State of Delaware
Division of Revenue
Department of Finance

July 1, 2019

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SUBJECT: **AWARD NOTICE**
CONTRACT NO. FIN19001-REVENUE
Integrated Revenue Administration System (IRAS)

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KEY CONTRACT INFORMATION

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1. CONTRACT SUMMARY

The Delaware Division of Revenue (DOR) has contracted for launching a project to replace all tax processing systems with a single solution that meets the State's need for an Integrated Revenue Administration System ("IRAS") that provides centralized revenue management, processes, and a robust web interface for its taxpayers, stakeholders, and DOR staff. All associated tax-related functions will be converted to IRAS according to a timetable that will maximize impact and reduce taxpayer risks. DOR intends initiate a high-quality, proven system, as well as implementation and ongoing support services.

2. CONTRACT PERIOD

The term of this agreement shall begin June 15, 2019 and end on June 14, 2029. This agreement may be extended by the State for up to five (5) one (1) year periods. Negotiation may be initiated no later than ninety (90) days prior to the termination of the current agreement.

3. VENDORS

Revenue Solutions, Inc.
42 Winter Street
Pembroke, MA 02359

Mike Early
Fax: 781-826-1324
E-Mail: MEarly@RSImail.com

4. PRICING

Contact the Contract Manager for pricing information.

5. BILLING

The successful vendor is required to "Bill as Shipped" to the respective ordering agency(s). Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

6. PAYMENT

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

7. PRODUCT SUBSTITUTION

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by DOR to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

8. PURCHASE ORDERS

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number FIN19001-REVENUE on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

9. REQUIREMENTS

For a complete list of contract specifications please refer to the original bid solicitation document(s). Any contract specific documentation will be accessible through the hyperlink(s) provided on this contract's details page.

10. HOLD HARMLESS

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

11. NON-PERFORMANCE

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

12. FORCE MAJEURE

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

13. AGENCY'S RESPONSIBILITIES

The Agency shall:

a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.

b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.

c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.

d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and

establish a date when the contractor will resolve the non-performance issue.

e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. http://gss.omb.delaware.gov/divisionwide/forms.shtml.