



**BOARD OF CONTRACT AND SUPPLY
CITY OF PROVIDENCE, RHODE ISLAND**

REQUEST FOR PROPOSALS

Item Description: Constituent Relationship Software (CRM) with 311 Functionality

Procurement/MinuteTraq #: 41871

Date to be opened: 9/11/2023

Issuing Department: Information Technology

QUESTIONS

- Please direct questions related to the bidding process, how to fill out forms, and how to submit a bid (Pages 1-8) to the Purchasing Department.
 - Email: purchasing@providenceri.gov
 - Please use the subject line “**Solicitation Question**”
- Please direct questions relative to the Minority and Women’s Business Enterprise Program and the corresponding forms (Pages 9-13) to the MBE/WBE Outreach Director for the City of Providence, Grace Diaz
 - Email: gdiaz@providenceri.gov
 - Please use subject line “**MBE WBE Forms**”
- Please direct questions relative to the specifications outlined (beginning on page 14) to the issuing department’s subject matter expert:
 - Name: Bonnie Howland
 - Title: IT Application Project Manager
 - Email Address: bhowland@providenceri.gov

Pre-bid Conference

There will be a Non-Mandatory Pre-Bid Conference

Date of Pre-Bid Conference: 8/21/2023

Time: 10:00 AM EST

Other details (e.g. location, links, question submission deadline): Email bhowland@providenceri.gov for the Teams Meeting link if you choose to attend.



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INSTRUCTIONS FOR SUBMISSION

Bids may be submitted up to **2:15 P.M.** on the above meeting date at the **Department of the City Clerk, Room 311, City Hall, 25 Dorrance Street, Providence.** At 2:15 P.M. all bids will be publicly opened and read at the Board of Contract Meeting in Conference Room 305, on the 3rd floor of City Hall.

- Bidders must submit **2 copies** of their bid in sealed envelopes or packages labeled with the captioned **Item Description** and the **City Department to which the solicitation and bid are related and must include the company name and address on the envelope as well.** (On page 1).
- If required by the Department, please keep the original bid bond and check in only one of the envelopes.
- Communications to the Board of Contract and Supply that are not competitive sealed bids (i.e. product information/samples) should have **"NOT A BID"** written on the envelope or wrapper.
- Only use form versions and templates included in this solicitation. If you have an old version of a form **do not recycle it for use in this bid.**
- The bid envelope and information relative to the bid must be addressed to:

**Board of Contract and Supply
Department of the City Clerk – City Hall, Room 311
25 Dorrance Street
Providence, RI 02903**

****PLEASE NOTE:** This bid may include details regarding information that you will need to provide (such as proof of licenses) to the issuing department before the formalization of an award.

*This information is **NOT** requested to be provided in your initial bid by design.*

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record. The City has made a conscious effort to avoid the posting of sensitive information on the City's Open Meetings Portal, by requesting that such sensitive information be submitted to the issuing department only at their request.



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BID PACKAGE CHECKLIST

Digital forms are available in the City of Providence Purchasing Department Office or online at

<http://www.providenceri.gov/purchasing/how-to-submit-a-bid/>

The bid package **MUST** include the following, in this order:

- Bid Form 1: Bidder's Blank as the cover page/ 1st page (*see page 6 of this document*)
- Bid Form 2: Certification of Bidder as 2nd page (*see page 7 of this document*)
- Bid Form 3: Certificate Regarding Public Records (*see page 8 of this document*)
- Bid Form 4: Affidavit of City Vendor (*see pages 9 and 10 of this document*)
- Forms from the Minority and Women Business Enterprise Program: Based on Bidder Category. *See forms and instructions enclosed (pages 11-15) or on:*
<https://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>

***Please note: MBE/WBE forms must be completed for EVERY bid submitted and must be inclusive of ALL required signatures. Forms without all required signatures will be considered incomplete.**

- Bidder's Proposal/Packet: Formal response to the specifications outlined in this RFP, including pricing information and details related to the good(s) or service(s) being provided. Please be mindful of formatting responses as requested to ensure clarity.
- Financial Assurance, *if requested* (as indicated on page 5 of this document under "Bid Terms")

All of the above listed documents are REQUIRED. (With the exception of financial assurances, which are only required if specified on page 5.)

*****Failure to meet specified deadlines, follow specific submission instructions, or enclose all required documents with all applicable signatures will result in disqualification, or in an inability to appropriately evaluate bids.**



BOARD OF CONTRACT AND SUPPLY
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NOTICE TO VENDORS

1. The Board of Contract and Supply will make the award to the lowest qualified and responsible bidder.
2. In determining the lowest responsible bidder, cash discounts based on preferable payment terms will not be considered.
3. Where prices are the same, the Board of Contract and Supply reserves the right to award to one bidder, or to split the award.
4. No proposal will be accepted if the bid is made in collusion with any other bidder.
5. Bids may be submitted on an "equal in quality" basis. The City reserves the right to decide equality. Bidders must indicate brand or the make being offered and submit detailed specifications if other than brand requested.
6. A bidder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with the Rhode Island Business Corporation Act, RIGL Sec. 7-1.2-1401, et seq.
7. The Board of Contract and Supply reserves the right to reject any and all bids.
8. Competing bids may be viewed in person at the Department of the City Clerk, City Hall, Providence, immediately upon the conclusion of the formal Board of Contract and Supply meeting during which the bids were unsealed/opened. Bids may also be accessed electronically on the internet via the City's [Open Meetings Portal](#).
9. As the City of Providence is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
10. In case of error in the extension of prices quoted, the unit price will govern.
11. The contractor will **NOT** be permitted to: a) assign or underlet the contract, or b) assign either legally or equitably any monies or any claim thereto without the previous written consent of the City Purchasing Director.
12. Delivery dates must be shown in the bid. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
13. A certificate of insurance will normally be required of a successful vendor.
14. For many contracts involving construction, alteration and/or repair work, State law provisions concerning payment of prevailing wage rates apply ([RIGL Sec. 37-13-1 et seq.](#))
15. No goods should be delivered, or work started without a Purchase Order.
16. **Submit 2 copies of the bid to the City Clerk, unless the specification section of this document indicates otherwise.**
17. Bidder must certify that it does not unlawfully discriminate on the basis of race, color, national origin, gender, gender identity or expression, sexual orientation and/or religion in its business and hiring practices and that all of its employees are lawfully employed under all applicable federal, state and local laws, rules and regulations. (See Bid Form 2.)



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BID TERMS

1. Financial assurances may be required in order to be a successful bidder for Commodity or Construction and Service contracts. If either of the first two checkboxes below is checked, the specified assurance must accompany a bid, or the bid will not be considered by the Board of Contract and Supply. The third checkbox indicates the lowest responsible bidder will be contacted and required to post a bond to be awarded the contract.
 - a) ☐ A certified check for \$_____ must be deposited with the City Clerk as a guarantee that the Contract will be signed and delivered by the bidder.
 - b) ☐ A bid bond in the amount of _____ per centum (%) of the proposed total price, must be deposited with the City Clerk as a guarantee that the contract will be signed and delivered by the bidder; and the amount of such bid bond shall be retained for the use of the City as liquidated damages in case of default. Any person signing a bid bond as an attorney-in-fact shall include with the bid bond an original, or a photocopy or facsimile of an original, power of attorney.
 - c) ☐ A performance and payment bond with a satisfactory surety company will be posted by the bidder in a sum equal to one hundred per centum (100%) of the awarded contract.
 - d) ☒ No financial assurance is necessary for this item.
2. Awards will be made within **sixty (60) days of bid opening**. All bid prices will be considered firm, unless qualified otherwise. Requests for price increases will not be honored.
3. Failure to deliver within the time quoted or failure to meet specifications may result in default in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents, and Acts of God.

The following entry applies only for COMMODITY BID TERMS:

4. Payment for partial delivery will not be allowed except when provided for in blanket or term contracts.

The following entries apply only for CONSTRUCTION AND SERVICE BID TERMS:

5. Only one shipping charge will be applied in the event of partial deliveries for blanket or term contracts.
6. Prior to commencing performance under the contract, the successful bidder shall attest to compliance with the provisions of the Rhode Island Worker's Compensation Act, [RIGL 28-29-1, et seq.](#) If exempt from compliance, the successful bidder shall submit a sworn Affidavit by a corporate officer to that effect, which shall accompany the signed contract.
7. Prior to commencing performance under the contract, the successful bidder shall, submit a certificate of insurance, in a form and in an amount satisfactory to the City.



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BID FORM 1: Bidders Blank

1. Bids must meet the attached specifications. Any exceptions or modifications must be noted and fully explained.
2. Bidder's responses must be in ink or typewritten, and all blanks on the bid form should be completed.
3. The price or prices proposed should be stated both in **WRITING** and in **FIGURES**, and any proposal not so stated may be rejected. **Contracts exceeding twelve months must specify annual costs for each year.**
4. Bids **SHOULD BE TOTALED** so that the final cost is clearly stated (unless submitting a unit price bid), however **each item should be priced individually**. Do not group items. Awards may be made on the basis of *total* bid or by *individual items*.
5. All bids **MUST BE SIGNED IN INK.**

Name of Bidder (Firm or Individual): _____

Contact Name: _____

Business Address: _____

Business Phone #: _____

Contact Email Address: _____

Agrees to bid on (Write the "Item Description" here): _____

If the bidder's company is based in a state other than Rhode Island, list name and contact information for a local agent for service of process that *is located within Rhode Island* _____

Delivery Date (if applicable): _____

Name of Surety Company (if applicable): _____

Total Amount in Writing*: _____

Total Amount in Figures*: _____

****If you are submitting a unit price bid, please insert "Unit Price Bid"***

Use additional pages if necessary for additional bidding details.

Signature of Representation

Title



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BID FORM 2: Certification of Bidder
(Non-Discrimination/Hiring)

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify that:

1. Bidder does not unlawfully discriminate on the basis of race, color, national origin, gender, sexual orientation and/or religion in its business and hiring practices.
2. All of Bidder's employees have been hired in compliance with all applicable federal, state and local laws, rules and regulations.

I affirm by signing below that I am duly authorized on behalf of Bidder, on
this _____ day of _____ 20_____.

Signature of Representation

Printed Name



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BID FORM 3: Certificate Regarding Public Records

Upon behalf of _____ (Firm or Individual Bidding),

I, _____ (Name of Person Making Certification),

being its _____ (Title or "Self"), hereby certify an

understanding that:

1. All bids submitted in response to Requests for Proposals (RFP's) and Requests for Qualification (RFQ's), documents contained within, and the details outlined on those documents become public record upon receipt by the City Clerk's office and opening at the corresponding Board of Contract and Supply (BOCS) meeting.
2. The Purchasing Department and the issuing department for this RFP/RFQ have made a conscious effort to request that sensitive/personal information be submitted directly to the issuing department and only at request if verification of specific details is critical the evaluation of a vendor's bid.
3. The requested supplemental information may be crucial to evaluating bids. Failure to provide such details may result in disqualification, or an inability to appropriately evaluate bids.
4. If sensitive information that has not been requested is enclosed or if a bidder opts to enclose the defined supplemental information prior to the issuing department's request in the bidding packet submitted to the City Clerk, the City of Providence has no obligation to redact those details and bears no liability associated with the information becoming public record.
5. The City of Providence observes a public and transparent bidding process. Information required in the bidding packet may not be submitted directly to the issuing department at the discretion of the bidder in order to protect other information, such as pricing terms, from becoming public. Bidders who make such an attempt will be disqualified.

I affirm by signing below that I am duly authorized on behalf of Bidder, on

this _____ day of _____ 20____.

Signature of Representation

Printed Name



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BID FORM 4: Affidavit of City Vendor

Per our Code of Ordinances [Sec. 21.-28.1 \(e\)](#), this form applies to a) the business, b) any political action committee whose name includes the name of the business, c) all persons holding ten (10) percent or greater equity interest or five thousand dollars (\$5,000.00) or greater cash value interest in the business at any time during the reporting period, d) all executive officers of the business entity, e) any spouse or dependent child of any individual identified in a) through d) above.

Executive officers who are not residents of the state of Rhode Island are exempted from this requirement.

Per [R.I.G.L. § 36-14-2](#), "Business" means a sole proprietorship, partnership, firm, corporation, holding company, joint stock company, receivership, trust, or any other entity recognized in law through which business for profit or not for profit is conducted.

Name of the person making this affidavit: _____

Position in the "Business" _____

Name of Entity _____

Address: _____

Phone number: _____

The number of persons or entities in your entity that are required to report under [Sec. 21.-28.1 \(e\)](#): _____

Read the following paragraph and answer one of the options:

Within the 12 month period preceding the date of this bid submission with the City of Providence, or with respect to the contracts that are not in writing within the 12 month period preceding the date of notification that the contract has reached the \$100,000 threshold, have you made campaign contributions within a calendar year to (please list all persons or entities required under [Sec. 21.-28.1 \(e\)](#)).

a. Members of the Providence City Council? ☐ Yes ☐ No

- If Yes, please complete the following:

Recipient(s) of the Contribution:

Contribution Date(s):

Contribution Amount(s):

b. Candidates for election or reelection to the Providence City Council? ☐ Yes ☐ No

- If Yes, please complete the following:

Recipient(s) of the Contribution:

Contribution Date(s):

Contribution Amount(s):



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c. The Mayor of Providence? ☐ Yes ☐ No

- If Yes, please complete the following:

Recipient(s) of the Contribution:

Contribution Date(s):

Contribution Amount(s):

d. Candidates for election or reelection to the office of Mayor of Providence? ☐ Yes ☐ No

- If Yes, please complete the following:

Recipient(s) of the Contribution:

Contribution Date(s):

Contribution Amount(s):

Signed under the pains and penalties of perjury.

Position



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WBE/MBE Form Instructions

The City of Providence actively seeks Minority and Women business enterprises to participate in bids to meet the City's procurement needs. Pursuant to the City of Providence Code of Ordinances, Chapter 21, Article II, [Sec. 21-52](#) (Minority and Women's Business Enterprise) and Rhode Island General Laws (as amended), Chapter 37-14, et seq. (Minority Business Enterprise), Minority Business Enterprise (MBE) and Women's Business Enterprise (WBE) participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is **10%** of the total bid value.

The goal for Women's Business Enterprise (WBE) participation is **10%** of the total bid value.

The goal for combined MBE/WBE participation is **20%** of the total bid value.

Only businesses certified with the State of Rhode Island as minority and/or women business enterprises are counted towards the City's goals. Eligible minority or women-owned businesses are encouraged to seek certification from the State of Rhode Island Minority Business Enterprise Compliance Office at: <https://dedi.ri.gov/divisions-units/minority-business-enterprise-compliance-office>

Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Bid Requirements:

1. ***All Bidders:*** All bidders **must complete and submit the *MBE/WBE Participation Affidavit (page 13)*** indicating whether or not they are a state-certified MBE/WBE and acknowledging the City's participation goals. Submission of this form is **required with every bid. Your bid will not be accepted without an affidavit.**
2. ***Bidders who will be subcontracting:*** ***In addition to the MBE/WBE Participation Affidavit,*** Bidders who will be subcontracting must submit the ***Subcontractor Disclosure Form*** as part of their bid submission. All subcontractors, regardless of MBE/WBE status, must be listed on this form. Business NAICS codes can be found at <https://www.naics.com/search/>. Awarded bidders are required to submit ***Subcontractor Utilization and Payment Reports*** with each invoice.
3. **Waiver Requests:**
 - a) If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box F on the Subcontractor Disclosure Form) and the prime contractor is not a Rhode Island State-certified MBE or WBE, the Bidder must complete the ***MBE/WBE Waiver Request Form (page 14)*** and obtain approvals prior to bid submission.
 - b) If the prime contractor company has the capacity to perform the whole project, the City of Providence requires the contractor to complete the ***MBE/WBE Waiver Request Form (page 14)*** and obtain approvals prior to bid submission.
 - c) If the contractor is a nonprofit organization, they are not required to complete the ***MBE/WBE Waiver Request Form***. However, the City of Providence requires the nonprofit organization to provide the ***MBE/WBE Participation Affidavit Form*** and proof of its nonprofit status.
 - d) If the contractor has researched the RI Certified minority list (<https://dedi.ri.gov/divisions-units/minority-business-enterprise-compliance-office/minority-business-enterprise-mbe>) and the state does not have any companies in the desired trade, the contractor must complete the ***MBE/WBE Waiver Request Form (page 14)*** and obtain approvals prior to bid submission.
 - e) Waivers will be considered for approval on a case-by-case basis.



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Verifying MBE/WBE Certification

It is the responsibility of the bidder to confirm that every MBE or WBE named in a proposal and included in a contract is certified by the Rhode Island Minority Business Enterprise Compliance Office. The current MBE/WBE directory is available at the State of RI MBE Office, One Capitol Hill, 2nd Floor, Providence, RI, or online at <http://odeo.ri.gov/offices/mbeco/mbwbe.php>. You can also call (401) 574-8670 to verify certification, expiration dates, and services that the MBE/WBE is certified to provide. Note: MBE certification with the State of Rhode Island on the basis of Portuguese heritage is not currently recognized by the City of Providence's MBE program.

Form Instructions:

Access all bid forms from <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>. Download the forms as blank PDFs. Once saved on your computer, fill them out using the Adobe program. The fillable PDFs must be completed in Adobe in order to be saved properly. Google Chrome and similar platforms do not allow for the forms to be saved as filled PDFs. Therefore, please download the blank forms to your computer, then fill them out and save.

Assistance with Form Requirements

Examples of completed forms can be found on the City of Providence website at <http://www.providenceri.gov/oeo/> or <http://www.providenceri.gov/purchasing/minority-women-owned-business-mbewbe-procurement-program/>.

Contract Requirements:

Prime contractors engaging subcontractors must submit the ***Subcontractor Utilization and Payment Report*** to the City Department's Fiscal Agent with every invoice and request for final payment. A copy of all forms should be sent to the MBE/WBE Outreach Director Office, Grace Diaz at gdiaz@providenceri.gov. This form is not submitted as a part of the initial bid package.

For contracts with durations of less than 3 months, this form must be submitted along with the contractor's request for final payment. The form must include all subcontractors utilized on the contract, both MBE/WBE and non- MBE/WBE, the total amount paid to each subcontractor for the given period and to date, A copy of all forms should be sent to the MBE/WBE Outreach Director Office, Grace Diaz at gdiaz@providenceri.gov. During the term of the contract, any unjustified failure to comply with the MBE/WBE participation requirements is a material breach of contract.

Questions?

For more information or for assistance with MBE/WBE Forms, contact the City of Providence MBE/WBE Outreach Director, Grace Diaz, at gdiaz@providenceri.gov or (401) 680-5766.



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MBE/WBE PARTICIPATION AFFIDAVIT

Project /Item Description (as seen on RFP): _____

Prime Bidder: _____ Contact Email and Phone _____
Company Name, Address and Trade: _____

Which one of the following describes your business' status in terms of Minority and/or Woman-Owned Business Enterprise certification with the State of Rhode Island? ☐ MBE ☐ WBE ☐ Neither MBE nor WBE

By initialing the following sections and signing the bottom of this document in my capacity as the contractor or an authorized representative of contractor, I make this Affidavit:

It is the policy of the City of Providence that minority business enterprises (MBEs) and women business enterprises (WBEs) should have the maximum opportunity to participate in procurements and projects as prime contractors and vendors. Pursuant to [Sec. 21-52](#) of the Providence Code of Ordinances and [Chapter 37-14 et seq.](#) of the Rhode Island General Laws (as amended), MBE and WBE participation goals apply to contracts.

The goal for Minority Business Enterprise (MBE) participation is 10% of the total bid value.

The goal for Women's Business Enterprise (WBE) participation is 10% of the total bid value.

The goal for combined MBE/WBE participation is 20% of the total bid value.

I acknowledge the City of Providence's goals of supporting MBE/WBE certified businesses. Initial _____

If awarded the contract, I understand that my company must submit to the Minority and Women's Business Coordinator at the City of Providence (MBE/WBE Office), copies of all executed agreements with the subcontractor(s) being utilized to achieve the participation goals and other requirements of the RI General Laws. **I understand that these documents must be submitted prior to the issuance of a notice to proceed.** Initial _____

I understand that, if awarded the contract, my firm must submit to the MBE/WBE Office canceled checks and reports required by the MBE/WBE Office on a quarterly basis verifying payments to the subcontractors(s) utilized on the contract. Initial _____

If I am awarded this contract and find that I am unable to utilize the subcontractor(s) identified in my Statement of Intent, I understand that I must substitute another certified MBE and WBE firm(s) to meet the participation goals. **I understand that I may not make a substitution until I have obtained the written approval of the MBE/WBE Office.**

Initial _____

If awarded this contract, I understand that authorized representatives of the City of Providence may examine the books, records and files of my firm from time to time, to the extent that such material is relevant to a determination of whether my firm is complying with the City's MBE/WBE participation requirements.

Initial _____

I do solemnly declare and affirm under the penalty of perjury that the contents of the foregoing Affidavit are true and correct to the best of my knowledge, information, and belief.

Signature of Bidder

Printed Name

Company Name

Date



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SUBCONTRACTOR DISCLOSURE FORM

Fill out this form only if you WILL SUBCONTRACT with other parties. If you will not subcontract any portion of the proposed bid, do not fill out this form.

Prime Bidder: _____ Primary NAICS _____

Code: _____

Item Description (as seen on RFP): _____

Please list all Subcontractors below. Include the total dollar value that you propose to share with each subcontractor and the dollar amount to be subcontracted. Please check off MBE and WBE where applicable. The directory of all state-certified MBE/WBE firms is located at www.mbe.ri.gov. Business NAICS codes can be found at

<https://www.naics.com/search/>

Proposed Subcontractor	MBE	WBE	Primary NAICS Code	Date of Mobilization	\$ Value of Subcontract
					\$
					\$
					\$
					\$
					\$
					\$
A. MBE SUBCONTRACTED AMOUNT:					\$
B. WBE SUBCONTRACTED AMOUNT:					\$
C. NON-MBE WBE SUBCONTRACTED AMOUNT:					\$
D. DOLLAR AMOUNT OF WORK DONE BY THE PRIME CONTRACTOR:					\$
E. TOTAL AMOUNT OF BID (SUM OF A, B, C, & D):					\$
F. PERCENTAGE OF BID SUBCONTRACTED TO MBEs AND WBEs. (Divide the sum of A and B by E and multiply result by 100).					%

Please read and initial the following statement acknowledging you understand. If the percentage of the total amount of the bid being awarded to MBE or WBE vendors is less than 20% (Box (F)) and the prime contractor is NOT a Rhode Island State-certified MBE or WBE, you must fill out the MBE/WBE WAIVER REQUEST FORM for consideration by City of Providence MBE/WBE Outreach Director. Initial _____ Required

Signature of Bidder

Printed Name



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MBE/WBE Waiver Request Form

**Fill out this form only if you did not meet the 20% MBE/WBE participation goal.
State-certified MBE or WBE Prime Bidders are NOT REQUIRED to fill out this form.**

Submit this form to the City of Providence MBE/WBE Outreach Director, Grace Diaz, at gdiaz@providenceri.gov or mbe-wbe@providenceri.gov, for review **prior to bid submission**. This waiver applies only to the current bid which you are submitting to the City of Providence and does not apply to other bids your company may submit in the future. **In case a waiver is needed, City Department Directors should not recommend a bidder for an award if this form is not included, absent or is not signed by the city of Providence MBE/WBE director.**

Prime Bidder: _____ Contact Email and Phone _____
Company Name, Address: _____ Trade _____
Project /Item Description (as seen on RFP): _____

To receive a waiver, you must list the certified MBE and/or WBE companies you contacted, the name of the primary individual with whom you interacted, and the reason the MBE/WBE company could not participate on this project.

MBE/WBE Company Name	Individual's Name	Company Name	Why did you choose not to work with this company?

I acknowledge the City of Providence's goal of a combined MBE/WBE participation is 20% of the total bid value. I am requesting a waiver of _____ % MBE/WBE (20% minus the value of **Box F** on the Subcontractor Disclosure Form). If an opportunity is identified to subcontract any task associated with the fulfillment of this contract, a good faith effort will be made to select MBE/WBE certified businesses as partners.

Signature of Prime Contractor /
or Duly Authorized Representative

Printed Name

Date Signed

Signature of City of Providence
MBE/WBE Outreach Director /
or Duly Authorized Representative

Printed Name of City of Providence
MBE/WBE Outreach Director

Date Signed



**BOARD OF CONTRACT AND SUPPLY
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BID PACKAGE SPECIFICATIONS

Introduction

The City of Providence is the capitol of Rhode Island and has a population of approximately 183,000 residents. Services are delivered by more than 5,000 employees across City Departments, Providence Schools, and the Providence Water Supply Board. The Smiley Administration aims to be the “best run City in America” and critical to achieving this goal is having a modern technology platform to facilitate the reporting and tracking of issues that may require City services in response.

The City invites sealed responses to this Request for Proposal (RFP) for a Constituent Relationship Management (CRM) System that includes modern “311 functionality”. The 311 system will build on the City’s current implementation as a non-emergency phone line and online platform used by the city and constituents to report and resolve issues related to public services and concerns.

The system should be designed to provide constituents and city employees with a modern, quick and easy way to report issues and to receive updates on the status of their request. Once an issue is reported, the appropriate city departments or agencies are to be notified and work to resolve the reported issue. This system is an end-to-end case management system and provide options for managing constituent outreach and correspondence to other key stakeholders within the Mayor’s Office.

Existing Conditions and Technology

The Providence IT Department maintains and is trained on the use of Microsoft technologies, including Windows Server, SQL Server, Active Directory, IIS, and desktop Windows and Office platforms. All versions are the latest available or one version prior. The system must be able to be implemented and integrated within a Windows environment. City employees currently use Microsoft 365.

Currently, the City utilizes a web-based service request management system as the main constituent request intake. Constituents submit requests via a web portal, a mobile device, phone call, or by visiting the Mayor’s Center for City Services (MCCS). This software is mainly used by the Mayor’s Center for City Services department (MCCS), with other city departments having limited access to the system. MCCS is also responsible for all intake and following-up on constituent requests as well as all incoming mail and correspondence. The system is currently used by 50 users (+ an additional 50 users with view only access) and receives and processes an average of 15,500 cases per year for a wide range of issues ranging from sidewalk and pothole repairs, graffiti and noise issues to housing code violations and abandoned property. The goal of this solicitation is to replace the current software with a complete Constituent Relationship Management system that can manage web-based, phone, paper-based and in-person requests.

The City employs advanced GIS technology to support various functions across different departments. GIS analysts utilize ESRI software to develop and manage multiple geodatabases that store spatial information. The current CRM system does not allow for efficient and comprehensive review of service-related data at the departmental level. The proposed system should address this issue by enabling faster and broader access to data analysis.



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City Departments utilize various 3rd party systems for workflow management. The scope of this RFP does not include the management of tasks within departments but instead, will need to integrate with these systems to report and then close out service requests.

Scope of Work

The City of Providence offers a range of constituent services with an aim to always be improving the quality of life in the city. To enhance our communication and engagement strategies, the city aims to implement a Constituent Relationship Management (CRM) system that can help manage, improve and maintain interactions with constituents and provide excellent customer service. This system will serve as the foundation for workflow management across city departments, managing and tracking service requests from constituents more efficiently and effectively, as well as enabling improved communication across city departments that engage within the system (for a full list of city departments that engage with the current 311- see <https://www.providenceri.gov/departments>).

The proposed system will capture and manage various types of communication across multiple channels, including email, telephone, social media, smart devices, website requests, live chat or web app. It will automate workflows and tasks and will track performance outcomes. The system should be intuitive to use and facilitate self-service by including a knowledge base and other supports. Finally, it will provide actionable insights to enhance our decision making and strategy development. The CRM system should also meet requirements for scalability, security, user-friendliness, and compatibility with our existing software platforms.

The city is seeking a solution that offers the following features to enhance service delivery and customer satisfaction:

Functional Features/Abilities:

- User-friendly, cross-platform accessible web portal and/or mobile app that enables users to easily submit, track, and rate their service requests online or via mobile device.
- Constituent account creation to submit service requests and view status of correspondence with a constituent dashboard once an account is created.
- Both authenticated accounts and non-authenticated accounts should be available.
- Robust workflow engine that automatically routes and assigns service requests to the relevant departments and staff members by using key words, as well as sends alerts and reminders to ensure timely resolution. If a service request is not completed by the due date, the system should escalate the overdue task to the next tier.
- Customized workflows based on different city processes and procedures.
- Multiple requests per intake screen without re-entering constituent information.
- Submission of anonymous service requests via the web or mobile option
- System access through both a primary user screen and a manager's view. The manager's view would quickly show overdue cases and staff workloads and should be viewed from desktop and mobile devices
- Assignment of service requests to multiple staff members or to a specific group
- Drop down functionality that is easily configurable by users to manage system categorization over time.



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- Management of all forms of constituent communication including correspondence directed to the mayor's office in both electronic and paper-based forms. Ideally this functionality will have intelligent routing of this correspondence (scanned/emailed) with preset parameters/keywords sending to the appropriate recipients. Tracking of private comments to each service request that are not visible to the public or included in the printout of the case. This feature enables internal communication and documentation among the staff members only.
- Automated emails to constituents throughout the process with updates, when their cases are completed, informing them of the outcome, including a picture if appropriate and thanking them and ask for their feedback. This feature enhances customer satisfaction and trust in city services.
- Automatic translation of the content of the public application into other languages, especially Spanish. This feature increases accessibility and inclusivity for constituents who speak different languages.
- Knowledge base capabilities in English and in Spanish with the possibility of adding additional languages to allow constituents to find information before submitting a service request.
- Knowledge base capabilities for internal users to have information on the process of a service request and a timeline of when the service request will be completed (i.e. – trash bin replacement it takes 3-5 weeks)
- Management of records by various field types for example constituent's name rather than by case type, as well as store all correspondence for each constituent (via email, US mail, texts, phone).
- Generation of maps and reports that show the locations and frequencies of specific complaints, such as noise, litter, or graffiti. These hotspots can be displayed by point or by street segment, depending on the preference of the user. The maps and reports can also be filtered by geographic area, such as community, ward, or region.
- Generation of reports by different filters such as date, address, department, case type, key word, among others.
- Established page for links to other city department payment pages.

Communication:

- Option for constituents to opt-in to receive case status updates via their preferred method including the opportunity to choose the time of day to receive updates.
- Centralized correspondence template library with automation capabilities
- Creation of email messages and/or push messages to be sent through the CRM to users with more than 100 characters.
- Omni-channel communication to constituents including text, chat, email or push notifications – multilingual is required.
- Process for the constituent to provide customer satisfaction feedback.

Integration:

- Compatibility with our current email platform – Microsoft 365 and the Outlook client.
- Integration with GIS online mapping utilizing ESRI geographic data
- Bi-directional integration with existing 3rd party workflow processes and systems such as Brightly - Asset Essentials Platform, OpenGov – ViewPoint Cloud and others to send work orders, receive updates and complete cases.



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- Middleware options or API available to integrate with existing and future work streams throughout the city.
- Potential to integrate with city parking fines system to push notices to pay fines related to parking violations reported through a service request, this feature streamlines enforcement processes.
- Future integration with City phone systems such as IVR (Interactive Voice Response) or CTI (Computer Telephony Integration) to enable constituents to report service requests via phone calls. This feature expands service delivery channels and convenience for constituents.
- Potential for integration with social media platforms to create service requestions (out of scope for this RFP but could be added in the future)

Reporting:

- Comprehensive dashboards and reporting tool that provides real-time data and insights on service performance and quality, as well as identifies opportunities for improvement and optimization.
- Reporting and analytics features to help us monitor correspondence volume, response time, heatmaps and other key metrics. Customizable drag/drop dashboarding.
- Department-specific reports (specifically easy report generation) in multiple file formats.
- Reports using various filter types such as keywords, service request type, date range, assignee, and service type requester
- Ability to run reports on FAQs (i.e., how many times is the question “How to report a pothole asked?”)

Search Functions:

- System data (both open and closed cases) should be searchable by submitting staff member, in addition by constituent name, case type, keyword department or address, by organization, business, address how request was received (i.e., phone calls into center, live chat, local event, US mail, app, etc.), constituent properties, relationships or attributes.
- Natural Language Processing (NLP): The smart search function should be capable of understanding and processing natural language queries.
- Context Awareness: The search function should consider the context of the search query, considering factors such as the user's location, previous search history, and preferences.
- The smart search function should offer real-time autocomplete suggestions and recognize synonyms to improve search accuracy. It should rank results based on relevance, offer various filters, tolerate errors, support multiple languages, and prioritize security and privacy compliance.

Training:

- The System Integrator should provide initial training for the city staff on how to use the solution effectively and efficiently. It also provides yearly training sessions to keep the staff updated on new features and best practices.
- Staff training would include as many users as the city deems prudent.
- Use of a test site/sandbox for training and development purposes.
- Online/on-demand video library and help documentation.



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Site Licensing:

- The city does not expect more than 50 internal users with 50 view only internal users of this system including constituent services and city departments. Users would include operators that work in the system daily, some users with view access, administrators and some users with dashboard viewing only.

Support and Maintenance:

- Responsive technical support team that can assist the city staff with any issues or questions they may have regarding the solution.
- Ongoing Support - technical support team is available 24/7 via phone, email, or chat.

Data:

- People + Organizations Data Model linking common attributes and entities. System would link constituents to elements such as neighborhood organizations, ownership of neighborhood business or association they may be connected to so that a system operator has relatable information while processing a request.
- Migration of data from the existing platform to the new solution without losing information or functionality. This would ensure a smooth transition and continuity of service for both staff and residents.
- Awarded bidder will help City determine appropriate existing data to import and provide a data template for import same into new system.
- Exporting of data in various formats such as CSV, PDF, XML, JSON etc., for other reporting purposes or open data initiatives. This feature facilitates data sharing and analysis across different platforms and stakeholders.
- Attachment of data from GIS layers to each complaint case such as zoning information property boundaries etc., This feature provides additional context and insight for each case.

Implementation:

- Completion in a timely manner with expected launch by July 2024
- Training performed in person prior to project completion
- Onsite requirements gathering on award
- Agile development process with input and testing from the City as well as incremental approvals at phase completion.

Technical/Security:

- Azure SSO authentication for users and non-authenticated users.
- Utilizes Open Standard Open311 and Open Cloud Security Standard ISO/IEC 27017
- It should have robust security features to protect confidential information and prevent unauthorized access.
- Audit logs generated to provide user activities and system events.



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Additional Opportunities:

The city is interested in growing this solution in coming years. Please describe and list any additional modules that your company offers - example:

- Call Center function
- Social media platforms integrations
- Any other tools or products not included in this RFP that would allow the city to be more efficient and effective in the coming years.

Content and Submission of Proposals:

See Page 2 of this package for instructions on submitting proposals. The city does not currently accept digital submissions.

Section 1: Scope of Work System Questions

Approach: Please clearly and succinctly address how your proposed system addresses each of the requirements in the sections above then provide the following:

Describe how your solution addresses each of the following items:

1. How does your System utilize a web browser interface? Does it allow government agencies and vendors with internet access to utilize the System without the need to obtain any proprietary software? Which browsers is your system compatible with?
2. How does your System provide security features for the data transmitted through the System?
 - a. Is the System FISMA compliant? Are the servers located in the United States?
 - b. How do you encrypt data during transmission and when stored? Please describe.
3. Is your System dependent on Content Delivery Network's (CND) such as CloudFare, AWS, MaxCND?
4. Where are your data centers located?
5. Is each data center SSAE-16 Audited and will copies of each audit be provided prior to executing a contract?
6. Please provide uptime data for the past three (3) years or since inception if less than three (3) years (provide the 9's).
7. Describe the security operations in place at the data center such as intrusion detection, intrusion protection, and event monitoring and incident response.
8. Describe the data transfer bandwidth and storage space that will be provided as part of the standard offering.



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9. Describe the redundancy of Internet service providers, carriers, and connections in and out of your data center.
10. Describe the disaster recovery solution, plan and recovery services that is included to enable System software service delivery to resume as normal within hours of experiencing a critical system failure or catastrophic event that prevents System software from functioning properly.
11. Describe the incident management, change management, service request management, capacity and availability management that are performed in connection with infrastructure and applications that are hosted at your data center facility.
12. Describe the different safeguards in place to protect and shield City data especially sensitive data such as Personally Identifiable Information or Critical financial or claim information.
13. Does your application provide API integration?

Selection/Evaluation Criteria

Section 2: Submission Matrix

Evaluation Criteria			Weight
System should meet all functional requirements and features as detailed above including these key elements. Vendors should ensure that each element is described clearly in their proposal submission.			45%
System Elements	Included, Quality Score	Not included in System	
Public and Private Online Portal			
Mobile or web-based app			
Constituent Record Management			
Capture and Complete Citizen Service Requests			
Customizable workflow engine			
Mapping and hotspot generation via ESRI GIS			
Integration with 3 rd party systems (such as Brightly, OpenGov and others) providing 2-way communication			
Multilingual			



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Personalized and separate views for Operator, Manager and Constituent			
Knowledge Base (internal and external)			
Intelligent scanning and routing			
Correspondence Tracking			
Extended email and/or push messaging			
Cross-platform, user-friendly, ADA Compliant (WCAG 2.1)			
Reporting and Dashboarding capabilities meet qualifications			
Document Management			
Advanced Search features as described			
Training and Support			
Functionality + Case Merge Function			
Compliance with technical requirements:			
• Robust System Security			
• Azure SSO Authentication			
• Utilizes Open Standards outlined above			
• Audit Log			
Plan for data migration of current system records			
Sufficiently meeting the technical requirements and scope of work system questions listed below of this RFP			
Demonstration of product that features items outlined in RFP w/municipality examples.			
Company Experience Experience with municipalities of similar size using constituent software and demonstration of same.			10%



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Implementation and Timeline Provided proposed implementation plan and timeline as listed in Section 4 below.		10%
Cost Breakdown and Description Costs should include all requirements listed in this RFP, including:		30%
	Costs	
Software costs per module if this pertains to your pricing module.		
Site Licensing		
Implementation Services / Costs – Please provide options for implementation costs to be spread out through the first three years of contract		
Software maintenance (years 2-5)		
3 rd party software license costs if any are required		
Per seat licensing for concurrent users/viewers		
Training and System Documentation		
Data Migration		
Other costs (describe)		
Total Project Cost, Years 1 through 5		
For Budget Purposes, please break down costs per year.		
Project Cost, Year 1		
Project Cost, Year 2		
Project Cost, Year 3		
Project Cost, Year 4		
Project Cost, Year 5		
References Provide a minimum of three references. References should include operating a similar scope, size and type of organization (i.e., municipality is a plus). Provide contact names and phone numbers.		5%



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Section 3: Demonstrations

The City will contact vendors for demonstrations of proposed solutions that include the requested System Elements.

Section 4: Implementation and Timeline

1. Proposer (Vendor) shall provide a schedule of all tasks and milestones from Kick-off meeting to Final Acceptance.
2. Completion of milestones will be tied to payment via percentages. Vendor should suggest for the City's consideration a schedule of completed project milestones and associated payments that comport with the vendor's costs in completing the requirements of the contract.

Example: Phase/Description	Timeline	Cost
Initiation		
Planning / Delivery		
Development		
Data Migration		
Launch / Execution / Go-Live		
Testing / User Acceptance		

However, the City requires a substantial payment of implementation costs (not less than 30% of the total implementation cost) be tied to the final Go-Live and not less than 5% tied to Final Acceptance. A final contract price and schedule of payments to Vendor will be presented to the vendor after a Board of Contract and Supply meeting for approval of a recommendation from the City.



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SUPPLEMENTAL INFORMATION

If the issuing department for this RFP determines that your firm's bid is best suited to accommodate their need, you will be asked to provide proof of the following prior to formalizing an award.

An inability to provide the outlined items at the request of the department may lead to the disqualification of your bid.

This information is NOT requested to be provided in your initial bid that you will submit to the City Clerk's office by the "date to be opened" noted on page 1. This list only serves as a list of items that your firm should be ready to provide on request.

All bids submitted to the City Clerk become public record. Failure to follow instructions could result in information considered private being posted to the city's Open Meetings Portal and made available as a public record.

You must be able to provide:

- Business Tax ID will be requested after an award is approved by the Board of Contract and Supply.
- Proof of Insurance.
- Certificate of Good Standing with the Rhode Island Secretary of State.



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CITY OF PROVIDENCE STANDARD TERMS & CONDITIONS

1. The terms “you” and “your” contained herein refer to the person or entity that is a party to the agreement with the City of Providence (“the City”) and to such person’s or entity’s employees, officers, and agents.
2. The Request For Proposals (“RFP”) and these Standard Terms and Conditions together constitute the entire agreement of the parties (“the Agreement”) with regard to any and all matters. By your submission of a bid proposal or response to the City’s RFP, you accept these Standard Terms & Conditions and agree that they supersede any conflicting provisions provided by bid or in any terms and conditions contained or linked within a bid and/or response. Changes in the terms and conditions of the Agreement, or the scope of work thereunder, may only be made by a writing signed by the parties.
3. You are an independent contractor and in no way does this Agreement render you an employee or agent of the City or entitle you to fringe benefits, workers’ compensation, pension obligations, retirement or any other employment benefits. The City shall not deduct federal or state income taxes, social security or Medicare withholdings, or any other taxes required to be deducted by an employer, and this is your responsibility to yourself and your employees and agents.
4. You shall not assign your rights and obligations under this Agreement without the prior written consent of the City. Any assignment without prior written consent of the City shall be voidable at the election of the City. The City retains the right to refuse any and all assignments in the City’s sole and absolute discretion.
5. Invoices submitted to the City shall be payable sixty (60) days from the time of receipt by the City. Invoices shall include support documentation necessary to evidence completion of the work being invoiced. The City may request any other reasonable documentation in support of an invoice. The time for payment shall not commence, and invoices shall not be processed for payment, until you provide reasonably sufficient support documentation. In no circumstances shall the City be obligated to pay or shall you be entitled to receive interest on any overdue invoice or payment. In no circumstances shall the City be obligated to pay any costs associated with your collection of an outstanding invoice.
6. For contracts involving construction, alteration, and/or repair work, the provisions of applicable state labor law concerning payment of prevailing wage rates (R.I. Gen. Laws §§ 37-13-1 et seq., as amended) and the City’s First Source Ordinance (Providence Code of Ordinances §§ 21-91 et seq., as amended) apply.
7. With regard to any issues, claims, or controversies that may arise under this Agreement, the City shall not be required to submit to dispute resolution or mandatory/binding arbitration. Nothing prevents the parties from mutually agreeing to settle any disputes using mediation or non-binding arbitration.
8. To the fullest extent permitted by law, you shall indemnify, defend, and hold harmless the City, its employees, officers, agents, and assigns from and against any and all claims, damages, losses, allegations, demands, actions, causes of action, suits, obligations, fines, penalties, judgments, liabilities, costs and expenses, including but not limited to attorneys’ fees, of any nature whatsoever arising out of, in connection with, or resulting from the performance of the work provided in the Agreement.
9. You shall maintain throughout the term of this Agreement the insurance coverage that is required by the RFP or, if none is required in the RFP, insurance coverage that is considered in your industry to be commercially reasonable, and you agree to name the City as an additional insured on your general liability policy and on any umbrella policy you carry.
10. The City shall not subject itself to any contractual limitations on liability. The City shall have the time permitted within the applicable statute of limitations, and no less, to bring or assert any and all causes of action, suits, claims or demands the City may have arising out of, in connection with, or resulting from the performance of the work provided in the Agreement, and in no event does the City agree to limit your liability to the price of the Agreement or any other monetary limit.
11. The City may terminate this Agreement upon five (5) days’ written notice to you if you fail to observe any of the terms and conditions of this Agreement, or if the City believes your ability to perform the



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terms and conditions of this Agreement has been materially impaired in any way, including but in no way limited to loss of insurance coverage, lapsing of a surety bond, if required, declaration of bankruptcy, or appointment of a receiver. In the event of termination by the City, you shall be entitled to just and equitable compensation for any satisfactory work completed and expenses incurred up to the date of termination.

12. Written notice hereunder shall be deemed to have been duly served if delivered in person to the individual or member of the firm or entity or to an officer of the entity for whom it was intended, or if delivered at or sent by registered or certified mail to the last business address known by the party providing notice.
13. In no event shall the Agreement automatically renew or be extended without a writing signed by the parties.
14. You agree that products produced or resulting from the performance of the Agreement are the sole property of the City and may not be used by you without the express written permission of the City.
15. For any Agreement involving the sharing or exchange of data involving potentially confidential and/or personal information, you shall comply with any and all state and/or federal laws or regulations applicable to confidential and/or personal information you receive from the City, including but not limited to the Rhode Island Identity Theft Protection Act, R.I. Gen. Laws § 11-49.3-1, during the term of the Agreement. You shall implement and maintain appropriate physical, technical, and administrative security measures for the protection of, and to prevent access to, use, or disclosure of, confidential and/or personal information. In the event of a breach of such information, you shall notify the City of such breach immediately, but in no event later than twenty-four (24) hours after discovery of such breach.
16. The Agreement is governed by the laws of the State of Rhode Island. You expressly submit yourself to and agree that any and all actions arising out of, in connection with, or resulting from the performance of the Agreement or relationship between the parties shall occur solely in the venue and jurisdiction of the State of Rhode Island or the federal court located in Rhode Island.
17. The failure of the City to require performance of any provision shall not affect the City's right to

require performance at any time thereafter, nor shall a waiver of any breach or default of this Agreement constitute a waiver of any subsequent breach or default or a waiver of the provision itself.

18. If any term or provision of this Agreement, or the application thereof to any person or circumstance shall, in any extent, be invalid or unenforceable, the remainder of this Agreement shall not be affected thereby, and each term and provision shall be valid and enforceable to the fullest extent permitted by law.