

RHODE ISLAND TURNPIKE AND BRIDGE AUTHORITY

INVITATION TO BID

INFORMATION TECHNOLOGY ADVISORY SERVICES

CONTRACT 13-1

Sealed bids, in triplicate, plainly marked, "Sealed Bid – INFORMATION TECHNOLOGY ADVISORY SERVICES" will be received until **3:00 PM March 12, 2013**, at the Office of the Executive Director of the Rhode Island Turnpike and Bridge Authority in the Administrative Building Toll Plaza, 1 East Shore Road, Jamestown, Rhode Island 02835. Bids will be opened publicly at 3:00P.M. **Bids must be received by RITBA no later than 3:00 PM March 12, 2013.**

Copies of specifications may be obtained at the above office or via e-mail on or after **Tuesday February 12, 2013**, between the hours of 8:30 AM and 4:00 PM, EST.

No bid may be withdrawn for a period of sixty (60) days subsequent to the opening thereof without written permission of the Executive Director. All bids may be withdrawn upon written request prior to bid opening.

RITBA reserves the right to reject any or all bids, waive any informality in the bidding or accept the bid deemed to be in the best interests of the Authority.

PURPOSE

The Rhode Island Turnpike and Bridge Authority is seeking bids for Information Technology Advisory Services at the Rhode Island Turnpike and Bridge Authority facility in Jamestown, Rhode Island. **The contract is for a two-year period with a mutual option for 2 additional one-year extensions (2+1+1).** Responses will be considered bid as such.

CONTACT PERSON

Buddy Croft, Executive Director for further information.
Telephone: (401) 423-0800

Buddy Croft
Executive Director, RITBA

INFORMATION TECHNOLOGY ADVISORY SEERVICES

CONTRACT 13-1

GENERAL TERMS AND CONDITIONS

1. RECEIPT AND OPENING OF BIDS:

Sealed bids will be accepted and time stamped upon receipt in the office of the RITBA Executive Director, 1 East Shore Road, Jamestown, RI until the time indicated on the attached Invitation for Bids, for the commodity, equipment or services listed in the Specifications and will be publicly opened and read in the Office of the Executive Director.

2. FORM OF BIDS:

Bids shall be submitted on the forms provided in accordance with instructions given in the specifications below.

3. SUBMISSION OF BIDS:

- a. Envelopes containing bids must be sealed and addressed to the Executive Director of the Rhode Island Turnpike and Bridge Authority and marked with the name and address of the bidder date and hour of opening and the name of the item in the bid call.
- b. Bids will be accepted until **3:00 PM March 12, 2013**. No bid received thereafter will be considered.
- c. A bidder may withdraw his bid by written request at any time prior to the advertised time for bid opening. E-mailed bids, amendments or withdrawals will be accepted.
- d. Unless otherwise specified, no bid may be withdrawn for a period of sixty (60) days from time of bid opening.
- e. Negligence on the part of the bidder in preparing the bid confers no rights for the withdrawal of the bid after it has been opened.
- f. Bids received prior to the time of opening will be securely kept, unopened. No responsibility will be attached to an officer or person for the premature opening of a bid not properly addressed and identified.
- g. Any deviation from the Specification must be noted in writing and attached as part of the bid. The bidder shall indicate the item or part with the deviation and indicate how the bid will deviate from the Specifications.
- h. IRS Form W-9, must be completed and submitted with the bid if the bidder falls under IRS requirements to file this form.

4. RHODE ISLAND SALES TAX:

The Rhode Island Turnpike and Bridge Authority is exempt (RITBA tax exempt # 984) from the payment of Rhode Island Sales Tax under the 1956 General Laws of the State of Rhode Island, 44-18-30, Paragraph I, as amended.

5. FEDERAL EXCISE TAX:

The Authority is exempt from the payment of any excise tax or Federal Transportation taxes. The prices proposed must be exclusive of taxes and will be so construed.

INFORMATION TECHNOLOGY ADVISORY SERVICES

CONTRACT 13-XX

INTRODUCTION:

Rhode Island turnpike & Bridge Authority (RITBA or Authority) is seeking proposals from “qualified” firms that can provide a comprehensive technical services solution to the RITBA internal information systems environment. This proposal should outline a plan to meet the many needs of the organization and will result in streamlined operations at competitive cost.

The information provided must demonstrate to the RITBA that the firms would be “qualified” and competent to provide the services requested. To be considered “qualified”, firms must demonstrate the skills and experience necessary to provide, at a minimum, the services described in this Request for Proposal. Services shall be undertaken in a manner consistent with the prevailing accepted standards for similar services with respect to projects of comparable function and complexity and with the applicable laws and regulations published and in effect at the time of performance of the services.

The Authority is soliciting proposals from qualified Information Technology Advisory firms to assist the Authority in consolidating the Authority's technical support, IT-vendor management and internal informational IT systems into one “turn-key” solution.

The firm or firms will be chosen based on the experience of the individuals with whom the Authority will work, and the demonstrated ability of the firm to carry out the Authority’s need to work and interface with the Authority's current vendors for phones and computer software systems and to develop and implement a total integrated IT plan.

This Request for Proposals (RFP) is designed to present interested firms with the description of the Authority’s current investment program, the services we require and a format for responding to our request.

BACKGROUND

RITBA has a unique set of IT needs and issues. There is a limited set of onsite technical expertise that allows for quick, easy fixes to everyday occurrences that relate to IT. In addition, RITBA is in transition from one master vendor to a new master vendor as it relates to its “EZ-pass” transactions. The Authority believes that it needs a reliable and knowledgeable partner advocate that ensures that all EZ-pass systems are functional and working correctly as required.

RITBA is looking for an IT partner that will ensure that within 30 minutes of a problem a trained technician is either onsite or remotely working to a solution to any problem.

The Authority also requires network management for the RITBA network that handles the everyday work of its employees stored on its internal server and the financial software package to ensure the integrity of the Authority's records.

SELECTION CRITERIA

- Proposal responsiveness
- Demonstrated ability in providing similar services to other quasi public entities
- Professional qualifications and experience
- Recommended approach to management of the Authority's IT systems
- Reporting and communication process
- Cost
- Additional IT capabilities, including but not limited to website design and implementation and dashboard design and maintenance.

INTERVIEWS

If selected, interviews will be held on **Thursday, March 21, 2013**.

MINIMUM SERVICE REQUIREMENTS

Scope of work:

Tech Support Services

- Tier 1 technical support – front-end support to include email issues, resolving username and password problems, printer connectivity , network, uninstalling/reinstalling basic software applications, verification of proper hardware and software set up, and assistance with navigating around application menus
- Tier 2 technical support – level 2 support to include onsite installations or replacements of various hardware components, software repair, diagnostic testing and the use of remote control tools to take over a user's machine to troubleshoot issues
- Wireless communications – management of all wireless routers and related equipment in the facility and performance of preventative maintenance

Disaster Recovery

- Develop and build a disaster and recovery plan to suite the Authority's unique needs. This includes advanced email archiving and onsite/offsite cloud backups that quickly and securely store data in multiple locations off-site so that operations can be restored in record time if disaster does strike
- Manage the maintenance of both hardware and software applications and provide 24x7 technical support for critical needs

Network Services

- Provide a network architect to review the current systems and provide solutions to optimize the current environment.
- Provide a network engineer to take the architect's plan and implement and maintain it.
- Provide a technical support group to provide support as needed to the users of the network

Email Management

- Setup of email server to handle all email solutions
 - Send 100,000 emails simply and securely
- Set up of spam & virus firewall to protect email servers from spam, viruses and attacks
- Advanced email archiving (barracuda)
 - Simplify legal regulatory compliance

Schedule of work

- Develop a project plan with dates for completion and measurable outputs.

RESPONSE FORMAT

To facilitate comparisons between responding firms, please format your response to this request in the following order:

1. REFERENCES
 - a) Provide a list of your public sector clients, including contact person and telephone numbers.
2. ORGANIZATION
 - a) Describe the organization, date founded, and ownership of your firm.
 - b) Describe the experience of the firm in serving as information technology advisor for public agencies.
 - c) Identify the types of accounts primarily sought by your firm.
 - d) Identify the size of the firm's staff commitment to this project and the credentials of key personnel
 - e) Identify the professionals who would be directly involved in providing services to the Authority. Describe their relationship to your firm, their responsibilities, and their experience in the number of years they have been associated with your firm.
3. REPORTING
 - a) Describe and submit samples of reports that would be provided and their frequency.
4. OTHER SERVICES
 - a) Describe additional IT services offered or available through affiliation.
5. FEES
 - a) Describe the proposed compensation for services either as a flat annual fee or as a per element fee with an annual cap.

Please address any questions regarding this offering to Ms. Nancy Parrillo in writing or by e-mail (nparrillo@ritba.org) and follow up with a telephone call at (401) 423-0800.

Please submit your quotation to:

Rhode Island Turnpike and Bridge Authority
Buddy Croft
Executive Director
P.O. Box 437, Jamestown, Rhode Island 02835
P. (401) 423-0800; F. (401) 423-0830

Via e-mail: Nancy Parrillo at nparrillo@ritba.org **and** JoAnn Head at JHead@ritba.org.

Via UPS or FedEx:

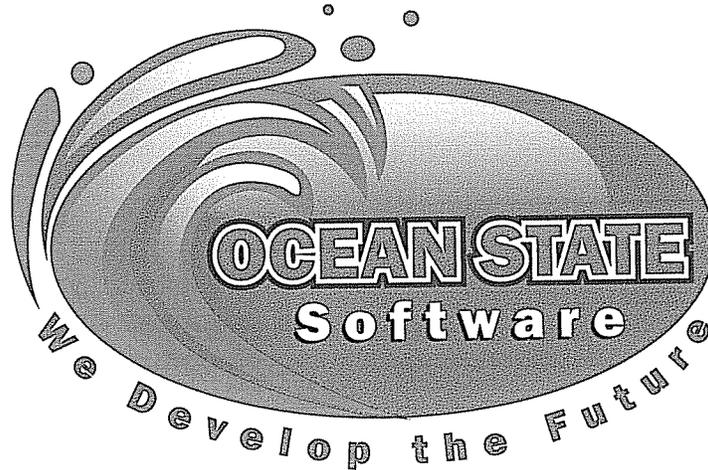
Rhode Island Turnpike and Bridge Authority
Buddy Croft
Executive Director
One East Shore Road
Jamestown, Rhode Island 02835
P. (401) 423-0800; F. (401) 423-0830

The Authority reserves the right to reject any or all bids.

Company

Authorized signature Title

Date



Proposal to RI Bridge & Turnpike Authority in Support of IT:

- **Management of IT Assets**
- **Technical Support**
- **IT Vendor management**
- **IT Topography**

Ocean State Software

This document contains information proprietary to "Ocean State Software." It shall not be duplicated, used or disclosed – in whole or in part – for any purpose other than for evaluation by Rhode Island Bridge & Turnpike Authority of this proposal. The receiver does not have the right to duplicate, use, or disclose any data except for the purpose of evaluation of this proposal or agreement. This restriction does not limit the right to use information contained in this data if it is obtained from another source without restriction.

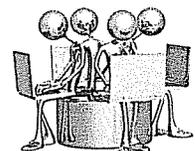


Table of Contents

1.0	EXECUTIVE SUMMARY	1
1.1	Best of Class Software Company	1
1.2	“Ocean State Software” Team Approach	2
1.3.	Implementation Plan.....	2
2.0	TECHNICAL APPROACH.....	3
2.1	Qualifications of Ocean State Software.....	3
2.2	Flexibility of assesment.....	3
2.3	Data collection.....	3
2.4	Specific Tasks to be performed	3
	2.4.1 Review of IT Assets.....	3
	2.4.2 Assurance of contract provisions.....	3
	2.4.3 Technical support audit.....	4
	2.4.4 Vendor review.....	4
	2.4.5 Payment terms review.....	5
2.5	Keeping the board informed	5
2.6	Using the Knowledge to Research Solutions.....	6
2.7	Tracking and Analyzing "change orders"	6
2.8	Utilizing an Accountability System.....	6
2.9	Creating vendor Compliance Forms	6
2.10	Monthly Status Report.....	9
2.11	Quality Control Plan	7
2.12	Quality Assurance.....	7
	Figure 2.12-1: Performance Objectives and Standards.....	9
2.13	Type of review	8
2.14	Requirements	80
2.15	Post-assignment Conference and Periodic Progress Meetings	80
2.16	Ocean State staff.....	80
2.17	Project Manager.....	8
2.18	Identification of possible issues.....	8

1.0 EXECUTIVE SUMMARY

1.1 Best of Class Software Company

True to the level of its corporate commitment and specific to its mission in defining simple, easy and explainable software products and services “Ocean State Software.” has identified and developed a Rhode Island software company staffed exclusively with combat wounded and disabled veterans of Rhode Island as its core supervisors and managers. Our Chief Executive Director, Ken Smith, recently completed 12 years as the Chief Technology Officer (CTO) for the Purple Heart, a national veterans organization.

Ocean State Software proposes that the Rhode Island Bridge and Turnpike Authority implement a program of technology assessment, technology vendor assessment, technical support services review, data protection review, data disaster recovery planning and a website feasibility study.

This unsolicited proposal outlines the process, detailing the planning behind the evaluations systems and showcases what could be deployed on behalf of RIBTA quickly and efficiently. The purpose of this unsolicited proposal is to spark discussion

Ocean State Software intends to maximize lessons learned and deploy award winning best practices brought to the team by Ken Smith, former Chief Technology Officer of Purple Heart and the systems architect of Purple Heart Service’s “Vocational Technical Institute” (VVTI.org) along with 34 websites and 11 virtual training programs . Smith was responsible for a national staff of 200 and a budget that exceeded 10 million.

Key numbers from data to be gathered and evaluated:

- How much does RIBTA spend on its IT?
- What reports can assist the board in its evaluation of IT
- What is the IT costing to RIBTA in comparison to other EZ-pass users
- Is RIBTA getting what they are paying for from its vendors?
- Is there a plan to move IT inside?
- What is the disaster recovery plan for IT?
- Asset protection review
- Data protection review
- Website evaluation and suggestion
- Contract review of IT vendors
- Billing and invoice review of IT vendors
- Internal network review, data protection review, assessment of needs

1.2 “Ocean State Software’s” Team Approach

Together, our team is fully capable of meeting all requirements and objectives. A summary of our approach and strengths is contained in the following table:

Objectives	Summary of “Ocean State Software’s” Team Approach to Achieving Objectives
1. Define each IT vendor’s role, where it sits in the matrix of services and evaluate its performance.	<ul style="list-style-type: none">• Provide qualified personnel throughout all aspects of the review.• Utilizes “Ocean State Software’s extensive performance record deploying best practices in data analysis to generate high quality and efficient service to RIBTA.• Respond to the needs and urgency of RIBTA IT needs.• Through analysis of data, results of interviews and collection, examination of SOP processes, and evaluation of the tools provide an accurate picture of issues the RIBTA board faces making recommendations to improve the service offering.• Develop a close working partnership with the Rhode Island Bridge and Turnpike Authority through open communication and shared goals to ensure a responsive and proactive approach in meeting RIBTA needs.
2. Provide senior RIBTA leaders with visibility on hot button-related issues to the core elements of IT management so they can properly allocate resources to better serve RIBTA	
3. Provide a non partisan resource center that offers marketable training skills along with simple explanations of complicated problems to the Board of RIBTA.	
4. Be responsive to the needs of RIBTA	
5. Instill confidence to the board that the Rhode Island Bridge and Turnpike Authority IT delivers exceptional service.	

1.3. Implementation Plan

“Ocean State Software” recognizes that it is essential to maintain the continuity of ongoing operations without disruption or degradation of current programs or capabilities.

The “Ocean State Software” Team will work in partnership with RIBTA staff to define any transition from one program focus to the next or areas where there may be expected problems. Our transition methodology has been executed, refined, and proven through the real experience of our staff in assuming important operational responsibilities for on-going evaluations for other clients. Our planning and execution process is focused.

2.0 TECHNICAL APPROACH

“Ocean State Software” has the responsibility to properly audit RIBTA IT resources to ensure the accurate and timely service delivery of program services while systematically measuring performance. “Ocean State Software” will provide a Project Manager. Our management approach is founded on fundamental best business practices and organizational principals and we are organized to bring extensive management and experiences, resources, evaluation capacities, and technical reach back through our partner relationships.

2.1 Qualifications of Ocean State Software

The “Ocean State Software” team fully supports and vigorously promotes RIBTA. The Core Values of the Ocean State Software (Veteran Focused, Respectful, Ethical, Prideful and Empowered) and Core Behaviors of RIBTA are critical to the success of the evaluation. We evaluate our cadre for these values to ensure they meet our standards.

2.2 Flexibility of Ocean State Software

We are available on call to provide support and augment critical IT decisions when needed. All staff is fully trained in current Standard Operating Procedures (SOPs) and is prepared to respond to any emergency 24/7. In such instances, we provide reliable, accurate and timely background on what IT vendors should be doing to fix any outage.

2.3 Data Collection

RIBTA collects huge amounts of data; some data is critical and includes credit card purchases. Part of our evaluation will determine the extent of security that is enabled to protect that data.

2.4 Specific Tasks to be performed

Evaluating the data collection and handling procedures, automatic back up of that data, who has access to that process, what are protocols to protect that data, and what happens in response to a breach?

2.4.1 Review of IT Assets

“Ocean State Software” reviews all RIBTA IT owned assets

Checking with vendors to insure that RIBTA is getting what it paid for is one component of the project.

- 1) Reviewing all hardware purchases of IT equipment; and
- 2) Schedule Adherence to PM is reviewed.

These performance standards are also included in our appraisal process reviewing the mechanics of the requirements. All reviewers are educated and have an understanding of the expectations.

2.4.2 Assurance of contract provisions

When the contract calls for a specific IT requirement, Ocean State Software will review those provisions and ensure that the RIBTA is getting what it paid for.

2.4.3 Technical support audit

Technical support of the hardware and software required to operate requires a periodic audit to insure that all procedures are in place

Proper documentation includes:

- Procedures for outages
- Clear explanation of the IT problem and it's solutions
- Paperwork that follows an upgrade.
- Manufacture's upgrade of RIBTA Owned equipment
- Audio visual, TV, white board repair and maintenance schedules
- Phone systems, VoIP systems, SIP systems review and upkeep
- On site, off site policy's for use of company email.
- Newsletter development
- Website evaluation
- Software usage license evaluation

2.4.4 Vendor review

IT vendor review. Who does what, when and on what schedule. What process or IT policy reviews any changes or outages? After action reports that review an outage, what caused it, what solved it, and what knowledge base now contains the work out for future use.

2.4.5 Payment terms review

Billing and invoicing of IT vendors review. Do terms of the contract coincide to the financial payment systems?

2.5 Keeping the board informed

The Knowledge Base is a critical tool in providing effective assistance to the Rhode Island Bridge and Turnpike Authority. Activities that improve the quality and comprehensiveness of the Knowledge Base include:

- Defining solutions to the most common IT problems
- Documenting the steps in IT solutions
- Weekly refresher training addressing Knowledge Base updates
- Ensuring person or group in Knowledge Base has understanding of need.

On a regular basis, we have collaborative meetings with IT vendors, contractors, RIBTA board to review and discuss both internal and contractor specific suggestions to determine those that might warrant addition or changes to the Knowledge Base. Errors, critical or otherwise time sensitive change requirements will be immediately brought to the attention of the chairman.

2.6 Using the Knowledge Base to Research Solutions

The “Ocean State Software” Team utilizes a Knowledge Base to research and determine the approved resolution path to address IT needs. If an issue or concern is not addressed in the Knowledge Base Ocean State Software shall seek the assistance of a Supervisor for resolution. Issues or concerns not found in the Knowledge Base will automatically be added to the list of potential additions to resolve similar issues in the future. As part of the Knowledge Base updating process, we can train any person identified by the board as a point of contact; they understand the mission and the circumstance(s) under which IT issues will be referred to them for resolution.

2.7 Tracking and Analyzing change orders

The Knowledge Base is a living electronic document that requires ongoing updates and changes to continue to meet evolving RIBTA IT needs as effectively as possible. As part of our process we facilitate regular meetings on suggestions for improvement with vendors, we track and analyze data to determine trends or unique issues and encourage RIBTA staff to identify and flag issues they believe should be reviewed.

2.8 Utilizing an Accountability System

The “Ocean State Software” Team utilizes a Rhode Island Bridge and Turnpike Accountability System (RIBTAKB) knowledge base. Though our training process and detailed review and quality assurance process, we ensure that accurate and concise information for each IT incident is input into the (RIBTAKB) knowledgebase. The data contained in (RIBTAKB) is sensitive, For Official Use Only (FOUO) and full diligence is taken to ensure that it is protected, secure and not disclosed or compromised in any manner. .

2.9 Creating vendor compliance Forms

We created an email based vendor Survey to systematically measure performance by surveying vendors on a quarterly basis. At minimum, a random sampling of vendors will be surveyed about the Rhode Island Bridge and Turnpike Authority’s IT needs on a mid year basis. Completed forms will be reviewed, categorized and any responses designated as requiring action, will be escalated to the board of directors.

2.10 Monthly Status Report

“Ocean State Software” provides a Monthly Status Report by the 15th business day of each month to RIBTA that contains data relative to the IT needs and performance. It will include a report of major issues encountered, identified or resolved, financial reporting of funds dispersed beyond the budget, funds expended and remaining funds, and any problems or concerns. .

2.11 Quality Control Plan

Our Quality Control Plan for our project is included in this proposal. This Quality Control Plan identifies and addresses processes and procedures we use to ensure we effectively perform the services required by the performance work statement.

2.12 Quality Assurance

Our Performance Requirements Summary identifies the Performance Objectives and associated performance standards, thresholds and surveillance methods used. The Quality Assurance Surveillance Plan specifically includes standards on how each will be applied, including the measurements and their frequency.

Performance Objective	Standard	Our Quality Assurance Activities and Approach
<p>IT uptime availability: Keeping all EZ-pass systems working and functional with no downtime or interruption of services</p>	<p>No substantiated outages registered. Minimum 99% or better uptime of all equipment and services.</p>	<ul style="list-style-type: none"> • Monthly report of previous month’s performance for availability and adherence is provided to the board in written form
<p>IT Schedule Adherence: All IT vendors will be required to perform all IT maintenance on a schedule according to the contract.</p>	<p>No substantiated complaints registered from users.</p>	<ul style="list-style-type: none"> • Trend analysis developed for each vendor showing daily, weekly and monthly performance • Monthly discussion between Ocean State Software and vendors to discuss trends
<p>IT Accuracy: All IT vendors will be tasked with completing all aspects of their respective contract, on time, on budget.</p>	<p>No substantiated complaints registered from users.</p>	<ul style="list-style-type: none"> • Action plan for any vendor below expectations which outlines specific actions by RIBTA and the vendor with agreed upon time frames • Invoicing evaluated each month for each IT vendor to ensure quality standards are met • Additional developmental activities including side by side monitoring of IT assets • Ongoing assessment of vendor written communications in relationship to IT needs

Figure 2.12-1: Performance Objectives and Standards

Free and open communication is the most fundamental element of risk management and the systematic dissemination of key information to decision makers cannot be over emphasized. Overall, our number one management guideline is “No Surprise to Management,” meaning that all information, good or bad, will be shared with the Rhode Island Bridge and Turnpike Authority and its IT vendors as soon as it is known. The Rhode Island Bridge and Turnpike Authority can count on Ocean State Software to be an extension of their staff and a key supporter of their mission.

2.13 Type of review

We propose 100 hours of work, billed at \$45 per hour to accomplish this first phase of work.

2.14 Requirements

We are very sensitive to the potentially severe negative impact of any release of data or information that is collected by or related to the Rhode Island Bridge and Turnpike Authority and will take the necessary steps to ensure all data is fully safeguarded. In particular, we recognize that the provisions of the Privacy Act of 1974, as amended, apply to this project and all documentation or other data in whatever form will be “For Official Use Only.” All personnel will sign a binding non-disclosure agreement.

2.15 Post-assignment Conference and Periodic Progress Meetings

We will attend and support a Post-assignment Conference and believe it essential to successful implementation of our Plan. At this meeting our goal is to listen to and to get RIBTA to fully understand the exact status of IT operations, the Knowledge Base tool and to determine RIBTA’s expectations. Periodic progress meetings provide the forum for the Project Manager to provide the RIBTA’s assessment of performance objectives. We also summarize and are prepared to discuss issues, concerns and recommendations.

2.16 Ocean State Staff

We provide a project manager (PM) designated by Ocean State Software to oversee the technical aspects and to help RIBTA staff understands the process and support systems that are being reviewed. The PM will be our day-to-day technical interface to RIBTA and all operational and technical issues will be addressed directly to the PM. Any issues that might affect the estimated terms and conditions of the grant or be outside the scope will be addressed to both the PM and the CEO of Ocean State Software with no action being taken until after securing the approval of RIBTA.

2.17 Project Manager

We propose Mr. Ken Smith of East Greenwich as our Project Manager. Mr. Smith, a combat Vietnam Army veteran is the principle and CEO of “Ocean State Software” and has the full authority to act on our behalf on all matters relating to the proposed work

2.18 Identification of possible issues

Our staff follows standard operating procedures to identify themselves as Ocean State Software staff in all situations where such disclosure is required; our staff is tasked with stating that they are in fact “staff”. We offer a true “One Team, One Badge” partnership through our collaboration. This identifies the use of one set of systems and processes, encourages operations under the combined best business practices established by RIBTA and stresses Team unity. Identity is not propagated by individual organizations; rather, a team established for one purpose and operating as a single unit with common business rules, methods and standards of performance. All Ocean State Software staff, regardless of company affiliation, is issued a single badge providing the necessary information and identifying them as staff of Ocean State Software. All materials, documents or reports we produce will be appropriately marked as Ocean State Software work product and include all required identification information.

Invoice 2122

To: Rhode Island Bridge and Turnpike Authority

From: Ocean State Software (vendor tax ID 30-0727633)

**Ocean State Software
65 Bow Street
East Greenwich, RI 02818
401.338.6982
kensmith@oceanstatesoftware.com**

\$12,500 Monthly