



OLYMPIA, WASHINGTON

**REQUEST FOR PROPOSALS
PROJECT 2207**

WEBSITE MANAGMENT SERVICES

REQUEST FOR PROPOSALS (RFP) RELEASE DATE:
March 21, 2022

PRE-PROPOSAL MEETING:

Date: March 29, 2022
Time: 2:00 p.m. Pacific Time (PT)
Location: Virtual. See Section 2.3

QUESTION/CLARIFICATION DEADLINE:

Date: March 31, 2022 **no later than**
Time: 5:00 p.m. (PT)

PROPOSAL DUE DATE AND TIME:

Date: April 12, 2022: **no later than**
Time: 3:00 p.m. (PT)

CONTACT PERSON:

Jeff Peterson
Procurement Coordinator
(360) 705- 5878
jpeterson@intercitytransit.com

LEGAL ADVERTISEMENT

REQUEST FOR PROPOSALS WEBSITE MANAGEMENT SERVICES

INTERCITY TRANSIT PROJECT 2207

Intercity Transit, the public transportation provider in Thurston County, Washington, is seeking Proposals from qualified firms interested in hosting our website and providing assistance when implementing improvements.

Solicitation documents for this opportunity are available online through Washington's Electronic Business Solution (WEBS) located at <https://fortress.wa.gov/ga/webs/>. Proposers are responsible to register in WEBS and download the RFP 2207 solicitation documents in order to receive automatic e-mail notification of any future Addenda.

An optional Pre-Proposal Meeting will be held virtually on March 29, 2022, at 2:00p.m. (PT). Contact Procurement Coordinator for access.

Proposals are due no later than April 12, 2022, by 3:00p.m. (PT).

Please contact Jeff Peterson, Procurement Coordinator, by email at jpeterson@intercitytransit.com with any questions regarding this solicitation.

Intercity Transit, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 USC 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-Assisted Programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 26 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.

Intercity Transit is committed to maximum utilization of minority, women and disadvantaged businesses, veterans, and small businesses. All businesses are encouraged to apply.

This project will be funded by local funds.

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 Daily Journal of Commerce
 Washington's Electronic Business Solution (WEBS)
 Office of Minority and Women's Business Enterprises (OMWBE)

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SECTION 1 - INTRODUCTION

1.1 BACKGROUND

Intercity Transit (Transit) is a Washington State Municipal Corporation organized under RCW 36.57 and is responsible for providing public transportation services primarily in the Thurston County region since 1981. Our agency currently serves a district of approximately 179,000 people in an area of approximately 100 square miles. Local jurisdictions within our service area include City of Olympia, City of Lacey, City of Tumwater, City of Yelm, and Thurston County.

Transit's website serves as our primary vehicle for communicating to our community and is key to successful operations. Transit riders utilize our website to check the status of their coach, plan trips, register for vanpool, sign up for dial-a-lift services, search for employment opportunities, to learn about different transportation options and more. Accordingly, Transit seeks to partner with a highly qualified and experienced firm to help us ensure we are presenting an up-to-date website that is secure, reliable, well maintained as well as intuitive and customer focused.

1.2 OVERVIEW OF PROPOSER QUALIFICATIONS

The selected firm is expected to:

1. Possess a breadth of Drupal expertise and experience.
2. Make changes and improvements to Transit's website using AJAX, API integrations, and Google Maps.
3. Perform usability testing.
4. Perform accessibility testing.
5. Be reliable, professional, and capable to producing a successful outcome.

1.3 FUNDING

Local funds have been allocated for the implementation of this project. The selected firm will be subject to all provisions prescribed for third party Contracts by that financial assistance agreement, including the Federal provisions in the Contract conditions contained in this document.

1.4 CONTRACT AWARD

Transit intends to award a contract to an industry expert to the responsive, responsible, firm determined to be the most advantageous to Transit.

The award is to be a firm fixed priced contract based on hourly rates and not to exceed hours based on specific tasks. Travel costs, if appropriate for the task, will be negotiated with the apparent successful proposer.

1.5 CONTRACT TERM

The initial term of the Contract resulting from this RFP will be for one (1) year from date of execution. The Contract may be extended for four (4) additional one (1) year terms. The total Contract term will not exceed five (5) years, unless special circumstances dictate otherwise. Extension for each additional term may be offered and the sole discretion of Transit and will be subject to written mutual agreement.

SECTION 2 – GENERAL INFORMATION

2.1 PROCUREMENT COORDINATOR

All questions and communication concerning Solicitation must be directed to the Procurement Coordinator listed below. All oral communication will be considered unofficial and non-binding. Proposers are to rely only on written statements issued by the Procurement Coordinator.

Procurement Coordinator: Jeff Peterson
Email Address: jpeterson@intercitytransit.com
Phone: 360-705-5878
Address: Intercity Transit
526 Pattison Street SE
Olympia, WA 98501

2.2 ANTICIPATED PROCUREMENT SCHEDULE

The activities and dates listed below represent the anticipated procurement schedule. Transit reserves the right to change the schedule. Transit will post any changes to Pre-Proposal date or Proposal Due Date and Time on Washington’s Electronic Business Solution (WEBS) at <https://fortress.wa.gov/ga/webs/>.

Procurement Activity	Date and Time (Pacific Time)
RFP Release	March 21, 2022
Optional Pre-Proposal Meeting (virtual)	March 29, 2022, at 2:00p.m.
Questions and Requests for Clarifications Due	March 31, 2022, by 5:00p.m.
Proposal Due Date and Time	April 12, 2022, by 3:00p.m.
Evaluations Begin	April 14, 2022
Anticipated Interviews	April 25, 2022
Anticipated Contract Award Date	May 18, 2022
Anticipated Contract Start Date	June 1, 2022

2.3 PRE-PROPOSAL MEETING

Transit will host an optional Pre-Proposal virtual conference at the time and date identified below. While attendance is not mandatory, Proposers are encouraged to attend. This meeting will provide prospective Proposers an opportunity to seek clarification and raise concerns related to the Solicitation. Each prospective Proposer is obligated to raise pertinent issues during this meeting. If interpretations, specifications, or other Solicitation concerns warrant a change or clarification as a result of the meeting, the Procurement Coordinator will do so by issuing an Addenda posted on [WEBS](#).

Pre-Proposal Meeting Date: March 29, 2022
Pre-Proposal Meeting Time: 2:00p.m. (PT)
Virtual Information: Computer or app, Microsoft TEAMS:
[Click here to join the meeting](#)
Call in: 1-929-229-5501 ID: 319049052#

2.4 SOLICITATION DOCUMENT AVAILABILITY

Solicitation documents may be accessed on-line through [WEBS](#). Proposers are responsible to register in WEBS and download the Solicitation Documents. Contact WEBS customer service at (360) 902-7400 or WEBSCustomerService@des.wa.gov if you require assistance with the WEBS registration process or need help accessing the Solicitation Documents.

Transit will post Addenda or any schedule changes on WEBS. Proposers are responsible to check for updates and obtain any Addenda related to this Solicitation. Failure to do so may result in the submission of a Proposal that is inconsistent with the most current information and may result in disqualification.

2.5 EXAMINATION OF DOCUMENTS

Proposer must thoroughly examine all Solicitation Documents, including but not limited to, the RFP, Solicitation Standards, Sample Contract, Proposal Submittal Document, any other material referenced or incorporated herein, and any Addenda. Submission of a Proposal constitutes acknowledgment that the Proposer has thoroughly examined all Solicitation Documents.

Proposer's failure or neglect to receive or examine any of the Solicitation Documents, statutes, ordinances, regulations and permits will in no way relieve the Proposer from any obligations with respect to the Proposal or any resulting Contract.

Transit will reject claims for additional compensation based upon a lack of knowledge or misunderstanding of any of the Solicitation Documents, statutes, ordinances, regulations, permit requirements, or other materials referenced or incorporated in this RFP.

2.6 QUESTIONS AND CLARIFICATION REQUESTS

Proposer questions and/or requests for clarification regarding this RFP will be allowed consistent with the respective dates specified in the Anticipated Procurement Schedule. All Proposer questions and/or requests for clarification must be submitted in writing via email to the Procurement Coordinator. It is at Transit's sole discretion to accept or reject any request for changes.

Transit will provide an official written response to Proposer questions received by the respective deadlines. Proposers must not rely on any oral statements or conversations, whether at the Pre-Proposal Meeting or otherwise, with Transit representatives for questions or clarifications regarding this RFP. Verbal responses to questions and/or clarifications will be considered unofficial and non-binding. Only written responses posted to WEBS in the form of an Addendum will be considered official and binding. All such Addenda will become part of the Solicitation and any awarded Contract.

If no requests for clarification are received, Transit will construe silence as acceptance and that the Proposer intends to comply with the Solicitation Documents as written in their entirety.

2.7 SOLICITATION STANDARDS

The Solicitation Standards information is included in Section 4.

The Solicitation Standards contain important information for Proposers applicable to this Solicitation. The terms and conditions provided in the Solicitation Standards apply directly to, and are incorporated by reference, into this Solicitation and the Contract resulting from this Solicitation. Proposers do not need to attach this document with their Proposal. It is the Proposer's responsibility to read and fully understand the details of all items contained herein prior to Proposal submittal.

2.8 CONTRACT TERMS

A Sample Contract has been included in Section 8. Intercity Transit expects the final Contract signed by the successful Proposer to be substantially the same as the Sample Contract. Proposer's submission of a Response to this Solicitation constitutes general acceptance of these Contract requirements.

The foregoing should not be interpreted to prohibit either party from proposing additional Contract terms and conditions during the procurement process or negotiation of the final Contract.

2.9 INCORPORATION OF DOCUMENTS INTO CONTRACT

A Proposal submitted in response to this Solicitation is an offer to contract with Transit. This Solicitation document, all incorporated documents, any subsequent Addenda, and the successful Proposer's Response will be incorporated by reference into the resulting Contract.

SECTION 3 – SCOPE AND SPECIFICATIONS

3.1 GENERAL STATEMENT

Transit currently operates three websites: <http://www.ops.ontercitytransit.com>, www.intercitytransit.com, and www.bcc.intercitytransit.com. Overall objectives of our web platform are to:

- Educate the public how to utilize public transit.
- Publish opportunities of employment.
- Publish opportunities to provide goods and services.
- Educate the public how to utilize different modes of transportation.
- Internal communications.

Transit also posts on the following social media platforms: Facebook <https://www.facebook.com/IntercityTransit/> and Twitter <https://twitter.com/intercitytransi>)

YouTube - <https://www.youtube.com/user/intercitytransit?ob=5>

LinkedIn - <https://www.linkedin.com/company/1112918>

3.2 SPECIFIC TASKS

The selected firm shall, in collaboration with stakeholders, devise a Transit approved plan to complete tasks in 2022 including, not limited to:

1. Maintain Drupal core and module patches.
2. Make changes/improvements to www.intercitytransit.com to include:
 - a. Use Google Maps or other 3rd party APIs to display Transit related maps, static and real-time information.
 - b. Graphic design and user interface improvements.
 - c. Migrate PDF documents to Drupal content pages.
 - d. Migrate PDF forms to Drupal web forms.

The selected firm shall also provide website maintenance, support, and hosting of our websites. Minimum expectations are:

1. Host the Intercity Transit websites in a cloud hosting environment, Pantheon or similar cloud provider.
2. Support Multi-dev, Dev, Test, and Live environments.
3. Monitor performance and availability.
 - a. Provide appropriate and timely performance information to Transit.
4. Provide standard maintenance and support services, including, but not limited to:
 - a. Support Tickets – Transit shall have the ability to submit support requests via email. Firm is expected to respond accordingly:
 - i. Respond to low-risk support requests within one business day.
 - ii. Respond to urgent support requests (example: site outage) within one hour.
 - iii. Provide after hour support contact information in case of an emergency.
 1. Transit considers normal operation hours to be between 8:00a.m. and 5:00p.m., Pacific Time, Monday through Friday. Firms are to

clearly note within proposal what rates may apply outside this parameter.

- b. Implement patches and updates as required by Drupal or Intercity within thirty (30) calendar days as part of the monthly maintenance package.
- c. Provide new module installation and configuration as necessary.

Other anticipated support services that Transit may require during the term of the ensuing contract through task order include, but are not limited to:

- 1. Complex enhancements.
- 2. Website design.
- 3. New website development.
- 4. Usability consulting services.
- 5. Accessibility evaluation services.
- 3. Upgrade www.intercitytransit.com, (customer facing website) currently on Drupal 8, to Drupal 9.
- 4. Upgrade www.ops.intercitytransit.com, (internal facing website) currently on Drupal 8, to Drupal 9.
- 5. Rebuild www.bcc.intercitytransit.com, (customer facing website) currently on Drupal 7, to Drupal 9.

PROPOSER SECTION 4 – SOLICITATION STANDARDS

4.1 DEFINITIONS

This section contains definitions of terms commonly used in Solicitations conducted by Intercity Transit.

Agency	Intercity Transit (Transit).
Amendment or Addendum	A change to a legal document. For the purposes of a Solicitation document, an amendment is a unilateral change issued by Transit, at its sole discretion.
Authorized Representative	An individual designated by the Proposer to act on its behalf with the authority to legally bind the Proposer concerning the terms and conditions set forth in Solicitation and Proposal documents.
Bid	A sealed written offer to provide materials, supplies, services, and/or equipment in reply to a Request for Bids (RFB).
Business Days	Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time, except for holidays observed by the Intercity Transit, unless otherwise specified within the Solicitation document.
Calendar Days	Consecutive days of the year including weekends and holidays, each of which commence at 12:00:01 a.m. and end at Midnight, Pacific Time. When “days” are not specified, Calendar Days will prevail.
Contract	All types of agency agreements, regardless of what they may be called, for the procurement of supplies, services or construction.
Firm	Any person having a contract with Intercity Transit.
Procurement Coordinator	The individual authorized by Transit who is responsible for conducting a specific Solicitation.
Proposal	A written offer to perform a Contract to supply materials, supplies, services, and/or equipment in reply to a Request for Proposals (RFP) or Request for Qualifications (RFQ).
Proposer	A Vendor who submits a Proposal in reply to a Solicitation.
RCW	Revised Code of Washington
Responsible	The ability, capacity, and skill to perform the Contract or provide the service required, including, but not limited to the character, integrity, reputation, judgment, experience, and efficiency of the Proposer. Further considerations may include, but are not limited to, whether the Proposer can perform the Contract within the time specified, the quality of performance of previous contracts or services, the previous and existing compliance by the Proposer with laws relating to the contract or services and such other information as may be secured having a bearing on the decision to award the Contract.
Responsive	A Bid or Proposal that meets all material terms of the Solicitation document.
Response	A Bid or Proposal

Solicitation	The process of notifying prospective Bidders that Transit wants competitive Bids or Proposals for furnishing specified materials, supplies, services, and/or equipment. Also includes reference to the actual documents used for that process, including: the Invitation For Bids (IFB) or Request For Proposals (RFP) or Request for Qualifications (RFQ), along with all attachments and exhibits.
Subfirm	A person or business that is, or will be, providing or performing an essential aspect of the Contract under the direction and responsibility of the Firm.
Vendor	A provider of materials, supplies, services, and/or equipment.

4.2 AMENDMENTS AND ADDENDA

Transit reserves the right to amend this Solicitation at any time before the Proposal due date and time. Amendments may be for any reason deemed necessary by Transit including, without limitation, changes in quantity, quality, delivery requirements, due date, procedures, baseline technical requirements, statement of work requirements, or selection criteria.

All Addenda will be posted on [Washington’s Electronic Business Solution](#) (WEBS). It is the Proposer’s sole responsibility to check periodically for Addenda related to this Solicitation.

4.3 COLLUSION

If Transit determines that collusion has occurred among Proposers, none of the Proposals of the participants in the collusion will be considered. Transit’s determination shall be final.

4.4 ENVIRONMENTAL POLLUTION PREVENTION AND PUBLIC NATURAL RESOURCES PRESERVATION

The Successful Proposer will comply with applicable portions of the following statutes, ordinances and regulations and such other regulatory measures dealing with the prevention of environmental pollution and the preservation of public natural resources as may be subsequently identified by Transit or other public agencies as applicable to the work.

- A. Federal. Natural Environmental Policy Act of 1969, 42 USC 4321 et seq.; Executive Order 11514; Clean Water Act, 33 USC 1251 et seq.
- B. State. Water Pollution Control Act, Chapter 90.48 RCW; State Environmental Policy Act of 1971, Chapter 43.21C RCW and WAC Chapter 1997-10; Noise Control Act of 1974, Chapter 70.107 RCW; Washington Clean Air Act, Chapter 70.94 RCW and WAC Chapter 1; Shoreline Management Act of 1971, Chapter 90.58 RCW.
- C. Regional. Any applicable Air Pollution Control District regulations.
- D. Thurston County. Any applicable County ordinances and regulations.
- E. Local. Any applicable City ordinances and regulations.

4.5 INSURANCE

The Successful Proposer is required to obtain insurance to protect Transit should there be any claims, suits, actions, costs, or damages or expenses arising from any negligent or intentional act or omission of the Proposer or its Subfirm(s), or their agents, while

performing work under the terms of any Contract resulting from this Solicitation. Proposers will find a complete description of the specific insurance requirements in the Sample Contract document located in Section 8 of the Solicitation document.

4.6 MINORITY, WOMEN, DISADVANTAGED AND SMALL BUSINESS ENTERPRISES

Transit is committed to maximum utilization of minority, women, and disadvantaged businesses enterprises (DBE), and small businesses enterprises (SBE). All businesses are encouraged to respond.

Interested firms are reminded to provide all potential business partners an equal, non-discriminatory opportunity to compete for business as joint venture partners or subfirms. Transit is interested in firms that demonstrate a commitment to equal employment opportunity and encourages firms to employ a workforce that reflects the region's diversity and to adhere to non-discrimination.

4.7 NO COSTS OR CHARGES

Costs or charges under the proposed Contract incurred before the Contract is fully executed will be the sole responsibility of the Proposer.

4.8 NO OBLIGATION TO CONTRACT

This Solicitation does not obligate Transit to contract for the service(s) or product(s) specified. Transit reserves the right to cancel or reissue this Solicitation in whole or in part, for any reason, prior to Contract award.

4.9 POLICY COMPLIANCE

Transit does not permit alcohol, drugs and weapons on Transit property. Tobacco products must only be used in designated areas. The Awarded Firm is responsible to ensure that all employees and any Subfirms assigned to work on Transit property are aware of and comply with these policies.

4.10 PROJECT PERSONNEL

Proposer represents that it has, or will obtain, all qualified personnel necessary to perform the services required under this Solicitation. All services required under this Solicitation shall be performed by the Proposer, its employees, agents, representatives, or authorized Subfirms. Upon Contract award, Firm will not change assigned project personnel or subfirms without prior Transit approval.

4.11 PROPOSAL CLARIFICATION

Transit will make the sole determination of clarity and completeness in the Proposals relative to any of the provisions in this Solicitation. Transit reserves the right to require clarification, additional information and materials in any form relative to any or all of the provisions or conditions of this Solicitation.

To aid in the Response evaluation process, after Response due date and time, Transit may require individual Proposers to appear at a date, time and place determined by Transit for the purpose of conducting discussions to determine whether both parties have a full and complete understanding of the nature and scope of contractual requirements. In no manner

shall such action be construed as negotiations or an indication of Transit's intention to award.

4.12 PROPOSAL COSTS

Proposer is solely liable for any and all costs associated with preparing, submitting or presenting a Proposal in response to this Solicitation. Transit is not liable for any cost incurred by the Proposer in the process of responding to this Solicitation.

4.13 PROPOSAL DEADLINE POSTPONEMENT

Transit reserves the right to postpone the Proposal due date and time at any time prior to the set due date and time.

4.14 PROPOSAL OWNERSHIP

All Proposals and materials submitted in response to this Solicitation will become the property of Transit. Information in each Proposal will be shared with Transit employees and other persons involved in Proposal evaluation. Transit will have the right to use ideas or adaptations of ideas that are presented in the Proposal. Selection or rejection of the offer will not affect this right.

4.15 PROPOSAL REJECTION

Transit reserves the right to reject any Proposal for any reason including, but not limited to, the following:

- A. Any Proposal which is incomplete, obscure, irregular or lacking necessary detail and specificity;
- B. Any Proposal which contains figures (price, percentage or others) that are not legible or subject to more than one interpretation;
- C. Any Proposal from Proposer(s) who (in the sole judgment of Transit) lack the qualification and/or responsibility necessary to perform the work properly;
- D. Any Proposal for which a Proposer fails or neglects to complete and submit any qualification information within the time specified by Transit; and
- E. Any Proposal submitted by a Proposer who is not registered or licensed as may be required by the laws of the state of Washington.

Transit further reserves the right to reject any or all Proposals, to waive any minor irregularities or informalities (without obligation) in any response to the Solicitation, and to accept any items or combination of items. In consideration for Transit's review and evaluation of its Proposal, the Proposer waives and releases any claims against Transit arising from rejection of any or all Proposals.

4.16 PROPOSAL WITHDRAWAL OR MODIFICATION

A modification of a Proposal already received will be considered only if the modification is received prior to the Proposal due date and time. All modifications shall be made in writing, executed and submitted in the same form and manner as the original Proposal. Notwithstanding the above, a late modification of an otherwise successful Proposal that makes its terms more favorable to Transit may be considered at any time it is received and may be accepted.

Proposers may withdraw their Proposal by written request to the Procurement Coordinator. The withdrawal request must be received by the Procurement Coordinator prior to Proposal due date and time. Proposals may be withdrawn in person by the Proposer or an Authorized Representative, if the representative's identity is made known and the representative signs a receipt for the Proposal before the Proposal due date and time.

No Proposer may withdraw a Proposal after the Proposal due date and time, or before the award and execution of the Contract, unless the award is delayed for a period exceeding sixty (60) Calendar Days from the Proposal due date and time. Transit reserves the right to request that Proposers grant an extension of such effective period.

Transit will not give consideration to a claim of error in a Proposal unless written notice and supporting evidence of such claim, including cost breakdown sheets, are delivered to Transit within forty-eight (48) hours after Proposal opening. Any review by Transit of a Proposal and/or any review of such a claim of error (including supporting evidence) creates no duty or liability on Transit to discover any other error or mistake, and the sole liability for any Proposal errors rests with the Proposer.

4.17 PROPRIETARY OR CONFIDENTIAL INFORMATION

Transit will not disclose any information contained in competing Proposals or the number of Proposals received until after Contract award. Transit will keep information submitted through this process confidential to the extent allowed by state or federal law.

All information contained in Proposals is subject to the Washington State Public Records Act, RCW Chapter 42.56, and may be subject to public inspection. It should be noted that RCW 42.56.270(1) states that the following information is exempt from disclosure: "Valuable formulae, designs, drawings, computer source code or object code, and research data obtained by any agency within five years of the request for disclosure when disclosure would produce private gain and public loss."

Proposers, who include data in their Proposals which conforms to the above limitations and that they do not want disclosed to the public for any purpose or used by Transit, except for in evaluation purposes, must indicate any pages and/or sections of the Response that Proposer desires to claim as proprietary in the Proposer Information section of the Proposal Submittal Document titles "Proprietary or Confidential Information".

4.18 PROTEST PROCEDURES

Protests shall be filed and resolved in accordance with following procedure:

- A. **Right to Protest.** Any actual or prospective Proposer, including sub-firms and suppliers showing a substantial economic interest in this project, who is aggrieved in connection with the solicitation or award of this project, may file a protest. A protest with respect to the RFP shall be submitted in writing to the Intercity Transit General Manager prior to the established Proposal due date and time unless the aggrieved person did not know the facts giving rise to such protest prior to Proposal date. The protest shall be submitted within seven (7) Calendar Days after such aggrieved person knows or should have known of the facts giving rise thereto. If the protester is not satisfied with the solution of the General Manager, a written protest may be filed with the Intercity Transit Authority. Protests filed more than seven (7) Calendar Days following the receipt of the General Manager's written determination will not be accepted.

- B. **Stay of Procurements During Protests.** In the event of a timely protest, the General Manager shall not proceed further with the solicitation or award of the Contract until all administrative and judicial remedies have been exhausted or until the Intercity Transit Authority makes a determination on the record that the award of a Contract without delay is necessary to protect substantial interests of Transit.
- C. **Entitlement of Costs.** In addition to any other relief, when a protest is sustained and the protesting Proposer should have been awarded the Contract under the solicitation, but is not, then the protesting Proposer shall be entitled to the reasonable costs incurred in connection with the solicitation, including preparation costs, other than attorney's fees.
- D. **Process.** In order to be considered, a protest shall be in writing and shall include:
1. The name and address of the aggrieved person;
 2. The project number and title under which the protest is submitted;
 3. A detailed description of the specific grounds for protest and any supporting documentation; and
 4. The specific ruling or relief requested.

The written protest will be addressed to:

Intercity Transit
Attention: General Manager
526 SE Pattison Street
Olympia, WA 98501

Failure to comply with these protest procedures shall render a protest untimely or inadequate and may result in rejection by Transit.

For procurements that include federal funding, the Federal Transit Administration (FTA) may entertain a protest that alleges that Transit failed to have or follow written protest procedures. Such protest must be filed with FTA not later than five (5) days after Transit renders a final decision or five (5) days after the protester knows or has reason to know that Transit has failed to render a final decision. A protest to FTA must be filed in accordance with FTA Circular 4220.1F (as periodically updated).

4.19 SINGLE PROPOSAL RECEIVED

If Transit receives a single responsive, responsible Proposal, Transit shall have the right, in its sole discretion, to extend to the Proposal acceptance period for an additional forty-five (45) Calendar Days and to conduct a price or cost analysis on such Proposal. The Proposer shall promptly provide all cost or pricing data, documentation and explanation requested by Transit to assist in such analysis. By conducting such analysis, Transit shall not be obligated to accept the single Proposal. Transit reserves the right to reject such Proposal or any portion thereof.

4.20 WORK PROGRESS AND COMPLETION

Progress and completion of the work must comply with all stated requirements. The submission of a Proposal shall constitute the Proposer's acknowledgment that such progress and completion requirements are taken into account in formulating Proposer's pricing.

4.21 WORK SITE INSPECTION

Proposer may inspect the work location(s). Interested Proposers may visit transit facilities as a typical rider, following all Transit COVID protocols. Proposers are not to interrupt normal operations while visiting or utilizing Transit's system. By signing its Proposal, Proposer is accepting the work conditions. The Awarded Firm will be responsible to complete all required work in accordance with the Solicitation and Contract Documents. If during the course of or as a result of the inspection and examination, a Proposer finds facts or conditions which appear to conflict with the letter or spirit of the Solicitation and Contract Documents, or with any other data or material made available to the Proposer relating to the work, the Proposer will promptly notify Transit in writing and request additional information and explanation before submitting a Proposal.

PROPOSER SECTION 5 – PROPOSAL SUBMITTALS

5.1 SUBMITTAL INSTRUCTIONS

Proposer must submit a Proposal in the following manner:

A. Proposal: Proposer must complete and submit all submittal documents noted herein, as their Proposal. One (1) hard copy and one (1) electronic copy of the Proposer's complete Proposal must be received by Intercity Transit on or before the **Proposal Due Date and Time** set forth in Section 2.2, Anticipated Procurement Schedule.

1. *Hard Copy:* The hard copy Proposal is to be typed and submitted on 8.5" x 11" white paper in a bound format that allows the pages to lie fully flat when open.
2. *Electronic Copy:* The electronic copy Proposal is to be submitted on a USB flash drive labeled with the RFP number and Proposer's name. The preferred electronic formats are Microsoft Word 2000 (or more recent version) and PDF.

B. Delivery of Proposal: The Proposal must be delivered as follows:

1. Enclose the hard copy and electronic copy of the Proposal together in a single envelope or container and label as follows:

**Intercity Transit
Project 2207 – Website Management Services
Attn: Jeff Peterson
526 Pattison Street SE
Olympia, WA 98501**

2. Ensure delivery to Transit at the address provided in Item B.1 above on or before the Proposal due date and time. The telephone number for shipping purposes is (360) 705-8585.
3. Contact the Procurement Coordinator prior to delivering to the address in person as access to the facilities are currently restricted. Staff intend on being available up to 2 hours prior to the proposal due date and time to accept hand delivery.

C. Time of Receipt: Time of receipt will be determined by the date and time the Proposal is received by Transit's Administrative Office Receptionist. Proposer accepts all risks of late delivery regardless of fault or chosen method of delivery.

Proposals are to be submitted in the format described in this Solicitation. No oral, faxed, e-mailed or telephone Proposals or modifications will be accepted or considered. All Proposals and any accompanying documentation become the property of Transit and will not be returned. **In the event of any discrepancies between the hard copy and electronic copy Proposal, the electronic copy will prevail.**

5.2 LATE PROPOSALS

Any Proposal received after the exact time specified for Proposal due date and time will not be accepted or receive consideration. The exact time is designated as the date and time received by Transit's Administrative Office Receptionist.

5.3 PROPOSER RESPONSIVENESS

Proposer must respond to each question/requirement contained in this RFP. Failure to demonstrate to Transit that your firm meets RFP requirements and/or comply with any applicable item may result in the Response being deemed non-responsive and disqualified from further consideration.

Transit, at its sole discretion, reserves the right to consider the actual level of Proposer's compliance with Solicitation requirements, accept or reject any and all Proposals received, waive any irregularities or minor informalities, to accept any items or combination of items, and to request additional information required to fully evaluate a Proposal.

SECTION 6 – EVALUATION AND AWARD

6.1 OVERVIEW

The responsive responsible Proposer for the project that is determined to best meet all RFP requirements and is the most advantageous to Transit, based on the evaluation factors described herein, will be declared the successful Proposer. All Proposals are subject to Transit’s final approval as to whether they meet all RFP requirements.

6.2 EVALUATION CRITERIA

Scores will be assigned a relative value of importance for each scored section as follows:

PHASE 1 EVALUATION – QUALIFICATIONS, PLAN AND PRICE

No.	Criterion	Max Points
1.	Master Level Drupal Experience	120
2.	User-centered Design Methodology	100
3.	Strong, Skillful, Design Experience	100
4.	Experience Integrating APIs Into Websites	80
5.	Experience Developing Dynamic, Mobile-Friendly Websites	100
6.	Staff Qualifications and Experience In Website Management	100
7.	Experience With Transit Website Development	80
8.	Experience Developing Accessible Websites	110
9.	User Testing and Accessibility Testing Methodology	110
10.	Pricing	100
Total Possible Phase 1 Points:		#1000 Points

PHASE 2 EVALUATION – INTERVIEWS (OPTIONAL)

No.	Criterion	Max Points
1.	Interview	500 points
Total Possible Phase 2 Points		500 Points

6.3 EVALUATION PROCESS

1. Initial Determination of Responsiveness (pass/fail)

Responses will be reviewed initially by the Procurement Coordinator to determine on a pass/fail basis compliance with administrative requirements as specified in this RFP. Only responses that meet this requirement will move to the next evaluation step.

Transit reserves the right to determine at its sole discretion whether Proposer’s Response meets the Responsiveness criteria as set forth within this document. If all Responses are determined to be Non-Responsive, Transit will cancel the Solicitation and reject all Proposals.

Only Responses that pass the Initial Determination of Responsiveness review will be further evaluated based on the requirements in this Solicitation.

2. Phase 1 Evaluation – Qualifications, Plan and Price (scored)

There are a maximum of **1000 points** available for Phase 1 Evaluation. Evaluators will evaluate and score each element in Phase 1 except for pricing. The Procurement

Coordinator will score pricing and tabulate the evaluation team's scoring. Transit will calculate a single score for Phase 1 which Transit will use to determine the award or to determine which Proposer(s) will advance to Phase 2.

3. Phase 2 Evaluation - Interview (scored) (Optional)

Transit reserves the right to schedule Interviews if determined to be in the best interest of Transit. If so, Transit will request the authorized representative and key project staff of the top-scoring Proposer(s) from Phase 1 to attend the interview at an agreeable date and time. Phase 2 scoring will be used exclusively throughout the remainder of the RFP evaluation process to determine the Successful Proposer. There are a maximum of **500 points** available for the interview. Commitments made by the Proposer during the interviews, if any, will be memorialized and considered binding.

4. Best and Final Offer (Optional)

Transit reserves the right to enter into a Best and Final Offer (BAFO) process with the top ranking Proposer(s) in Phase 2 if determined to be in the best interest of Transit. In so doing, Transit will schedule a meeting with the Proposer(s) to provide additional clarification about the project which the Proposer may consider in deciding whether or not to submit a BAFO. Afterwards, if a timely BAFO is received, the Evaluators may use this information to adjust and finalize the Proposer's Phase 2 score.

5. References (pass/fail) (Transit Review is Optional)

Transit reserves the right to check references after Proposal submittal, to assist in determining the overall responsibility of the Proposer. References may be checked during Proposal evaluation determine the responsibility of Proposers. Transit reserves the right to reject any Proposal submittal if the Proposer receives unfavorable references and may use results as a factor in award. Transit reserves the right to seek and substitute other references to determine the sufficiency of the Proposer's level of responsibility.

6. Evidence of Qualification (pass/fail)

Transit reserves the right to make reasonable inquiry and/or requests for additional information, to assist in determining the overall responsibility of any Proposer. Requests may include, but are not limited to, educational degrees, business licenses, financial statements, credit ratings, references, record of past performance, experience, available equipment, criminal background check, clarification of Proposer's offer, and on-site inspection of Proposer's or Proposer's Subfirm's facilities. Failure to respond to said request(s) may result in the Proposer being deemed non-responsive and thus disqualified. Transit reserves the right to reject any Proposal where, upon investigation of the available evidence or information, Transit is not satisfied that the Proposer is qualified to fulfill Contract requirements.

6.4 OVERVIEW OF THE AWARD PROCESS

The successful Proposer for the project, if any, will be the responsive, responsible, qualified Proposer whose Proposal, in the sole opinion of Transit, best meets the requirements set forth in this RFP and is in the best interest of Transit. Transit may enter into Contract negotiations with the successful Proposer.

All responsive Proposers responding to this solicitation will be notified when Transit has determined the successful Proposer.

If Transit and the successful Proposer are unable to negotiate an acceptable Contract within a reasonable amount of time, Transit will terminate negotiations and will proceed to negotiations with the next highest ranked Proposer.

Transit will make a recommendation of the successful Proposer to the Intercity Transit Authority (Authority). If the Authority concurs, a Contract will be awarded to the successful Proposer.

6.5 CONTRACT TERMS AND NEGOTIATIONS

The objective of negotiations is to reach agreement on all provisions of the proposed Contract. To assist in the negotiations, a Sample Contract is included in Section 8.

6.6 EXECUTION OF CONTRACT

The successful Proposer will execute the final Contract in duplicate and return to Transit, together with the evidences of insurance, within ten (10) Business Days of its receipt. After execution by Transit, one (1) original signed Contract will be returned to the Awarded Firm.

6.7 POST AWARD MEETING

The Awarded Firm may be required to attend a post award meeting scheduled by the Procurement Coordinator to discuss Contract performance requirements. The time and place of this meeting will be scheduled following Contract award.

SECTION 7 – SUBMITTAL DOCUMENTS

7.1 SUBMITTAL INSTRUCTIONS

Proposer must properly complete and submit all sections of this RFP Submittal Document as their Proposal by the Proposal Due Date and Time.

The Proposal must include all completed sections as listed below:

1. Cover Letter
2. Proposer Information
3. Subfirm Information
4. Qualifications, Plan and Price Questionnaire
5. References
6. Proposer Acknowledgements

Proposer will submit their complete Proposal in accordance with Section 4, Proposal Submittals, of the RFP document.

7.2 COVER LETTER

Submit a cover letter introducing the proposer and establishing interest in serving as Transit's firm for this project. An individual authorized to commit the resources of the proposing firm must sign the letter.

The Cover Letter is to include, at a minimum, the following information about the Proposer and any proposed Subfirms:

1. Identify the proposing firm or firms. If submitting as a team or joint-venture, identify the lead (responsible) party.
2. Clear statement(s) of the contractual relationship between the participating firms listed in Item 1 above.
3. Name, address, and telephone number of the individual who will represent the Proposer during contract negotiations with Transit.
4. A brief introduction of the proposing firm and key personnel committed to this project.
5. A brief statement describing the firm's related qualifications and experience with the scope of work noted herein and what differentiates your firm from your competition.
6. A statement confirming capacity and availability to complete the requested work in a timely manner.
7. Specific acknowledgement of receipt of all Addenda issued prior to the Proposal due date and time.
8. Signature of the letter by an individual capable of committing the resources of the lead proposing firm.

7.3 PROPOSER INFORMATION

A. Proposer Profile:

Proposer must provide the following:

Firm Name	_____
DBA Name <i>(if applicable)</i>	_____
Street Address	_____
City, State, Zip Code	_____
Federal Tax ID Number	_____
WA State UBI Number	_____
DUNS #	_____

B. Proposer Authorized Representative:

Proposer must designate an Authorized Representative who will be the principal point of contact for the Procurement Coordinator for the duration of this RFP process. Proposer's Authorized Representative will serve as the focal point for business matters and administrative activities.

Representative Name:	_____
Street Address:	_____
City, State, Zip Code:	_____
Telephone Number:	_____
Email Address:	_____

C. Proposer Company Information:

WA State Contractor Registration No.	
WA State Employment Security Dept. No.	
WA State Excise Tax Registration No.	
WA State Worker's Comp Account No. <i>(If you do not have an account, please explain why)</i>	
WA State L&I Debarred Contractor Is your firm disqualified from Proposing on Public Works contracts in WA?	<input type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "yes", your firm is not qualified to Proposal on this project)</i>

D. Proprietary or Confidential Information

Proposer must indicate any pages and/or sections of their Response that Proposer desires to claim as proprietary and exempt from disclosure under the provisions of Chapter 42.56 RCW below. Indicate the pages of Proposer's Response that have been marked "Confidential" and the particular exception from disclosure upon which the Proposer is making the claim below. Please see Section 4 of the Solicitation Standards document for more detail on Proprietary or Confidential Information as it relates to this Solicitation. *If not applicable, Proposer is instructed to enter "NA" in the box below.*

E. Certified DBE and SEB Status:

Intercity Transit gathers the following Disadvantaged Business Enterprise (DBE) and Small Business Enterprise (SBE) information for reporting purposes. Proposer is instructed to check the applicable boxes and enter associated certification numbers, as applicable, below:

- Not Applicable
- DBE Certification #: _____
- SBE Certification #: _____

Transit is committed to maximum utilization of minority, women, and disadvantaged businesses enterprises (DBE), and small businesses enterprises (SBE). All businesses are encouraged to respond.

Interested firms are reminded to provide all potential business partners an equal, non-discriminatory opportunity to compete for business as joint venture partners or subfirms. Transit is interested in firms that demonstrate a commitment to equal employment opportunity and encourages firms to employ a workforce that reflects the region's diversity and to adhere to non-discrimination.

F. Statement of Prior Contract Termination:

Proposer must disclose below if the Proposer's firm and/or any proposed subfirms have had a contract terminated for either cause or convenience in the last five (5) years. If a contract was terminated for cause or convenience during this timeframe, submit full details of the termination including but not limited to, the reason for termination, the other party's contact information (name, address, email address, and telephone number), and the Proposer's position on the matter. Transit will evaluate the information and may, at its sole discretion, reject the Response based on the risk to the Agency. If not applicable, Proposer is instructed to enter "NA" in the box below.

7.4 SUBFIRM INFORMATION

Check the applicable box:

- Yes Proposing firm intends on utilizing subfirms to fulfill the service requirements outlined in RFP 2207, Website Management Services
- No

Firm will be required to perform all work under this Contract using his/her own employees carried on payroll or by using Subfirms. Where Subfirms are used in the performance of the Contract, Proposer will indicate as required with the Response. Firm will be held responsible for all work performed or not performed by the subfirm(s). Subfirm(s) will be required to bill through the Firm.

If revisions are required in the subcontract assignment, new parties are to be proposed in advance of assignment, in writing to the Transit Procurement Coordinator and Contract Administrator.

If applicable, Proposer will identify below all subfirms who will perform services in fulfillment of Contract requirements, including their name, the nature of services to be performed, address, telephone number, email address, federal tax identification number (TIN), Washington State Unified Business Identifier (UBI), and DBE or SBE certification status:

Subfirm 1

Name: _____
 Services: _____
 Address: _____
 Telephone: _____
 Email: _____
 Fed ID: _____
 UBI: _____
 Certified DBE: Yes No
 Certified SBE: Yes No

Subfirm 2

Name: _____
 Services: _____
 Address: _____
 Telephone: _____
 Email: _____
 Fed ID: _____
 UBI: _____
 Certified DBE: Yes No
 Certified SBE: Yes No

Subfirm 3

Name: _____
 Services: _____
 Address: _____
 Telephone: _____
 Email: _____
 Fed ID: _____
 UBI: _____
 Certified DBE: Yes No
 Certified SBE: Yes No

Subfirm 4

Name: _____
 Services: _____
 Address: _____
 Telephone: _____
 Email: _____
 Fed ID: _____
 UBI: _____
 Certified DBE: Yes No
 Certified SBE: Yes No

7.5 QUALIFICATIONS, PLAN AND PRICE QUESTIONNAIRE

In this section, the Proposer is to describe in detail how and why your firm is best qualified to perform the work and satisfy the project objectives as described in the RFP. Please keep responses clear and concise. Your response to each of the items below should be limited to two (2) pages. You may attach supporting documentation and work samples that Transit may use for scoring purposes. Such information is to be labeled and associated to the related sections below.

- A. **Master Level Drupal Experience (120 points).** Describe your firm's breadth of Drupal experience and technical expertise.

Response:

- B. **User-centered Design Methodology (100 points).** Describe your firm's approach to user-centered design.

Response:

- C. **Strong, Skillful, Design Experience (100 points).** Describe and give examples that demonstrate why Transit can be assured that your firm possesses the resources to provide a strong design experience.

Response:

D. Experience Integrating APIs Into Websites (80 points). Describe your firm's experience integrating APIs into websites.

Response:

E. Experience Developing Dynamic, Mobile-Friendly Websites (100 points). Describe your firm's experience developing websites that are dynamic over different mobile platforms.

Response:

F. Staff Qualifications and Experience in Website Management (100 points). Identify the project staff who will be providing the services sought. Describe their qualifications and experience in website management.

Response:

G. Experience With Transit Website Development (80 points). Describe your firm's experience in providing website development services for public transit entities.

Response:

H. Experience Developing Accessible Websites (110 points). Describe your firms experience in developing websites that meet or exceed accessibility requirements.

Response:

I. User Testing and Accessibility Testing Methodology (110 points). Describe your firms methodology to perform end user testing and ensure the website meets accessibility requirements.

Response:

- J. **Pricing (100 points).** Scoring will be based on the total monthly cost of standard services. Transit reserves the right to negotiate task orders and associated rates for further web development services as described herein.

Service	Monthly Cost
Hosting Services - intercitytransit.com	\$
Hosting Services - bcc.intercitytransit.com	\$
Hosting Services - ops.intercitytransit.com	\$
Website Support Services, up to 8 hours for the three sites combined.	\$
Total Monthly Cost for Standard Services (evaluated):	\$

Hourly rate for web support services exceeding 8 hours per month:	\$
--	-----------

Transit reserves the right to negotiate hours and rates for web development services through task orders throughout the contract term.

7.6 REFERENCES

Proposer must provide three (3) references for which the Proposer has provided consulting services similar to those described in this Solicitation. Through this submission, Proposer grants permission to Transit to independently contact the references. References must not be from an individual, company or organization with any special interest, financial or otherwise, to the Proposer. Transit reserves the right to obtain and consider information from other sources concerning a Proposer, such as Proposer’s capability and performance under other contracts, Proposer’s financial stability, past or pending litigation, and other publicly available information.

Reference 1

Company Name: _____
Type of Organization:* _____
Contact Name: _____
Job Title: _____
Street Address: _____
City, State, Zip: _____
Telephone: _____
Email: _____
Brief Reference Project Description: _____

Reference 2

Company Name: _____
Type of Organization:* _____
Contact Name: _____
Job Title: _____
Street Address: _____
City, State, Zip: _____
Telephone: _____
Email: _____
Brief Reference Project Description: _____

Reference 3

Company Name: _____
Type of Organization:* _____
Contact Name: _____
Job Title: _____
Street Address: _____
City, State, Zip: _____
Telephone: _____
Email: _____
Brief Reference Project Description: _____

*Type of Organization - Municipality, Public Agency, Etc.

7.7 PROPOSER ACKNOWLEDGEMENTS

Having carefully examined all requirements and terms and conditions identified in this Request for Proposal (RFP), the undersigned, as Proposer, declares to that I/we have examined all of the Solicitation Documents and that I/we will contract with Intercity Transit (Transit) to do everything necessary for fulfillment of RFP 2207, Website Management Services, and the resulting Contract, at the prices and on the terms and conditions contained herein.

I/We certify, under penalty of perjury, that this is not a sham or collusive Proposal, nor made in the interest or on behalf of any person not herein named. I/We have not directly or indirectly induced or solicited any Proposer on the above work, or suppliers to put in a sham Proposal, nor any other person or corporation to refrain from Proposing. I/We have not in any manner sought by collusion to secure advantage over any other Proposers.

I/We agree that our Proposal constitutes an offer to Transit, which shall be binding for sixty (60) Calendar Days from the Proposal due date. If our Proposal is accepted, we agree to sign the Contract form and furnish evidences of insurance required herein within ten (10) Calendar Days after receipt from Transit of written notice of award of Contract.

I/We certify that we are, at the time of submitting this Proposal and shall remain throughout the period of the Contract, registered and licensed by the state of Washington to perform the type of work required under the Solicitation Documents. We further certify that we are skilled and regularly engaged in the general class and type of work called for in the Solicitation Documents.

I/We further agree, if our Proposal is accepted and a Contract is awarded by Transit, to plan and prosecute the work with such diligence that the work and portions thereof shall be completed and ready for use within the period set forth.

I/We acknowledge receipt of addenda numbers _____ through _____ and have been taken into account as part of our Proposal.

The following information is accurate to the best of our knowledge. Any required documentation has been attached separately. We understand that failure to complete this form in its entirety may deem our Proposal "Non-Responsive". If our business is not required to have one of the following items, we have attached a letter explaining why.

I/We certify that we:

- a. Fully understand the manner in which payment is proposed;**
- b. Propose to furnish all labor, equipment, and materials required to perform and complete specified work within the time agreed upon;**
- c. Have the insurance coverage required for this Contract; and**
- d. Are current in payment of industrial insurance premiums.**

The signatory below represents that he/she has the authority to bind the company named below to the Proposal submitted and any Contract awarded as a result of this Solicitation. The authorized signatory acknowledges having read and understood the entire Solicitation and agrees to comply with the terms and conditions of the Solicitation in submitting and fulfilling the offer made in its Proposal. By submitting this Proposal, Proposer hereby offers to furnish materials, supplies, services and/or equipment in compliance with all terms, conditions, and specifications contained in this Solicitation.

Proposer Signature

Company Name

Title

Date

SECTION 8 - SAMPLE CONTRACT

Sample Contract Document: Transit expects the final Contract signed by the successful Proposer to be substantially the same as this Contract. This document **does not** need to be submitted; however Proposers are instructed to be familiar with it.

THIS CONTRACT is made and entered into upon date of fully executed agreement by and between Intercity Transit, a Washington municipal corporation, hereinafter referred to as "Transit", and the below named company, hereinafter referred to as "Firm", for the purpose of providing Website Management Services.

Firm:	Firm Name
Authorized Rep:	Authorized Rep. Name
Address:	Street Address City, State Zip Code
Phone:	(###) ###-####
Email:	Email Address
Federal TIN:	##-####
WA State UBI No.:	###-###-###

1. RECITALS

WHEREAS, Transit desires to have certain services and/or tasks performed as hereinafter set forth requiring specialized skills and other supportive capabilities; and

WHEREAS, sufficient Transit resources are not available to provide such services; and

WHEREAS, Firm represents that Firm is qualified and possesses sufficient skills and the necessary capabilities, including technical and professional expertise where required, to perform the services and/or tasks set forth in this Contract.

NOW, THEREFORE, in consideration of the terms, conditions, covenants and performance contained herein, Transit and Firm agree as follows:

2. PURPOSE

Provide Website Management Services.

3. SCOPE OF WORK AND SPECIFICATIONS

A. Firm will perform such services and comply with the requirements set forth in this Contract document, including furnishing all materials and equipment necessary to complete the Website Management Services Project No. 2207, and as identified in the following attached Exhibits which are incorporated by reference:

1. Contract 2207 Statement of Work, attached as Exhibit A
2. Firm's Rate Schedule and Fees, attached as Exhibit B
3. Request for Proposals (RFP) 2207, Released [DATE], attached as Exhibit C
4. Firm's Response to RFP 2207 dated [DATE], attached as Exhibit D

- B. In the case of any inconsistency between the Firm's response to RFP 2207 and the Scope of Work and Specifications described herein, the latter shall control.

4. CONTRACT TERM

The initial term is one (1) year from date of execution. The Contract may be extended for four (4) additional one (1) year terms. The total Contract term will not exceed five (5) years, unless special circumstances dictate otherwise. Extension for each additional term may be offered and the sole discretion of Transit and will be subject to written mutual agreement.

5. MONTHLY COMPENSATION AND METHOD OF PAYMENT

- A. This is a fixed-fee Contract for Website Hosting Standard Services plus any Transit requested web support services incurred exceeding 8 hours. Transit will reimburse the Firm for satisfactory completion of the services and requirements specified in this Contract in a maximum amount not to exceed \$ _____, as described in Exhibit X.
- B. If Firm fails to comply with any terms or conditions of this Contract or to provide, in any manner, the work or services agreed to in this Contract, Transit may withhold any payment due the Firm until Transit is satisfied that corrective action, as specified by Transit, has been completed. This right is in addition to, and not in lieu of, Transit's right to terminate this Contract.

6. BILLING PROCEDURES

- A. Payments for services and materials provided under this Contract will be made on not more than a monthly basis, following the full performance and acceptance of such service and materials. No payment will be made for any service rendered or material provided by Firm except for services and materials identified and set forth in this Contract unless otherwise permitted by law and approved in writing by Transit.
- B. Firm will submit an invoice for services rendered to Transit on forms approved by Transit. Invoices should be submitted electronically to jpeterston@intercitytransit.com. If Firm is unable to submit invoices electronically, invoices may be submitted by mail to:

Intercity Transit
Attn: Procurement Office
526 Pattison Street SE
Olympia, WA 98501

- C. Transit will submit payment for stated services to Firm within thirty (30) days following Transit's receipt of each accurate and complete invoice. No payments in advance of, or in anticipation of, receipt of goods or services to be provided under this Contract will be made by Transit.

7. FIRM COMMITMENTS

Any written commitment by Firm within the scope of this Contract will be binding upon Firm.

8. PROJECT MANAGEMENT

The individuals listed below, or their successors will be the main points of contact for services provided under this Contract. Transit's Project Manager or his/her successor is

responsible for monitoring Firm’s performance and will be the contact person for all communications regarding Contract performance and deliverables. Transit’s Project Manager has the authority to accept or reject the services provided and if satisfactory, certify acceptance of each invoice submitted for payment. Notifications regarding changes to this section must be in writing and maintained in the project file but will not require a formal Contract amendment.

Firm’s Project Manager	Transit’s Project Manager
First Last Company Street Address City, State Zip Phone: (###) ###-#### Email address: [Enter email address]	First Last Intercity Transit 526 Pattison Street SE Olympia, WA 98501 Phone: (360) 705-#### Email address: flast@intercitytransit.com

9. CONTRACT ADMINISTRATION

The individual listed below, or his/her successor, will be Contract Administrator for this Contract. The Contract Administrator is designated to receive legal notices, invoices, and to administer, amend, or terminate this Contract. All Contract documents under this Contract will be processed by the Contract Administrator and submitted to Firm for acceptance. Contact information for the Contract Administrator is:

Jeff Peterson
 Intercity Transit
 526 Pattison Street SE
 Olympia, WA 98501
 Phone: (360) 705-5878
 Email address: jpeterson@intercitytransit.com

10. CHANGES

Either party may request changes to the scope of services and performance to be provided under this Contract; however, no change or addition to this Contract will be valid or binding upon either party unless such change or addition is in writing and signed by both parties. All amendments will be attached to and incorporated into this Contract.

11. INDEPENDENT FIRM RELATIONSHIP

A. The parties intend that an independent firm relationship between Firm and Transit will be created by this Contract. Transit is interested primarily in the results to be achieved; subject to the provisions herein, the implementation of services will lie solely with the discretion of Firm. No agent, employee, servant or representative of Firm shall be deemed to be an employee, agent, servant or representative of Transit for any purpose, and the employees of Firm are not entitled to any of the benefits Transit provides to its employees. Firm will be solely and entirely responsible for its acts and for the acts of its agents, employees, servants, subfirms or representatives during the performance of this Contract.

B. In the performance of the services required by this Contract, Firm is an independent Firm with the authority to control and direct the performance of the details of the work, however, the results of the required work must meet the approval of Transit and shall be subject to Transit's general rights of inspection and review to secure the satisfactory completion thereof in accordance with applicable agreed upon testing procedures between Transit and Firm.

12. NON-EXCLUSIVE PROVIDER

Transit reserves the right to obtain services or supplies not specifically covered by this Contract from other providers as deemed in the best interest of Transit.

13. ASSIGNMENT

Firm will not assign its performance under this Contract, or any portion of this Contract, without the written consent of Transit. Firm must seek consent from Transit, in writing, not less than thirty (30) days prior to the date of any proposed assignment. Transit reserves the right to reject any assignment without cause.

14. HOLD HARMLESS AND INDEMNIFICATION

The Firm shall defend, indemnify, and hold Transit and its officers and employees harmless from all claims, demands, or suits at law or equity arising in whole or in part from the negligence of, or the breach of any obligation under this Contract by, the Firm or the Firm's agents, employees, sub firms, subfirms or vendors, of any tier, or any other persons for whom the Firm may be legally liable; provided, that nothing herein shall require a Firm to defend, indemnify or hold harmless Transit and its officers and employees from claims, demands or suits based upon the sole negligence of, or breach of any obligation under this Contract by Transit, its agents, officers, employees, sub-firms, subfirms or vendors, of any tier, or any other persons for whom Transit may be legally liable; and provided further, that if the claims or suits are caused by or result from the concurrent negligence of (a) the Firm or the Firm's agents, employees, sub-firms, subfirms or vendors, of any tier, or any other persons for whom the Firm is legally liable, and (b) Transit, its agents, officers, employees, sub-firms, subfirms and or vendors, of any tier, or any other persons for whom Transit may be legally liable, the defense and indemnity obligation shall be valid and enforceable only to the extent of the Firm's negligence or the negligence of the Firm's agents, employees, sub-firms, subfirms or vendors, of any tier, or any other persons for whom the Firm may be legally liable.

This provision shall be included in any Contract between Firm and any sub-firm, subfirm and vendor, of any tier.

The Firm shall also defend, indemnify, and hold Transit and its officers and employees harmless from all claims, demands, or suits at law or equity arising in whole or in part from the alleged patent or copyright infringement or other allegedly improper appropriation or use of trade secrets, patents, proprietary information, know-how, copyright rights or inventions by the Firm or the Firm's agents, employees, sub-firms, subfirms or vendors, of any tier, or any other persons for whom the Firm may be legally liable, in performance of the Work under this Contract or arising out of any use in connection with the Contract of methods, processes, designs, information or other items furnished or communicated to Transit, its agents, officers and employees pursuant to the Contract; provided that this

indemnity shall not apply to any alleged patent or copyright infringement or other allegedly improper appropriation or use of trade secrets, patents, proprietary information, know-how, copyright rights or inventions resulting from Transit, or its agents', officers' and employees' failure to comply with specific written instructions regarding use provided to Transit, its agents, officers and employees by the Firm, its agents, employees, sub-firms, subfirms or vendors, of any tier, or any other persons for whom the Firm may be legally liable.

The Firm's relation to Transit shall be at all times as an independent firm.

Notwithstanding any determination by the Executive Ethics Board or other tribunal, Transit may, in its sole discretion, by written notice to the Firm terminate this Contract if it is found after due notice and examination by Transit that there is a violation of the Ethics in Public Service Act, Chapter 42.52 RCW; or any similar statute involving the Firm in the procurement of, or performance under, this Contract.

The Firm specifically assumes potential liability for actions brought by the Firm's own employees or its agents against Transit and, solely for the purpose of this indemnification and defense, the Firm specifically waives any immunity under the state industrial insurance law, Title 51 RCW. This waiver has been mutually negotiated between the Parties.

The Firm shall obtain and keep in force during the terms of this Contract, or as otherwise required, the following insurance with companies or through sources approved by the State Insurance Commissioner pursuant to Title 48 RCW.

15. INSURANCE

- A. Insurance Requirements - Firm shall obtain and maintain the minimum insurance set forth below. By requiring such minimum insurance, Transit shall not be deemed or construed to have assessed the risks that may be applicable to the Firm under this Contract. The Firm shall assess its own risks and, if it deems appropriate and/or prudent, maintain greater limits and/or broader coverage.
1. *Commercial General Liability Insurance* on an occurrence basis in an amount not less than \$1,000,000 per occurrence and at least \$2,000,000 in the annual aggregate, including but not limited to: premises/operations (including off-site operations).
 2. *Business Automobile Liability Insurance* in an amount not less than \$1,000,000 per occurrence, extending to any automobile, including owned, non-owned and hired vehicles.
 3. *Workers' Compensation Insurance* as required by Washington State law and *Employer's Liability Insurance (Stop Gap)* with limits not less than \$1,000,000 per occurrence.
 4. *Professional Liability Insurance* coverage with limits of not less than \$500,000 per claim aggregate throughout the duration of this Contract and for a period of two (2) years thereafter.
- B. Additional Requirements - Firm shall provide to Transit Certificates of Insurance, if requested, prior to commencement of work. All policies of insurance shall:

- i. Contain an endorsement specifically naming Intercity Transit its officers, officials, agents, and employees, as Additional Insureds with respect to the Commercial General Liability Policy only.
- ii. Include a Severability of Interest clause (cross liability) applicable to Commercial General Liability and Business Automobile Liability Policies only.
- iii. Any cancelled or non-renewed policy will be replaced with no coverage gap and current Certification of Insurance will be provided.
- iv. Be provided on forms and by insurance companies satisfactory to Transit.

No provision in this paragraph shall be construed to limit the liability of the Firm for work not done in accordance with the Contract, or express or implied warranties. The Firm's liability for the work shall extend as far as the appropriate periods of limitation provided by law.

- C. Worker's Compensation - The Firm and its subfirms shall maintain worker's compensation insurance in the amount and type required by law for all employees employed under this Contract who may come within the protection of worker's compensation laws. The Firm shall make all payments arising from the performance of this Contract due the State Washington pursuant to Titles 50 and 51 RCW.
- D. Evidences and Cancellation of Insurance - Prior to execution of the Contract, the Firm shall file with Transit evidences of insurance from the insurer(s) certifying to the coverage of all insurance required herein. All evidences of insurance must be certified by a properly authorized officer, agent, general agent or qualified representative of the insurer(s) and shall certify the name of the insured, the type and amount of insurance, the location and operations to which the insurance applies, and the expiration date. Any failure to mail such notice shall not relieve the insurance company, its agents, or representatives from obligations and/or liability hereunder.
- E. The Firm shall, upon demand of Transit, deliver to Transit all such policy or policies of insurance and the receipts for payment of premiums thereon; and should the Firm neglect so to obtain and maintain in force any such insurance or deliver such policy or action plan to acquire such insurance and/or deliver policies and receipts within three days or before any further performance hereunder, whichever is first. Failure to provide such insurance in a timeframe acceptable to Transit shall enable Transit to suspend or terminate the Firm's work. Suspension or termination of this Contract shall not relieve the Firm from its insurance obligations hereunder.

16. TREATMENT OF ASSETS

- A. Title to all property furnished by Transit shall remain in the name of Transit. Transit shall become the owner of the work product and other documents, if any, prepared or developed specifically by Firm for Transit pursuant to this Contract, unless otherwise expressly provided herein.
- B. Work product shall include, but not be limited to, research, reports, computer programs, manuals, drawings, recordings, photographs, artwork and any data or information in any form; Firm and Transit intend that such work product shall be deemed "work made for hire" of which Transit shall be deemed the author.

17. COMPLIANCE WITH LAWS

- A. In the performance of this Contract, Firm shall comply with all applicable federal, state or local laws and ordinances, including regulations for licensing, certification and operation of equipment, and licensing of individuals, and any other standards or criteria described in this Contract to assure quality of services.
- B. Firm agrees to pay any applicable business and occupation (B&O) taxes which may be due on account of this Contract.
- C. If sales tax becomes applicable to the professional services covered by this Contract, Transit shall pay such tax to Firm, and Firm shall pay the tax as required by law.

18. POLITICAL ACTIVITY PROHIBITED

None of the funds, materials, property, or services provided directly or indirectly under this Contract shall be used for any partisan political activity, or to further the election or defeat of any candidate for public office.

19. PROHIBITED INTEREST

No Authority member, officer or employee of Transit shall have any personal interest, direct or indirect, in this Contract or the proceeds thereof.

20. NONDISCRIMINATION

- A. Equal Opportunity. Transit is an equal opportunity employer.
- B. Nondiscrimination in Employment. In the performance of this Contract, Firm will not discriminate against any employee or applicant for employment on the grounds of race, creed, color, national origin, sex, marital status, age, or the presence of any sensory, mental or physical handicap; provided that the prohibition against discrimination in employment because of handicap shall not apply if the particular disability prevents the proper performance of the particular work involved. Firm shall ensure that applicants are employed, and that employees are treated during employment, without regard to their race, creed, color, national origin, sex, marital status, age, or the presence of any sensory, mental or physical handicap. Such action shall include, but not be limited to: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation and programs for training including apprenticeships. Firm shall take such action with respect to this Contract as may be required to ensure full compliance with Chapter 49.60 Revised Code of Washington, Law against Discrimination.
- C. Nondiscrimination in Services. Firm will not discriminate against any recipient of any services or benefits provided for in this Contract on the grounds of race, creed, color, national origin, sex, marital status, age or the presence of any sensory, mental or physical handicap.
- D. Nondiscrimination in Sub-Contracting. If any assignment and/or subcontracting have been authorized by Transit, said assignment or subcontract shall include appropriate safeguards against discrimination. Firm shall take such action as may be required to ensure full compliance with the provisions in the immediately preceding paragraphs herein and further agrees to insert a similar provision in all subcontracts, except subcontracts for standard commercial supplies or raw materials.

21. GRATUITIES AND KICKBACKS

- A. Gratuities – It shall be a breach of ethical standards for any person to offer, give or agree to give any Intercity Transit Authority member, officer, employee, agent or former Authority member, officer, employee, or agent or for any Authority member, officer, employee, agent or former Authority member, officer, employee or agent to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation therefore.
- B. Kickbacks – It shall be a breach of ethical standards for any payment, gratuity, or offer of employment to be made by or on behalf of a subfirm under a contract to the prime Firm or higher tier subfirm or any person associated therewith, as an inducement for the award of a subcontract or order.

22. LIENS, CLAIMS AND ENCUMBRANCES

Firm certifies that all materials, equipment, or services shall be free of all liens, claims, or encumbrances of any kind, and if Transit requests, a formal release of same shall be provided.

23. MAINTENANCE AND INSPECTION OF RECORDS

- A. Firm shall maintain books, records, documents which sufficiently and properly reflect all direct and indirect costs related to the performance of this Contract and shall undertake such accounting procedures and practices as may be deemed necessary to assure proper accounting of all funds paid pursuant to this Contract. These records shall be subject at all reasonable times to inspection, review or audit, by Transit, its authorized representative, the State Auditor or any of their authorized representatives or other governmental officials authorized by law to monitor this Contract.
- B. Firm shall retain all books, records, documents and other material relevant to this Contract for five (5) years after Transit's final payment and all other pending matters are closed. Firm agrees that Transit, or its designee, shall have full access and right to examine any of said materials at all reasonable times during said period.
- C. Firm's fiscal management system shall include the capability to provide accurate, current and complete disclosure of the financial status of this Contract upon request.

24. DISPUTES

Disputes arising in the performance of this Contract which are not resolved by agreement of the parties will be decided by arbitration if the parties mutually agree, or in the Superior Court of Thurston County, Washington, which shall have exclusive jurisdiction and venue over all matters in question between Transit and Firm.

25. TERMINATION

- A. Termination for Convenience or Default. Transit may terminate the Contract, in whole or in part, for Transit's convenience or because of the failure of Firm to fulfill the

Contract obligations. Transit shall terminate by delivering to Firm a Notice of Termination specifying the nature, extent, and effective date of the termination. Upon receipt of the notice, Firm shall (1) immediately discontinue all services affected (unless the notice directs otherwise or Transit has granted Firm a cure period as set forth in (B) below), and (2) deliver to Transit all data, drawings, specifications, reports, estimates, summaries, and other information and materials accumulated in performing this Contract, whether completed or in process.

- i. If the termination is for the convenience of Transit, Transit shall make an equitable adjustment in the Contract price such that all amounts due to Firm for Products delivered and services performed are paid but shall allow no anticipated profit on unperformed services.
 - ii. If the termination is for failure of Firm to fulfill the contract obligations, the Firm shall only be paid for work delivered and accepted unless such work does not fulfill the Contract obligations. Transit may complete the work by Contract or otherwise and Firm shall be liable for any additional cost incurred by Transit.
 - iii. If, after termination for failure to fulfill Contract obligations, it is determined that Firm was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of Transit.
- B. Opportunity to Cure. Transit in its sole discretion may, in the case of a termination for breach or default, allow Firm a commercially reasonable period of time in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions.
 - i. If Firm fails to remedy to Transit's satisfaction, the breach or default or any of the terms, covenants, or conditions of this Contract within ten (10) days after receipt by Firm of written notice from Transit setting forth the nature of said breach or default, Transit shall have the right to terminate the Contract without any further obligation to Firm, except that Firm shall be paid for work delivered and accepted unless such work does not fulfill the Contract obligations. Any such termination for default shall not in any way operate to preclude Transit from also pursuing all available remedies against Firm and its sureties for said breach or default.

26. WAIVER OF REMEDIES FOR ANY BREACH

In the event that Transit elects to waive its remedies for any breach by the Firm of any covenant, term or condition of this Contract, such waiver by Transit shall not limit Transit's remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

27. WAIVER

Waiver of any breach of any term or condition of the Contract shall not be deemed a waiver of any prior or subsequent breach. No term or condition of the Contract shall be held to be waived, modified or deleted except by an instrument in writing signed by the parties hereto.

28. NOTICE

Notice provided for in this Contract shall be sent by certified mail to the addresses designated for the parties on the last page of this Contract.

29. ATTORNEYS FEES AND COSTS

If any legal proceeding is brought for the enforcement of this Contract, or because of an alleged dispute, breach, default, or misrepresentation in connection with any of the provisions of this Contract, the prevailing party shall be entitled to recover from the other party, in addition to any other relief to which such party may be entitled, reasonable attorney's fees and costs incurred in such action or proceeding.

30. DISADVANTAGED BUSINESS ENTERPRISES

- A. This Contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. The agency's overall goal for DBE participation is 1%. A separate contract goal has not been established for this procurement.
- B. The Firm sub-recipient, or subfirm shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. The Firm shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the Firm to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or such other remedy as Transit deems appropriate which may include but is not limited to (1) Withholding monthly progress payments; Assessing sanctions; (3) Liquidated damages; and/or (4) Disqualifying the Firm from future bidding as non-responsible. Each subcontract the Firm signs with a subfirm must include the assurance in this paragraph (see 49 CFR 26.13(b)).
- C. The Firm must promptly notify Transit, whenever a DBE subfirm performing work related to this Contract is terminated or fails to complete its work and must make good faith efforts to engage another DBE subfirm to perform at least the same amount of work. The Firm may not terminate any DBE subfirm and perform that work through its own forces or those of an affiliate without prior written consent of Transit.

31. JURISDICTION

- A. This Contract has been and shall be construed as having been made and delivered within the state of Washington and it is agreed by each party hereto that this Contract shall be governed by laws of the state of Washington, both as to interpretation and performance.
- B. Any action of law, suit in equity, or judicial proceeding for the enforcement of this Contract or any provisions thereof shall be instituted and maintained only in any of the courts of competent jurisdiction in Thurston County, Washington.

32. SEVERABILITY

- A. It is understood and agreed by the parties that if any part, term or provision of this Contract is held by the courts to be illegal, the validity of the remaining provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the Contract did not contain the particular provision held to be invalid.

- B. If it should appear that any provision of this Contract is in conflict with any statutory provision of the State of Washington, said provision which may conflict therewith shall be deemed inoperative and null and void insofar as it may be in conflict therewith, and shall be deemed modified to conform to such statutory provision.

33. ORDER OF PRECEDENCE

Each of the exhibits listed below is hereby incorporated into this Contract. In the event of an inconsistency in this Contract, the inconsistency shall be resolved by giving precedence in the following order:

1. Applicable federal and state of Washington statutes and regulations;
2. Terms and conditions as contained in this basic Contract instrument, and any change orders or amendments;
3. Exhibit A - Statement of Work
4. Exhibit B - Firm's Rate Schedule and Fees
5. Exhibit C - Request for Proposals No. 2207, released [Date]
6. Exhibit D - Firm's Response to RFP No. 2207 dated [Date]
7. Any other provision, term or material incorporated herein by reference or otherwise incorporated

34. ENTIRE CONTRACT

The parties agree that this Contract is the complete expression of the terms hereto and any oral representations or understandings not incorporated herein are excluded. Failure to comply with any of the provisions stated herein shall constitute material breach of Contract and cause for termination. Both parties recognize time is of the essence in the performance of the provisions of this Contract. It is also agreed by the parties that the forgiveness of the nonperformance of any provision of this Contract does not constitute a waiver of the provisions of this Contract.

35. APPROVAL

The signatories to this Contract represent that they have the authority to bind their respective organizations to this Contract.

IN WITNESS WHEREOF, the parties hereto have caused this Contract to be executed the day and year first hereinabove written.

INTERCITY TRANSIT
526 Pattison Street SE
Olympia, WA 98501

FIRM
Address
City, State, Zip

By: Ann Freeman-Manzanares Date
Its: General Manager

By: Authorized Representative Date
Its: Title

**EXHIBIT A
STATEMENT OF WORK**

[Placeholder]

**EXHIBIT B
PRICE AGREEMENT**

[Placeholder]

**EXHIBIT C
INTERCITY TRANSIT'S REQUEST FOR PROPOSALS (RFP) - PROJECT 2207**

[Placeholder]

**EXHIBIT D
FIRM'S RESPONSE TO REQUEST FOR PROPOSALS (RFP) - PROJECT 2207**

[Placeholder]