



Request for Proposals¹

Town of Coventry, Rhode Island

Department: IT

Description: AI Powered Government Research Assistant

Bid Closure & Bid Opening

Sealed Bid Responses/Proposals² to this RFP shall be received until 9:00 AM on May 15, 2026 by the Town Clerk's Office located within the Coventry Town Hall at 1670 Flat River Road, Coventry, RI 02816. The forgoing date and time shall mean and is the "Bid Closure", which sets the hard deadline for the submission of all Proposal Response documents.

Generally, the normal business hours for the Town of Coventry (hereinafter "Town") are Monday through Friday between the hours of 8:30 a.m. and 4:30 p.m. and Town offices are closed on legal holidays recognized by the Town. Please consult the Town's calendar on its website (www.coventryri.gov) for current information.

Proposals shall be opened publicly and read out loud in the Town Council Chambers located at the aforementioned address on May 15, 2026 at 10:00 AM. Each proposal, together with the name of the bidder, shall be recorded and an abstract of each proposal made available for public inspection. Subsequent to the awarding of the proposal, all documents will be retained in accord with state law concerning public record retention (R.I. Gen. Laws §§ 38-1-1 et seq. and 42-8.1-1 et seq.) as well as all regulations promulgated by the Rhode Island Department of State (www.ri.sos.gov).

Any proposal received after the Bid Closure will not be accepted and will be returned to the bidder unopened. It is the bidder's responsibility to ensure that its Bid Response/Proposal is received in a timely manner in the Town Clerk's prior to Bid Closure.

¹ Request for Proposals may be hereinafter referred to as "RFP."

² "Proposal Response" documents or "Proposal Responses" shall mean and include the "Proposal Response Package", which is published by the Town of Coventry as part of this RFP, **and** shall include any supporting documentation prescribed herein or by law, and which may be necessary, ancillary and/or corollary to the bidder's response being complete and responsive to this RFP.

INSTRUCTIONS TO BIDDERS³

This RFP and Bid Response/Proposal form may be obtained in person at the Town Clerk's during normal business hours or online at <https://coventryri.gov>.

1. Bid Responses/Proposals

1. A bidder's Bid Response to this RFP must include: (1) RFP Response – Bid Form; (2) Vendor Responsibility Form with attachments provided by the vendor; (3) Equal Opportunity Employer Statement and Certification; (4) Non-Collusion Statement; (5) any and all supporting documents, as may be specified or required herein, submitted by the bidder to supplement the Bid Response; and (6) any and all documentation required by Coventry Code of Ordinances Chapter 56 § 11. The foregoing documentation shall constitute the bidder's entire, sealed, competitive bid proposal to the Town to provide the service(s) and/or good(s) requested by the Town in this RFP.
2. All Bid Responses must be provided in person, in hard copy, and in the Office of the Town Clerk. All Bid Responses must be in ink and have the original "wet" signature of the bidder or its duly authorized agent on all documents and forms requiring a signature. Under no circumstance will Bid Responses be accepted by any digital or electronic means, including but not limited to telephone, fax, or email.
3. Bid Responses shall be submitted in a sealed envelope large enough to accommodate all Bid Response documents and it shall be clearly marked "**AI Powered Government Research Assistant**" on the exterior of the envelope.
4. Bid Response documents shall include an original Bid Response, plus three (3) copies.
5. All Bid Responses will be accepted by the Town and reviewed by the Town in accord with all RFP Instructions, General Conditions, and any other specifications stated herein or attached hereto by the Town. Any departure from, exceptions to, or modifications of this RFP by a bidder must be noted by the bidder and fully explained, in its bid response.
6. Any communication of any kind and in any manner or medium with the Town that is not a

³ The terms "Bidder" and "Vendor" as may be used in this RFP and the Response Package are used interchangeably. The use of the term "Vendor" does not imply and is not intended to mean that a contractual or quasi-contractual vendor relationship exists between any Bidder and the Town.

Bid Response to this RFP should be marked, labeled, designated or entitled - “NOT a Bid Response” or “NOT a Bid” written on the envelope.

7. Bid Responses shall contain all necessary mathematical computations and figures. In addition, any prices and/or pricing set forth in the Bid Response should be stated in words and in numbers. The Town reserves its right to reject any Response to this RFP on the basis that pricing is not so stated or any Response in which there is a lack of agreement or congruity between the pricing as stated in words and the pricing set forth in numbers.
8. A bidder must itemize the pricing of each aspect of in the Bid Response, where applicable and whenever possible. In addition, the pricing and financial aspects of a Bid Response MUST be totaled when and where applicable by sub-total and by overall total amount. The Town reserves its right to make an award the basis of total proposed amount of an RFP Response or by individually priced items in an RFP Response.
9. Each bidder’s RFP Response shall, for individuals, state the full name and place of residence; and the names of persons or firms with whom the bidder is submitting a joint proposal. All bids made by a legally cognizable entity (i.e., LLCs, corporations, partnerships etc...) shall disclose the names and addresses of senior managers, shareholders, principals and anyone else holding an ownership interest in the entity.

2. Bidder and Bid Qualifications; Bid Evaluation

Bidders and bid qualifications are evaluated by the Town in accord with R.I. Gen. Laws § 45-55-5(b), Coventry Home Rule Charter Art. X § 10.23, and the Coventry Code of Ordinances Chapter 56 § 11. The bid award will be based on the *lowest qualified evaluated bid*.

The Town reserves its right to conduct due diligence as it deems necessary to assess the bidder’s performance capability, capacity, qualifications and any other criteria required by the RFP to provide the service(s) and/or good(s) requested in the RFP. At the Town’s request, bidders shall furnish and any and all additional information and data as may be requested by the Town for its due diligence.

3. Required Attachments to the Bid Response

Each Bid Response shall include the following:

- a. RFP Bid Response – Bid Form;
- b. Vendor Responsibility form;
- c. Equal Opportunity Employer form;
- d. Non-Collusion Statement;
- e. Vendor’s proposed form of contract;
- f. Any other information that may be required due to the nature of the good(s) and/or service(s) to be provided; and
- g. Any and all information required by the Coventry Code of Ordinances Chapter 56 § 11.

4. Acceptance or Rejection of Bids; Town's Reservation of Rights

The Town will accept or reject bids no later than ninety (90) days following the date on which bids are opened. The Town reserves the right to reject or accept any or all bids or portion thereof where such acceptance or rejection would, in the Town's sole discretion, be in the best interest of the Town, and further reserves the right to reduce or modify the scope of the procurement/purchase of goods and/or services in order to meet funding limits, budget, and scheduling constraints.

5. RFP Terms, Specifications and Questions

Bidders must examine the RFP carefully as to the specification of service(s) and/or good(s) the Town is requesting. In case doubt shall arise as to the meaning or intent of anything shown in the specifications, an inquiry shall be made in writing to the Town before the bid is submitted. The submission of a Bid Response shall indicate that the bidder thoroughly understands the terms of the RFP and specifications.

If a bidder has questions, requires additional information, or requires some clarification regarding the RFP, please contact (in writing ONLY via email) the following person at the Town no later than May 11, 2026 at 9:00 AM:

Cody Haughton, Director of IT Department, at chaughton@coventryri.gov

6. Addenda – Individual and other Bidders

Any bidder's specific due diligence is addenda that the bidder shall include as a necessary part of the bidder's Bid Response. Any addenda, including response(s) to bidders' questions, issued after the request for bids are distributed shall be covered in the Bid Response.

GENERAL CONDITIONS

1. Reservations

- a. The Town may waive minor differences in specifications provided these differences do not violate the intent of the specification or materially affect the operation for which the item is being acquired.
- b. Proposals which show omission, irregularity, alteration of forms, or additions not called for, and conditional or unconditional, unresponsive bids, or bids obviously unbalanced may be rejected.
- c. The Town reserves the right to award contracts on a lump sum or an individual item basis or such combination thereof as the interests of the Town may require.

- d. If in the Town's judgment, or the Town's best interest will be served by doing so, the Town reserves the right to reject any and/or all proposals; to accept a portion of a proposal or proposals only; to advertise for new proposals; to proceed to do the work otherwise; or to abandon the work.
- e. If a Bid Response is made in collusion with any other bidder, then both bids will be rejected.
- f. A responder who is an out-of-state corporation shall qualify or register to transact business in this State, in accordance with General Laws of the State of Rhode Island.
- g. In determining the lowest qualified evaluated proposal, cash discounts for payments less than thirty (30) days will not be considered.
- h. The Town reserves the right to award to one bidder, or to split the award among bidders.
- i. All proposals will be disclosed at the formal proposal opening. After a reasonable lapse of time, tabulation of proposals may be seen on the Town's website (www.coventryri.gov)
- j. As the Town is exempt from the payment of Federal Excise Taxes and Rhode Island Sales Tax, prices quoted are not to include these taxes.
- k. In case of error in the extension of prices quoted, the unit price will be considered.
- l. A vendor will not be permitted to either assign or underlet the contract, nor assign legally or equitably any money hereunder, or its claim thereto without the previous written consent of the Town Manager.
- m. Delivery dates must be shown on the bid proposal. If no delivery date is specified, it will be assumed that an immediate delivery from stock will be made.
- n. Bid proposals may be submitted on an "equal" in quality basis. The Town reserves the right to decide equality. Responders must indicate brand or make offered and submit detailed specifications if other than the brand requested.
- o. For contracts involving construction, alteration and/or repair work, the provisions of R.I. General Law § 37-13-1 et seq., concerning payment of prevailing wage rates apply.
- p. No goods should be delivered, services provided, or work commenced without Notice from the Town.

2. Disputes

In cases of disputes as to whether a good, service, or work quoted or delivered meets the RFP specifications, the decision of the Town shall be final and binding on both parties.

3. Failure to Deliver

In the event the vendor fails to deliver, provide and/or perform the goods, services or work pursuant to the terms of the contract, the Town shall have the right to purchase and procure on the open market such goods, services or work specified in RFP and the Town shall be entitled to damages as a result of such failure.

4. Inspections

The Town has the right to inspect and test all goods, services, materials, equipment and machines called for by the contract, to the extent practicable at all times and places during the term of the contract. The Town shall perform inspections and tests in a manner that will not unduly delay the provision of goods, services or work under the contract. If any of the goods, services, materials, equipment and machines or work do not conform to contract specifications, the Town may require the contractor to perform its contractual obligation again or provide replacement performance of the vendor's contractual obligations in conformity with contract specifications, at no increase in contract amount.

CONSTRUCTION AND SERVICE RFP TERMS

1. It is hereby mutually understood and agreed that no payment for extra work shall or will be claimed or made unless ordered in writing by the Town Manager or his designee.
2. Awards will be made within ninety (90) days of the RFP Response or bid opening. All proposal 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 action in accordance with the general specifications. It is agreed that deliveries and/or completion are subject to strikes, lockouts, accidents and Acts of God.
4. Only one shipping charge will be applied in the event of partial deliveries for blanket purchases or term contracts.
5. The successful bidder shall, prior to commencing performance under the contract, attach and submit evidence that they have complied with the provisions of the Rhode Island Worker's Compensation Act. If the successful bidder is exempt from compliance under the Worker's Compensation Act, an officer of the successful responder shall so state by way of sworn Affidavit which shall accompany the signed contract.
6. Minority Business Enterprise (MBE) – Contractors must supply an MBE Action Plan which demonstrates that 10% of the dollar value of the work performed shall be performed by MBE, WBE, or DBE where it has been determined that subcontract opportunities exist, and where certified Minority Business Enterprises are available.

Respondents should be aware of all applicable MBE requirements, as set forth in R. I. Gen.

Laws § 37- 14.1-1, et seq. The mandate is for a minimum ten percent (10%) participation by MBE's in all school procurements. For further information, contact the State MBE Administrator at (401) 574-8253 or Dorinda.Keene@doa.ri.gov, or visit the website <http://www.mbe.ri.gov/>.

RFP SPECIFICATIONS

1. Introduction

The Town of Coventry, RI is seeking sealed proposals from qualified vendors to provide an AI-powered research assistant software solution. The goal is to enhance internal efficiency, improve response times to public inquiries, and streamline access to government documentation and information.

2. Background

Mid-sized municipalities like ours are experiencing rapid growth and increasing demands on staff. Government employees currently spend a significant portion of their time retrieving information and responding to inquiries, leading to delays, inefficiencies, and increased costs. We aim to implement a solution that reduces these bottlenecks and supports both internal operations and public-facing communication.

3. Scope of Work

The selected vendor will provide a software solution that includes, but is not limited to:

- AI-powered chatbot capable of responding to employee inquiries in seconds
- Integration with existing documentation and systems
- Support for multiple languages
- 24/7 accessibility via web, email, and text
- Secure ingestion of various document types including:
 - o Ordinances, resolutions, SOPs, and policies
 - o Planning documents, emergency plans, building code
 - o Meeting minutes, meeting agendas, contracts, grants, and more

4. Key Requirements

- Custom-trained AI on our unique documentation
- Separate public and private facing AI-powered chatbots
- Consistent and reference-backed responses
- API integration with existing Town systems
- Ongoing support and training
- Compliance with data privacy and security standards

5. Proposal Submission Instructions

Interested vendors must submit the following:

- Company profile and relevant experience
- Detailed technical proposal
- Implementation timeline
- Cost proposal (including licensing, onboarding, and support)
- References from similar government implementations