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# BACKGROUND

## AGENCY

### The Bureau of Vocational Rehabilitation (VR) is the state's leading agency serving individuals with disabilities. VR works in partnership with people with disabilities and their families to assist them in making informed choices to achieve full community participation through employment, education, and independent living opportunities.

### VR is a program that assists people with disabilities in finding meaningful employment and helps those already employed perform more successfully through training, counseling, and other support services. The disabilities may include, but are not limited to, physical and mental disabilities, intellectual and developmental issues, blind or visually impaired and deaf or hard of hearing. A roadblock that these individuals experience, especially those who are receiving Social Security Disability payments, is a lack of information about how much they can work and maintain benefits and the misperception of benefits loss and challenges to returning to benefits if they choose employment. This lack of knowledge and understanding hinders those with people with disabilities from accessing benefits and work opportunities that may be available to them.

### This Request for Proposal (RFP) involves the provision of a hosted software and infrastructure support service to VR and its stakeholders to promote employment and financial independence for beneficiaries of Social Security’s disability programs. The agency is seeking a Service as a Software (SAAS) program to provide Online Benefit Counseling Service, which can be customized to incorporate State and regional specific benefits, available online.

### VR seeks to enter into a license agreement for the use of existing software. The system needs to be an all-encompassing, hosted, web-based platform that features a benefit planning tool to allow individuals to compute Nevada specific benefits and analyze “what if” scenarios to identify the impact of earnings on their benefits.

## PROJECT

### VR needs a Software as a Service (SaaS) solution customized specifically for Nevada residents. The provided software platform shall meet all the requirements and minimum specifications outlined below. Platforms that do not meet all the requirements and minimum specifications will not be considered. To bid, the solution must meet the following criteria:

#### This solution must provide the ability for users to enter specific sets of benefits that would calculate the impacts of employment on those benefits as “what if” scenarios.

#### The solution must be made directly available to customers via the VRNevada.nv.gov website.

#### Solution and all tools must be available 24/7/365 to access by all Nevada citizens, including individuals, families, employment specialists, vocational counselors, case managers, and all others on an individual’s support team.

#### Layout of Graphic User Interface (GUI) and written instruction within solution should be written in an easy-to-understand language at a fourth-grade reading level.

#### Solution can be accessed via mobile device.

#### Solution must include a mobile application.

#### User can choose between different languages, i.e. English, Spanish, etc.

#### Solution will provide a detailed calculation, incorporating federal and Nevada-specific benefits (i.e. SSI, SSDI, Medicaid, Medicare, SNAP, TANF, housing subsidy), with links to additional information.

#### Federal, Nevada and other regional benefits calculator configurations will be kept current, as laws, policies and procedures are constantly changing. VR staff will advise the vendor regarding current and changes to income-based state laws, policies and procedures. The Vendor must update software configuration to reflect these changes either within one month of learning of the change, or in a period mutually agreed upon with VR.

#### The Vendor must have knowledge of current income-based Federal laws, policies and procedures and regularly update the calculator to reflect these changes. Sources for this information would include Social Security, Centers for Medicare and Medicaid Services, and legislative announcements.

#### Solution will also incorporate potential Impairment Related Work Expenses and Work Incentives (i.e. transportation expenses, student income exclusion, 1619b, Health Benefits for Workers with Disabilities, PASS Plan, Able Account, Trial Work, Extended Period of Eligibility), with links to additional information.

#### Solution will provide the ability to compare multiple scenarios with variable parameters.

#### Solution will provide links to geographically based customized content.

#### Solution will also provide links to training materials to explain the program and system benefits.

#### The program will provide resources for all age groups, specifically including Transition-age youth.

#### The system must be capable of automatically generating shareable reports of benefits calculator results for different scenarios.

#### No Personal or Identifying Data may be collected, stored, or sold regarding VR or the users of the SaaS for purposes beyond the scope of this contract.

#### Provide solutions that enable departments to integrate with third-party software.

## CONCURRENT IMPACTS/PROJECTS

### N/A

## CURRENT COMPUTING ENVIRONMENT

### Windows 10 Pro 22H2

## PROJECT SOFTWARE

### N/A

## DEVELOPMENT SOFTWARE

### All proposed software used in design, development, testing and implementation of deliverables outlined in this solicitation shall be approved by the State.

### If the application software is not public domain, the awarded vendor shall provide a licensing strategy.

### The awarded vendor shall provide fifteen (15) licenses and formal training for fifteen (15) users.

# SYSTEM REQUIREMENTS

## VENDOR RESPONSE TO SYSTEM REQUIREMENTS

### Vendor shall explain in sufficient detail how Vendor shall satisfy project requirements described below. If subcontractors shall be used for any tasks, vendors shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

## COMPUTING PLATFORM

### N/A

## TECHNICAL REQUIREMENTS

### N/A

## FUNCTIONAL REQUIREMENTS

### N/A

## SECURITY STANDARDS

### System shall meet or exceed all applicable Nevada Revised Statutes (NRS), Nevada Administrative Code (NAC), State Information Security Program Policy, and State and Department Security Standards related to product or service being required/provided.

# SCOPE OF WORK

### The scope of work is broken down into tasks, activities, and deliverables. The tasks and activities within this section are not necessarily listed in the order that they shall be completed. Vendor shall reflect within their proposal and preliminary project plan their recommended approach to scheduling and accomplishing all tasks and activities identified within this solicitation.

#### Planning and Administration

#### Production Phase

##### Vendor shall provide an “off the shelf” solution; an existing configurable, disability benefits planning tool system.

##### Vendor shall supply all appropriate hosting equipment (hardware and software) required.

##### Customize Estimators/Calculators

##### Customize content

##### Customize website

##### Test website

##### Launch website

#### Maintenance Phase – (Annually, at a minimum)

##### Evaluate website features and services to ensure they are up to date and functioning properly as it relates to:

##### Website parameters; income limits, tax rates, benefit rates, etc.

##### Content

##### Estimator rules

##### External hyperlinks

##### Contact information

##### Forms

##### Securities

## VENDOR RESPONSE TO SCOPE OF WORK

### Within the proposal, Vendor shall provide information regarding their approach to meeting requirements described herein.

### If subcontractors shall be used for any tasks, Vendor shall indicate what tasks and the percentage of time subcontractor(s) shall spend on those tasks.

### Vendor response shall be limited to no more than five (5) pages per task not including appendices, samples and/or exhibits.

## DELIVERABLE SUBMISSION AND REVIEW PROCESS

### Once the detailed project plan is approved by the State, the following subsections detail the process for submission and review of deliverables during the life of the project/contract.

### General

#### The contractor shall provide one (1) master (both hard and soft copies) and four (4) additional hard copies of each written deliverable to the appropriate State Project Manager as identified in the contract.

#### Once a deliverable is approved and accepted by the State, the contractor shall provide an electronic copy. The State may, at its discretion, waive this requirement for a particular deliverable.

#### The electronic copy shall be provided in software currently utilized by the agency or provided by the contractor.

#### Deliverables shall be evaluated by the State utilizing mutually agreed to acceptance/exit criteria.

### Deliverable Submission

#### Prior to development and submission of each contract deliverable, a summary document containing a description of the format and content of each deliverable shall be delivered to the State Project Manager for review and approval. The summary document shall contain, at a minimum, the following:

##### Cover letter

##### Table of Contents with a brief description of the content of each section

##### Anticipated number of pages

##### Identification of appendices/exhibits

#### The summary document shall contain an approval/rejection section that can be completed by the State. The summary document shall be returned to the contractor within a mutually agreed upon time frame.

#### Deliverables shall be developed by the contractor according to the approved format and content of the summary document for each specific deliverable.

#### At a mutually agreed to meeting, on or before the time of delivery to the State, the contractor shall provide a walkthrough of each deliverable.

#### Deliverables shall be submitted no later than 5:00 p.m., per the approved contract deliverable schedule and shall be accompanied by a deliverable sign-off form with the appropriate sections completed by the contractor.

### Deliverable Review

#### General

##### The State’s review time begins on the next working day following receipt of the deliverable.

##### The State’s review time shall be determined by the approved and accepted detailed project plan and the approved contract.

##### The State has up to five (5) working days to determine if a deliverable is complete and ready for review. Unless otherwise negotiated, this is part of the State’s review time.

##### Any subsequent deliverable dependent upon the State’s acceptance of a prior deliverable shall not be accepted for review until all issues related to the previous deliverable have been resolved.

##### Deliverables determined to be incomplete and/or unacceptable for review shall be rejected, not considered delivered and returned to the contractor.

##### After review of a deliverable, the State shall return to the contractor the project deliverable sign-off form with the deliverable submission and review history section completed.

#### Accepted

##### If the deliverable is accepted, the original deliverable sign-off form signed by the appropriate State representatives shall be returned to the contractor.

##### Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable.

#### Comments/Revisions Requested by the State. If the State has comments and/or revisions to a deliverable, the following shall be provided to the contractor:

##### The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.

##### Attached to the deliverable sign-off form shall be a detailed explanation of the revisions to be made and/or a marked-up copy of the deliverable.

##### The State’s first review and return with comments shall be completed within the times specified in the contract.

##### The contractor shall have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State’s comments.

##### A meeting to resolve outstanding issues shall be completed within three (3) working days after completion of the contractor’s review or a mutually agreed upon time frame.

##### Agreements made during meetings to resolve issues shall be documented separately.

##### Once an agreement is reached regarding changes, the contractor shall incorporate them into the deliverable for resubmission to the State.

##### All changes shall be easily identifiable by the State.

##### Resubmission of the deliverable shall occur within five (5) working days or a mutually agreed upon time frame of the resolution of any outstanding issues.

##### The resubmitted deliverable shall be accompanied by the original deliverable sign-off form.

##### This review process continues until all issues have been resolved within a mutually agreed upon time frame.

##### During the re-review process, the State may only comment on the original exceptions noted.

##### All other items not originally commented on are considered accepted by the State.

##### Once all revisions have been accepted, the original deliverable sign-off form signed by the appropriate State representatives shall be returned to the contractor.

##### The contractor shall provide one (1) updated and complete master paper copy of each deliverable after approval and acceptance by the State.

##### Once the contractor receives the original deliverable sign-off form, the State can then be invoiced for the deliverable.

#### Rejected, Not Considered Delivered. If the State considers a deliverable not ready for review, the following shall be returned to the contractor:

##### The original deliverable sign-off form with an updated entry to the deliverable submission and review history section.

##### The original deliverable and all copies with a written explanation as to why the deliverable is being rejected, not considered delivered.

##### The contractor shall have five (5) working days, unless otherwise mutually agreed to, for review, acceptance and/or rejection of the State’s comments.

##### A meeting to discuss the State’s position regarding the rejection of the deliverable shall be completed within three (3) working days after completion of the contractor’s review or a mutually agreed upon time frame.

##### Resubmission of the deliverable shall occur within a mutually agreed upon time frame.

##### The resubmitted deliverable shall be accompanied by the original deliverable sign-off form.

##### Upon resubmission of the completed deliverable, the State shall follow the steps outlined herein.

## PROJECT KICKOFF MEETING. A project kickoff meeting shall be held with representatives from the State and the contractor after contract approval and prior to work performed. Items to be covered in the kickoff meeting shall include, but not be limited to:

### Deliverable review process

### Determining format and protocol for project status meetings

### Determining format for project status reports

### Setting the schedule for meetings between representatives from the State and the contractor to develop the detailed project plan

### Defining lines of communication and reporting relationships

### Reviewing the project mission

### Pinpointing high-risk or problem areas

### Issue resolution process

## PLANNING AND ADMINISTRATION

### Objective. The objective of this task is to ensure that adequate planning and project management are dedicated to this project.

### Activities. The awarded vendor shall:

#### Work with the State to provide a detailed project plan with fixed deadlines to include, but not be limited to:

##### Project schedule including tasks, activities, activity duration, sequencing and dependencies

##### Project work plan for each deliverable, including a work breakdown structure

##### Completion date of each task

##### Project milestones

##### Entrance and exit criteria for specific project milestones

##### Project organization including a resource plan defining roles and responsibilities for the awarded vendor, subcontractors (if applicable) and State

#### Attend and participate in all project related meetings requested by the State at a location to be determined by the State. Attendance may be in person or via teleconferencing, as mutually agreed to by the project team. These meetings shall follow an agenda mutually developed by the awarded vendor and the State. The awarded vendor shall prepare materials or briefings for these meetings as requested by the State. Minutes shall be taken and distributed by State staff within five (5) working days after the meeting. Minutes may be distributed via facsimile or email. The agenda may include, but not be limited to:

##### Review and approval of previous meeting minutes

##### Contractor project status

##### State project status

##### Contract status and issues, including resolutions

##### Quality Assurance status

##### New action items

##### Outstanding action items, including resolutions

##### Setting of next meeting date

##### Other business

#### Provide written semi-monthly project status reports delivered to State project management by the third (3rd) working day following the end of each reporting period. The format shall be approved by the State prior to issuance of the first semi-monthly project status report. The first semi-monthly report covers the reporting period from the 1st through the 15th of each month; and the second semi-monthly report covers the reporting period from the 16th through the end of the month. The status reports shall include, but not be limited to the following:

##### Overall completion status of the project in terms of the State approved project work plan and deliverable schedule

##### Accomplishments during the period, including State staff/stakeholders interviewed, meetings held, Joint Application Development (JAD) sessions and conclusions/decisions determined

##### Problems encountered and proposed/actual resolutions

##### What is to be accomplished during the next reporting period

##### Issues that need to be addressed, including contractual

##### Quality Assurance status

##### Updated MS Project timeline showing percentage completed, tasks assigned, completed, and remaining

##### Identification of schedule slippage and strategy for resolution

##### Contractor staff assigned and their location/schedule

##### State resources required for activities during the next period

##### Resource allocation percentages including planned versus actual by project milestone

#### Develop a comprehensive approach for handling communications with both internal and external audiences. Effective communication is critical to the development of productive relationships with concerned stakeholders. The communication plan shall include, but not be limited to, a plan for generation, documentation, storage, transmission and disposal of all project information.

#### Develop a risk management plan to ensure that risks are identified, planned for, analyzed, communicated and acted upon effectively.

#### Develop a quality assurance plan including, but not limited to, the methodology for maintaining quality of the code, workmanship, project schedules and subcontractor(s) activities.

#### Develop a Change Management Plan and Control Procedures and present it to the State for acceptance. This plan shall be used by the vendor and the State in the design, specification, construction, implementation, and support of the system.

#### Develop a Knowledge Transfer Plan, present the plan to the State, execute the plan and obtain State acceptance before and after the plan is executed. The plan shall include sufficient time and resources to accomplish a full transfer of knowledge to assure that the State can operate the system independently and obtain timely and effective support from the vendor.

#### The State shall perform a Post Implementation Evaluation Review (PIER) approximately six (6) months after full implementation and State acceptance of all deliverables. The awarded vendor's Project Manager shall be required to participate on site for a period of not to exceed three (3) days.

### Deliverables

|  |  |  |
| --- | --- | --- |
| **DELIVERABLE NUMBER** | **DESCRIPTION OF DELIVERABLE** | **STATE'S ESTIMATED**  **REVIEW TIME**  **(WORKING DAYS)** |
| 3.5.4.1 | Detailed project plan | 5 |
| 3.5.4.2 | Communication plan | 5 |
| 3.5.4.3 | Risk Management plan | 5 |
| 3.5.4.4 | Quality assurance plan | 5 |
| 3.5.4.5 | Knowledge transfer plan | 5 |
| 3.5.4.6 | Post implementation review | 5 |
| 3.5.4.7 | Meeting Attendance |  |
| 3.5.5.1 | Provide an existing, web-based, configurable Disability Benefits Planning tool system | 10 |
| 3.5.5.2 | Customization of the system to meet Nevada specific criteria | 20 |
| 3.5.5.3 | Testing the system | 5 |
| 3.5.5.4 | Launch the system | 1 |
| 3.5.5.5 | Maintain the system |  |

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# VENDOR DOCUMENTATION

## PRELIMINARY PROJECT PLAN

### Vendor shall submit a preliminary project plan as part of the proposal, including, but not limited to:

#### Gantt charts that show all proposed project activities

#### Planning methodologies

#### Milestones

#### Task conflicts and/or interdependencies

#### Estimated time frame for each task identified in *Scope of Work*

#### Overall estimated time frame from project start to completion for both Vendor and State activities, including strategies to avoid schedule slippage

### Vendors shall provide a written plan addressing the roles and responsibilities and method of communication between the contractor and any subcontractor(s).

### The preliminary project plan shall be incorporated into the contract.

### The first project deliverable is the finalized detailed project plan that shall include fixed deliverable due dates for all subsequent project tasks as defined in *Scope of Work*. The contract shall be amended to include the State approved detailed project plan.

### Vendors shall identify all potential risks associated with the project, their proposed plan to mitigate the potential risks and include recommended strategies for managing those risks.

### Vendors shall provide information on the staff that shall be located onsite in Carson City. If staff shall be located at remote locations, vendors shall include specific information on plans to accommodate the exchange of information and transfer of technical and procedural knowledge. The State encourages alternate methods of communication other than in person meetings, such as transmission of documents via email and teleconferencing, as appropriate.

## PROJECT MANAGEMENT. Vendors shall describe the project management methodology and processes utilized for:

### Project integration to ensure that the various elements of the project are properly coordinated.

### Project scope to ensure that the project includes all the work required and only the work required to complete the project successfully.

### Time management to ensure timely completion of the project. Include defining activities, estimating activity duration, developing and controlling the project schedule.

### Management of contractor and/or subcontractor issues and resolution process.

### Responding to and covering requested changes in the project time frames.

### Responding to State generated issues.

### Cost management to ensure that the project is completed within the approved budget. Include resource planning, cost estimating, cost budgeting and cost control.

### Resource management to ensure the most effective use of people involved in the project including subcontractors.

### Communications management to ensure effective information generation, documentation, storage, transmission, and disposal of project information.

### Risk management to ensure that risks are identified, planned for, analyzed, communicated, and acted upon effectively.

## QUALITY ASSURANCE. Vendors shall describe the quality assurance methodology and processes utilized to ensure that the project shall satisfy State requirements as outlined in *Scope of Work*.

## METRICS MANAGEMENT. Vendors shall describe the metrics management methodology and processes utilized to satisfy State requirements as outlined in *Scope of Work*. The methodology shall include the metrics captured and how they are tracked and measured.

## DESIGN AND DEVELOPMENT PROCESSES. Vendors shall describe the methodology, processes and tools utilized for:

### Analyzing potential solutions, including identifying alternatives for evaluation in addition to those suggested by the State.

### Developing a detailed operational concept of the interaction of the system, the user and the environment that satisfies the operational need.

### Identifying the key design issues that shall be resolved to support successful development of the system.

### Integrating the disciplines that are essential to system functional requirements definition.

## CONFIGURATION MANAGEMENT. Vendors shall describe the methodology, processes and tools utilized for:

### Control of changes to requirements, design, and code

### Control of interface changes

### Traceability of requirements, design, and code

### Tools to help control versions, and builds

### Parameters established for regression testing

### Baselines established for tools, change log and modules

### Documentation of the change request process including check in/out, review, and regular testing

### Documentation of the change control board and change proposal process

### Change log that tracks open/closed change requests.

## PEER REVIEW MANAGEMENT. Vendors shall describe the methodology, processes and tools utilized for:

### Peer reviews conducted for design, code, and test cases

### Number of types of people normally involved in peer reviews

### Types of procedures and checklists utilized

### Types of statistics compiled on the type, severity, and location of errors

### How errors are tracked to closure

## PROJECT SOFTWARE TOOLS

### Vendors shall describe any software tools and equipment resources to be utilized during project including minimum hardware requirements and compatibility with existing computing resources.

### Costs and training associated with project software tools identified shall be included in *Cost Schedule.*

# CONTRACT TERMS AND CONDITIONS

## BACKGROUND CHECKS

### All contractor personnel assigned to the contract shall have a background check from the Federal Bureau of Investigation pursuant to NRS 239B.010. All fingerprints shall be forwarded to the Central Repository for Nevada Records of Criminal History for submission to the Federal Bureau of Investigation.

### Any employee of the selected vendor, who shall require any type of system access, shall have a State Background Check before system access shall be granted. The vendor or its employees may be denied access to the premises if they have not been security cleared.

### All costs associated with this shall be at the contractor’s expense.

### The contractor shall provide to the contracting agency’s Human Resource Department or designee the following documents:

#### A State Background Check for the state the individual claims as their permanent residency. The contractor shall use the following site which has immediate results: <http://www.integrascan.com>. Once the contractor has a copy of their personal background check from their state of record, they shall forward those results to the designated State representative who shall then forward it to the contracting agency’s Human Resource Department or designee to obtain approval for interim system access

#### A Fingerprint Background Waiver Form, signed by the contractor(s)

#### A *Prior Arrests and Criminal Conviction Disclosure Form*, signed by the contractor(s)

### If out-of-state, contractor shall provide one (1) completed fingerprint card from a local sheriff’s office (or other law enforcement agency).

### In lieu of the out-of-state fingerprint card, contractors can perform LiveScan fingerprinting at the Nevada Department of Public Safety, General Services Division.

### Contractor shall provide a money order or cashier’s check made payable to the General Services Division at the current rate at time of submission.

### In lieu of the above background check and subject to acceptance by the contracting agency’s Human Resource Department or designee, contractor may submit a current active federal authority security clearance (FBI, DoD, NSA) indicating a fingerprint-based background check has been completed with no positive findings.

### Contractor(s) may not begin work until such time as they have been cleared by the contracting agency’s Human Resource Department or designee.

### Positive findings from a background check are reviewed by the contracting agency’s Human Resource Department or designee, in consultation with the State Chief Information Security Officer, and may result in the removal of vendor staff from the project.

## PERIODIC PROJECT REVIEWS

### On a periodic basis, the State reserves the right to review the approved project plan and associated deliverables to assess the direction of the project and determine if changes are required.

### Changes to the approved project plan and/or associated deliverables may result in a contract amendment.

### In the event changes do not include cost, scope or significant schedule modifications, mutually agreed to changes may be documented in memo form and signed by all parties to the contract.

## CHANGE MANAGEMENT

### Should requirements be identified during system validation, development and/or implementation that change the required work to complete the project and upon receipt of a change order request by the contractor, a written, detailed proposal shall be submitted as outlined in this section.

### Within 15 working days of receipt of a requested change order, the contractor shall submit an amended project plan to include:

#### The scope of work

#### Impacts to the schedule for remaining work for implementing the identified change

#### Impacts of not approving the change

#### Estimated cost of change

#### Alternative analysis of all identified solutions to include, but not limited to:

##### A system impact report

##### Resource requirements for both the State and the contractor

##### A work plan

##### Estimated hours to complete the work

##### The estimated cost of each solution

##### A plan for testing the change

### The amended project plan shall be prepared at no cost to the State and shall detail all impacts to the project. The contractor shall present the project plan to the Steering Committee prior to final acceptance and approval.

### The Steering Committee shall either accept the proposal or withdraw the request within 15 working days after receiving the proposal.

## ISSUE RESOLUTION

### During the term of the contract, issue resolution shall be a critical component. The following process shall be adhered to for all issues.

### Presentation of Issues

#### Issues shall be presented in writing to the designated Project Manager for each party.

#### A uniform issues processing form shall be developed by the State to record all issues, responses, tracking and dispositions.

#### A project issues log shall be kept by the State.

#### Issues raised by either party shall be accepted, rejected and/or responded to in writing within three (3) working days of presentation or by a mutually agreed upon due date.

#### Failure to accept, reject and/or respond within the specified time frame shall result in deeming the issue presented as accepted and the party presenting the issue may proceed to act as if the issue were accepted.

### Escalation Process

#### If no resolution is obtainable by the respective Project Managers, the issue shall be escalated to the:

##### Agency head or designee; and

##### Designated representative for the contractor.

#### A meeting between the parties shall take place within three (3) working days or a mutually agreed upon time frame.

#### Final resolution of issues shall be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

#### All parties agree to exercise good faith in dispute/issue resolution.

#### If no resolution is obtainable after the above review, the issue shall be escalated to the Steering Committee for the State and the designated representative for the contractor.

#### A meeting between the parties shall take place within three (3) working days of the meeting or a mutually agreed upon time frame.

#### Final resolution of issues shall be provided in writing within two (2) working days of the meeting or a mutually agreed upon time frame.

### Proceed with Duties. The State and the contractor agree that during the time the parties are attempting to resolve any dispute in accordance with the provisions of the contract, all parties to the contract shall diligently perform their duties thereunder.

### Schedule, Cost and/or Scope Changes. If any issue resolution results in schedule, cost and/or scope changes, a State BOE contract amendment shall be required.