350,000.00		Each	1	350,000.00
8		APA-12456 - 4/30/13-4/30/18 - RELEASE 1 - ARTIFACT ID 22.0 - CONFIGURATION SPECIFICATIONS & DESIGN SPECIFICATION COMPLETE - \$1,074,400.00		Each	1	1,074,400.00
9		APA-12456 - 4/30/13-4/30/18 - RELEASE 1 - ARTIFACT ID 23.0 - BEGIN SYSTEM TEST - \$750,000.00		Each	1	750,000.00
10		APA-12456 - 4/30/13-4/30/18 - RELEASE 1 - ARTIFACT ID 25.0 - BEGIN MODEL		Each	1	1,220,469.99

**INVOICE TO**

IMMEDIATE VENDOR ACTION REQUIRED:  
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[http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative\\_09-01-2020.pdf](http://controller.admin.ri.gov/documents/Communications/Vendor%20Information/Paperless%20Invoicing%20Initiative_09-01-2020.pdf)

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**STATE PURCHASING AGENT**  
  
 Nancy R. McIntyre

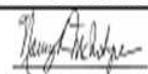
Line	Code	Description	Quantity	Unit	Unit Price (USD)	Amount (USD)
		<b>OFFICE TEST - \$1,150,000.00</b>				
11		APA-12456 - 4/30/13-4/30/18 - RELEASE 1 - ARTIFACT ID 27.0 - TRAIN-THE-TRAINER COMPLETE - \$750,000.00		Each	1	1,017,735.58
12		APA-12456 - 4/30/13-4/30/18 - RELEASE 1 - ARTIFACT ID 31.0 - SYSTEM DEPLOYMENT - 1,410,400.00		Each	1	1,410,400.00
13		APA-12456 - 4/30/13-4/30/18 - RELEASE 2 - ARTIFACT ID 35.0 - CONFIGURATION SPECIFICATIONS & DESIGN SPECIFICATION COMPLETE - \$1,037,200.00		Each	1	1,037,200.00
14		APA-12456 - 4/30/13-4/30/18 - RELEASE 2 - ARTIFACT ID 36.0 - BEGIN SYSTEM TEST - \$750,000.00		Each	1	750,000.00
15		APA-12456 - 4/30/13-4/30/18 - RELEASE 2 - ARTIFACT ID 38.0 - BEGIN MODEL OFFICE TEST - \$1,200,000.00		Each	1	1,200,000.00
16		APA-12456 - 4/30/13-4/30/18 - RELEASE 2 - ARTIFACT ID 39.0 - TRAIN-THE-TRAINER COMPLETE - \$750,000.00		Each	1	750,000.00
17		APA-12456 - 4/30/13-4/30/18 - RELEASE 2 - ARTIFACT ID 44.0 - SYSTEM DEPLOYMENT - \$1,386,000.00		Each	1	1,386,000.00
18		APA-12456 - 4/30/13-4/30/18 - RELEASE 3 - ARTIFACT ID 47.0 - CONFIGURATION SPECIFICATIONS & DESIGN SPECIFICATION COMPLETE - \$1,237,200.00		Each	1	1,237,200.00
19		APA-12456 - 4/30/13-4/30/18 - RELEASE 3 - ARTIFACT ID 49.0 - BEGIN SYSTEM TEST - \$800,000.00		Each	1	800,000.00
20		APA-12456 - 4/30/13-4/30/18 - RELEASE 3 - ARTIFACT ID 51.0 - BEGIN MODEL OFFICE TEST - \$1,250,000.00		Each	1	1,250,000.00
21		APA-12456 - 4/30/13-4/30/18 - RELEASE 3 - ARTIFACT ID 52.0 - TRAIN-THE-TRAINER COMPLETE - \$800,000.00		Each	1	800,000.00
22		APA-12456 - 4/30/13-4/30/18 - RELEASE 3 - ARTIFACT ID 57.0 - SYSTEM		Each	1	1,398,800.00

**INVOICE TO**

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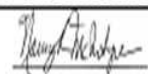
Line	Code	Description	Quantity	Unit	Unit Price (USD)	Amount (USD)
		<b>DEPLOYMENT - \$1,398,800.00</b>				
23		APA-12456 - 4/30/13-4/30/18 - MAINTENANCE - ARTIFACT ID M1 - YEAR 1 SOFTWARE MAINTENANCE - \$117,838.00		Each	1	117,838.00
24		APA-12456 - 4/30/13-4/30/18 - MAINTENANCE - ARTIFACT ID M2 - YEAR 2 SOFTWARE MAINTENANCE - \$583,883.00		Each	1	0.00
24.1		APA-12456 - 6/26/13-4/30/18 - MAINTENANCE - ARTIFACT ID M2 - YEAR 2 SOFTWARE MAINTENANCE - \$607,711.00 - AN INCREASE OF \$23,828.00.		Each	1	591,048.00
24.2		APA-12456 - FY18-FY21 - MAINTENANCE - ARTIFACT ID M2 - YEAR 2 SOFTWARE MAINTENANCE - \$607,711.00 - AN INCREASE OF \$23,828.00.		Each	1	0.00
25		APA-12456 - 4/30/13-4/30/18 - MAINTENANCE - ARTIFACT ID M3 - YEAR 3 SOFTWARE MAINTENANCE - \$593,538.00		Each	1	0.00
25.1		APA-12456 - 6/26/13-4/30/18 - MAINTENANCE - ARTIFACT ID M3 - YEAR 3 SOFTWARE MAINTENANCE - \$617,366.00 - AN INCREASE OF \$23,828.00.		Each	1	617,354.08
26		APA-12456 - 4/30/13-4/30/18 - MAINTENANCE - ARTIFACT ID M4 - YEAR 4 SOFTWARE MAINTENANCE - \$595,087.00		Each	1	0.00
26.1		APA-12456 - 6/26/13-4/30/18 - MAINTENANCE - ARTIFACT ID M4 - YEAR 4 SOFTWARE MAINTENANCE - \$618,915.00 - AN INCREASE OF \$23,828.00.		Each	1	618,467.77
27		APA-12456 - 4/30/13-4/30/18 - MAINTENANCE - ARTIFACT ID M5 - YEAR 5 SOFTWARE MAINTENANCE - \$596,682.00		Each	1	0.00
27.1		APA-12456 - 6/26/13-4/30/18 - MAINTENANCE - ARTIFACT ID M5 - YEAR 5 SOFTWARE MAINTENANCE - \$620,510.00 - AN INCREASE OF \$23,828.00.		Each	1	644,207.16
28		APA-12456 - FY17-18 - ARTIFACT ID 67.0-(IFTA PORTAL CONFIGURATION		Each	1	212,000.00

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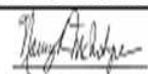
Line	Code	Description	Quantity	Unit	Unit Price (USD)	Amount (USD)
		<b>COMPLETE) IDENTIFIED IN EXHIBIT 12, RESULTING IN AN INCREASE AMOUNT OF \$212,000.00 WITH AN ANTICIPATED DELIVERABLE DUE DATE OF JULY 31, 2016</b>				
29		<b>APA-12456 - FY17-18 - ARTIFACT ID 68.0-(LOGS PORTAL DESIGN COMPLETE) IDENTIFIED IN EXHIBIT 12, RESULTING IN AN INCREASE AMOUNT OF \$200,000.00 WITH AN ANTICIPATED DELIVERABLE DUE DATE OF AUGUST 31, 2016</b>		Each	1	200,000.00
30		<b>APA-12456 - FY17-18 - ARTIFACT ID 69.0-(R3 PORTAL DEPLOYMENT) DESIGN COMPLETE) IDENTIFIED IN EXHIBIT 12, RESULTING IN AN INCREASE AMOUNT OF \$350,000.00 WITH AN ANTICIPATED DELIVERABLE DUE DATE OF JANUARY 31, 2017</b>		Each	1	0.00
31		<b>APA-12456 - FY17-18 - ARTIFACT ID 70.0-(R3 REVENUE ACCOUNTING DEPLOYMENT) IDENTIFIED IN EXHIBIT 12, RESULTING IN AN INCREASE AMOUNT OF \$350,000.00 WITH AN ANTICIPATED DELIVERABLE DUE DATE OF APRIL 30, 2017</b>		Each	1	700,000.00
32		<b>APA-12456 - FY17-18 - ARTIFACT ID 71.0-(LOGS PORTAL DEPLOYMENT) IDENTIFIED IN EXHIBIT 12, RESULTING IN AN INCREASE AMOUNT OF \$100,000.00 WITH AN ANTICIPATED DELIVERABLE DUE DATE OF JUNE 30, 2017</b>		Each	1	100,000.00
33		<b>APA-12456 - FY18 - OPERATIONAL &amp; TECHNOLOGICAL SUPPORT Q1 &amp; Q2</b>		Each	1	1,600,000.00
34		<b>APA-12456 - FY18 - OPERATIONAL &amp; TECHNOLOGICAL SUPPORT Q3 &amp; Q4</b>		Each	1	1,100,000.00
35		<b>APA-12456 - FY19 - OPERATIONAL &amp; TECHNOLOGICAL SUPPORT Q1, Q2, Q3 &amp; Q4</b>		Each	1	2,500,000.00
36		<b>APA-12456 - FY20 - OPERATIONAL &amp; TECHNOLOGICAL SUPPORT Q1, Q2, Q3 &amp; Q4</b>		Each	1	1,500,000.00

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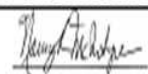
Line	Code	Description	Quantity	Unit	Unit Price (USD)	Amount (USD)
37		APA-12456 - FY21 - OPERATIONAL & TECHNOLOGICAL SUPPORT Q1, Q2, Q3 & Q4		Each	1	1,500,000.00
38		APA-12456 FY18 AMNESTY: DESIGN SPECIFICATION COMPLETE - \$150,000.00		Each	1	150,000.00
39		APA-12456 FY18 AMNESTY: SYSTEM DEPLOYMENT - \$150,000.00		Each	1	150,000.00
40		APA-12456 FY18 ARTIFACT 90.0 (REPORTING: DESIGN SPECIFICATION COMPLETE) - \$150,000.00		Each	1	150,000.00
41		APA-12456 FY18 ARTIFACT 91.0 (REPORTING: HARDWARE / SOFTWARE) - \$100,000.00		Each	1	98,923.56
42		APA-12456 FY18 ARTIFACT 92.0 (REPORTING: ENVIRONMENT SETUP) - \$50,000.00		Each	1	50,000.00
43		APA-12456 FY18 ARTIFACT 93.0 (REPORTING: DEPLOYMENT PACKAGE 1) - \$100,000.00		Each	1	100,000.00
44		APA-12456 FY18 ARTIFACT 94.0 (REPORTING: DEPLOYMENT PACKAGE 2) - \$100,000.00		Each	1	100,000.00
45		APA-12456 FY18 ARTIFACT 95.0 (REPORTING: DEPLOYMENT PACKAGE 3) - \$100,000.00		Each	1	100,000.00
46		APA-12456 FY18 ARTIFACT 96.0 (REPORTING: DEPLOYMENT PACKAGE 4) - \$100,000.00		Each	1	0.00
47		APA-12456 FY18 ARTIFACT 97.0 (REPORTING: DEPLOYMENT PACKAGE 5) - \$100,000.00		Each	1	0.00
48		APA-12456 FY19 ARTIFACT 98.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q1 (\$200,000.00)		Each	1	200,000.00
49		APA-12456 FY19 ARTIFACT 99.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q2 (\$200,000.00)		Each	1	200,000.00
50		APA-12456 FY19 ARTIFACT 100.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q3		Each	1	150,000.00

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Line	Code	Description	Quantity	Unit	Unit Price (USD)	Amount (USD)
		(\$150,000.00)				
51		APA-12456 FY19 ARTIFACT 101.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q4 (\$150,000.00)		Each	1	150,000.00
52		APA-12456 FY20 ARTIFACT 102.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q1 (\$300,000.00)		Each	1	300,000.00
53		APA-12456 FY20 ARTIFACT 103.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q2 (\$300,000.00)		Each	1	300,000.00
54		APA-12456 FY20 ARTIFACT 104.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q3 - IDENTIFIED IN EXHIBIT 19 (\$300,000.00)		Each	1	300,000.00
55		APA-12456 FY20 ARTIFACT 105.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q4 (\$300,000.00)		Each	1	300,000.00
56		APA-12456 FY21 ARTIFACT 106.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q1 (\$300,000.00)		Each	1	300,000.00
57		APA-12456 FY21 ARTIFACT 107.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q2 (\$300,000.00)		Each	1	300,000.00
58		APA-12456 FY21 ARTIFACT 108.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q3 (\$300,000.00)		Each	1	0.00
59		APA-12456 FY21 ARTIFACT 109.0 - OPERATIONAL / TECHNICAL SUPPLEMENTAL SUPPORT Q4 (\$300,000.00)		Each	1	0.00
Total: (USD)						

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<b>STATE PURCHASING AGENT</b>
 Nancy R. McIntyre

**AMENDMENT NO. 7  
TO INTEGRATED TAX SYSTEM AGREEMENT**

This Amendment ("Amendment") is entered into as of the 1<sup>st</sup> day of July, 2018 (the "Effective Date"), and amends the Agreement titled, **Integrated Tax System Agreement** (the "Agreement") dated April 26, 2013 by and between the State of Rhode Island, acting through the Department of Revenue, on behalf of the Division of Taxation ("State") and Revenue Solutions, Inc. ("RSI"):

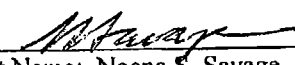
The Agreement between the State and RSI is hereby amended as follows:

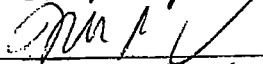
1. The State and RSI agree to the addition of Artifact 98.0 (FY19 Operational/Technical Supplemental Support Q1) identified in Exhibit 19, resulting in an increase amount of \$200,000 with an anticipated Deliverable Due Date of July 15, 2018.
2. The State and RSI agree to the addition of Artifact 99.0 (FY19 Operational/Technical Supplemental Support Q2) identified in Exhibit 19, resulting in an increase amount of \$200,000 with an anticipated Deliverable Due Date of October 15, 2018.
3. The State and RSI agree to the addition of Artifact 100.0 (FY19 Operational/Technical Supplemental Support Q3) identified in Exhibit 19, resulting in an increase amount of \$150,000 with an anticipated Deliverable Due Date of January 15, 2019.
4. The State and RSI agree to the addition of Artifact 101.0 (FY19 Operational/Technical Supplemental Support Q4) identified in Exhibit 19, resulting in an increase amount of \$150,000 with an anticipated Deliverable Due Date of April 15, 2019.
5. The State and RSI agree to the addition of Artifact 102.0 (FY20 Operational/Technical Supplemental Support Q1) identified in Exhibit 19, resulting in an increase amount of \$300,000 with an anticipated Deliverable Due Date of July 15, 2019.
6. The State and RSI agree to the addition of Artifact 103.0 (FY20 Operational/Technical Supplemental Support Q2) identified in Exhibit 19, resulting in an increase amount of \$300,000 with an anticipated Deliverable Due Date of October 15, 2019.
7. The State and RSI agree to the addition of Artifact 104.0 (FY20 Operational/Technical Supplemental Support Q3) identified in Exhibit 19, resulting in an increase amount of \$300,000 with an anticipated Deliverable Due Date of January 15, 2020.
8. The State and RSI agree to the addition of Artifact 105.0 (FY20 Operational/Technical Supplemental Support Q4) identified in Exhibit 19, resulting in an increase amount of \$300,000 with an anticipated Deliverable Due Date of April 15, 2020.

- 9. The State and RSI agree to the addition of Artifact 106.0 (FY21 Operational/Technical Supplemental Support Q1) identified in Exhibit 19, resulting in an increase amount of \$300,000 with an anticipated Deliverable Due Date of July 15, 2020.
- 10. The State and RSI agree to the addition of Artifact 107.0 (FY21 Operational/Technical Supplemental Support Q2) identified in Exhibit 19, resulting in an increase amount of \$300,000 with an anticipated Deliverable Due Date of October 15, 2020.
- 11. The State and RSI agree to the addition of Artifact 108.0 (FY21 Operational/Technical Supplemental Support Q3) identified in Exhibit 19, resulting in an increase amount of \$300,000 with an anticipated Deliverable Due Date of January 15, 2021.
- 12. The State and RSI agree to the addition of Artifact 109.0 (FY21 Operational/Technical Supplemental Support Q4) identified in Exhibit 19, resulting in an increase amount of \$300,000 with an anticipated Deliverable Due Date of April 15, 2021.
- 13. The remainder of the Agreement remains unchanged and is hereby reaffirmed.

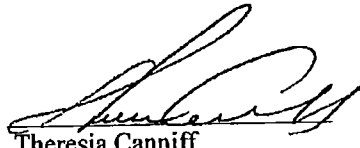
By the signatures of their duly authorized representatives below, the State and RSI, intending to be legally bound, agree to all of the provisions of the Amendment and ratify the terms of the Agreement.

**STATE OF RHODE ISLAND,**  
 by and through **THE DEPARTMENT**  
**OF REVENUE, on behalf of the**  
**DIVISION OF TAXATION**

By:   
 Print Name: Neena S. Savage  
 Title: Tax Administrator  
 Date: 12/28/18

By:   
 Print Name: Mark Furcolo  
 Title: Director  
 Date: 1/7/19

**REVENUE SOLUTIONS, INC**

  
 Theresia Canniff  
 Corporate Secretary  
 Revenue Solutions, Inc. \_\_\_\_\_

**EXHIBIT 19**  
**Amendment #7 Deliverables and Schedule**

<b>Artifact ID</b>	<b>Deliverable or Work Product Name</b>	<b>Anticipated Deliverable Due Date</b>	<b>Amount</b>	<b>Description</b>
98.0	FY19 Operational/Technical Supplemental Support Q1	7/15/2018	\$200,000	RSI and Taxation will work together to determine the support priorities and schedule of ongoing deployments. RSI will fulfill the responsibilities as defined in Exhibit 20 with the available resources within budget. RSI, Taxation and DOIT will continue to maintain a responsibility matrix detailing respective roles.
99.0	FY19 Operational/Technical Supplemental Support Q2	10/15/2018	\$200,000	Same description as Artifact 98.0
100.0	FY19 Operational/Technical Supplemental Support Q3	1/15/2019	\$150,000	Same description as Artifact 98.0
101.0	FY19 Operational/Technical Supplemental Support Q4	4/15/2019	\$150,000	Same description as Artifact 98.0
	<b>FY19 SUBTOTAL</b>		<b>\$700,000</b>	
102.0	FY20 Operational/Technical Supplemental Support Q1	7/15/2019	\$300,000	Same description as Artifact 98.0
103.0	FY20 Operational/Technical Supplemental Support Q2	10/15/2019	\$300,000	Same description as Artifact 98.0
104.0	FY20 Operational/Technical Supplemental Support Q3	1/15/2020	\$300,000	Same description as Artifact 98.0
105.0	FY20 Operational/Technical Supplemental Support Q4	4/15/2020	\$300,000	Same description as Artifact 98.0
	<b>FY20 SUBTOTAL</b>		<b>\$1,200,000</b>	
106.0	FY21 Operational/Technical Supplemental Support Q1	7/15/2020	\$300,000	Same description as Artifact 98.0
107.0	FY21 Operational/Technical Supplemental Support Q2	10/15/2020	\$300,000	Same description as Artifact 98.0
108.0	FY21 Operational/Technical Supplemental Support Q3	1/15/2021	\$300,000	Same description as Artifact 98.0
109.0	FY21 Operational/Technical Supplemental Support Q4	4/15/2021	\$300,000	Same description as Artifact 98.0
	<b>FY21 SUBTOTAL</b>		<b>\$1,200,000</b>	
	<b>TOTAL</b>		<b>\$3,100,000</b>	

**EXHIBIT 20**  
**FY19-21 Operational/Technical Support Responsibilities**

<b>Role</b>	<b>Responsibilities</b>	<b>FY19-21 Average Number of Resources</b>
Project Management	<ul style="list-style-type: none"> <li>• Primary contact for Taxation and DOIT staff</li> <li>• Assist Taxation in defining project requirements, planning the project, staffing the project team, coordinating resources and priorities, estimating project work and labor required, controlling project risks, communicating to project team members, and reporting to stakeholders.</li> </ul>	2
Production Control	<ul style="list-style-type: none"> <li>• Schedule and oversee offline processing and data/file transfers, working closely in conjunction with Taxation and DOIT Programming staff.</li> <li>• Schedule and monitor offline processes in production and non-production environments using the automated jobs scheduling tool.</li> <li>• Execute &amp; monitor daily offline processes, including Interfaces and Outbound Correspondence, notifying the team of issues when they arise.</li> <li>• Communicate to the agency regarding any upcoming releases and anticipated downtime.</li> <li>• Perform ad hoc investigation/analysis and suspense/work queue management.</li> <li>• Work with Taxation to determine possible rule changes and/or Taxation staffing reassignment to address process inefficiencies and backlogs.</li> </ul>	2
Technical Support	<ul style="list-style-type: none"> <li>• Perform Revenue Premier database administration.</li> <li>• Perform Revenue Premier internal system application administration.</li> <li>• Perform Revenue Premier portal system application administration, but does not include security administration, system/network monitoring and general environment hosting/support.</li> <li>• Perform ITS Project SharePoint administration.</li> <li>• Promote modifications and bug fixes, both those resolved by the local support team as well as those provided as hot fixes from the RSI solution center, throughout the environments according to the ongoing schedule.</li> <li>• Major releases of Revenue Premier software may require additional costs outside of standard support</li> </ul>	3
Ongoing deployments	<ul style="list-style-type: none"> <li>• Fix bugs to configurations and local software (e.g., interfaces, reports, etc.) identified and any affected data, if necessary. A bug is an item identified as not working as designed. If the bug is within the baseline Revenue Premier software, which is under maintenance, the support team will contact the RSI customer support team, record the bug and work with them to resolution, but will not directly be responsible for fixing Hotfixes to the current installed version of Revenue Premier will be migrated as well.</li> <li>• Support configuration changes related to evolving business process</li> </ul>	6

Role	Responsibilities	FY19-21 Average Number of Resources
	changes. <ul style="list-style-type: none"> <li>• Support the ongoing functional rollout of additional tax types and features of the portal.</li> <li>• Work with Taxation to configure the system to handle typical annual maintenance items such as annual form changes. If the requested changes are atypical in nature (e.g. Amnesty program), they will be reviewed and may require additional costs outside of standard support.</li> </ul>	
Testing support	<ul style="list-style-type: none"> <li>• Test the bug fixes/enhancements and work with the users to test in non-production environments.</li> <li>• On the occasion that it is required, RSI will provide training support for the Taxation Trainer.</li> </ul>	1
	<b>Total</b>	14

The following provides the assumptions that accompany Exhibit 20:

- The State and RSI will continue to maintain a responsibility matrix detailing respective roles and responsibilities, as referenced in Artifact 98.0 and originally introduced with Amendment #4 Artifact 72.0.
- RSI average number of resources defined in Exhibit 20 replace the average number of resources previously defined by Amendment #4 Exhibit 14
- The scope of RSI services, including Revenue Premier Portal support activities beginning in FY19 Q3, is bound by the number of resources listed in the “FY19-21 Average Number of Resources” column of Exhibit 20.
- If the State requests additional scope of services or a deployment schedule which would exceed RSI staffing levels defined in Exhibit 20, the level of RSI support may be expanded through a mutually agreed Change Order to include additional RSI resources and associated costs.
- If the State determines that a role defined by Exhibit 20 and currently fulfilled by an RSI resource can be satisfied in the future by State resources, in full or in part, the State may request RSI to move a resource to a different role.
- The State and RSI agree that the roles of Project Oversight, Functional Architect, Technical Architect, and Production Control Lead as defined in responsibility matrix are deemed to be key resources and if a resource needs to be substituted, the State has the right to interview, evaluate and Approve or Deny the substitution in good faith.
- The State and RSI will work together to determine the support priorities and schedule of ongoing deployments.
- The State and RSI agree that Critical bugs found within the onsite Revenue Premier implementation will be reviewed, mitigated, and when possible, resolved or mutually scheduled for deployment within three days, using reasonable efforts. The State and RSI will prioritize High, Medium and Low bugs and schedule as part of ongoing deployments.