City of Tacoma, WA

TACOMA PUBLIC UTILITIES
REQUEST FOR PROPOSALS
CUSTOMER ENGAGEMENT PORTAL TECHNOLOGY AND SERVICES
SPECIFICATION NO. PI20-0019F
REQUEST FOR PROPOSALS PI20-0019F
Customer Engagement Portal Technology and Services

Submittal Deadline: 11:00 a.m., Pacific Time, Tuesday, April 7, 2020
Submittal Delivery: Sealed submittals will be received as follows:

<table>
<thead>
<tr>
<th>By Carrier:</th>
<th>In Person:</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Tacoma Procurement &amp; Payables Division</td>
<td>City of Tacoma Procurement &amp; Payables Division</td>
</tr>
<tr>
<td>Tacoma Public Utilities</td>
<td>Tacoma Public Utilities Lobby Security Desk</td>
</tr>
<tr>
<td>3628 S 35th Street</td>
<td>Administration Building North – Main Floor</td>
</tr>
<tr>
<td>Tacoma, WA 98409</td>
<td>3628 S 35th Street</td>
</tr>
<tr>
<td></td>
<td>Tacoma, WA 98409</td>
</tr>
</tbody>
</table>

By Mail:
City of Tacoma Procurement & Payables Division
Tacoma Public Utilities
PO Box 11007
Tacoma, WA 98411-0007

Submittal Opening: Sealed submittals in response to a RFB will be opened by a Purchasing representative and read aloud during a public bid opening held in Conference Room M-1, located on the main floor of Administration Building North. Submittals in response to an RFP, RFQ, or RFI are recorded as received, but are not typically opened and read aloud. As soon as possible after 1:00 p.m. the day of bid opening, the names of vendors submitting proposals are posted to the website for public viewing.

Solicitation Documents: An electronic copy of the complete solicitation documents may be viewed and obtained by accessing the City of Tacoma Purchasing website at www.TacomaPurchasing.org.

- Register for the Bid Holders List to receive notices of addenda, questions and answers and related updates.
- Click here to see a list of vendors registered for this solicitation.

Pre-Proposal Meeting: A pre-proposal meeting will not be held.

Project Scope: Customer engagement portal (CEP) technology and services to support TPU’s ongoing advanced metering infrastructure (AMI) program, including software and implementation services.

Estimate: NA

Paid Leave and Minimum Wage: Effective February 1, 2016, the City of Tacoma requires all employers to provide paid leave and minimum wages, as set forth in Title 18 of the Tacoma Municipal Code. For more information visit www.cityoftacoma.org/employmentstandards.

Americans with Disabilities Act (ADA Information): The City of Tacoma, in accordance with Section 504 of the Rehabilitation Act (Section 504) and the Americans with Disabilities Act (ADA), commits to nondiscrimination on the basis of disability, in all of its programs and activities. Specification materials can be made available in an alternate format by emailing Gail Himes at ghimes@cityoftacoma.org, or by calling her collect at 253-591-5785.

The following is applicable to Federal Aid Projects:
The City of Tacoma in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 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.

**Additional Information:** Requests for information regarding the specifications may be obtained by contacting Richelle Krienke, senior buyer by email to rkrienke@cityoftacoma.org

**Protest Policy:** City of Tacoma protest policy, located at [www.tacomapurchasing.org](http://www.tacomapurchasing.org), specifies procedures for protests submitted prior to and after submittal deadline.

Meeting sites are accessible to persons with disabilities. Reasonable accommodations for persons with disabilities can be arranged with 48 hours advance notice by calling 253-502-8468.
Request for Proposals

Table of Contents

Submittal Checklist

SECTION 1 – PROJECT OVERVIEW / CALENDAR / INQUIRIES
  1.01 Project Overview and Purpose
  1.02 Calendar of RFP Events
  1.03 Pre-Submittal Conference / Questions and Requests for Clarification
  1.04 Acceptance and Responsiveness
  1.05 Contract Term
  1.06 Pricing
  1.07 Budget
  1.08 Respondents Originating Outside the United States
  1.09 Revisions to RFP – Addenda
  1.10 Federal Aid Projects
  1.11 City Contact Information

SECTION 2 – PROJECT SCOPE / TECHNICAL AND SPECIAL PROVISIONS
  2.01 Introduction
  2.02 Background
  2.03 CEP Functional and Technical Requirements
  2.04 Desired Qualifications
  2.05 Scope of Work and Deliverables
  2.06 Insurance

SECTION 3 – SUBMITTAL FORMAT, CONTENT, EVALUATION, AWARD
  3.01 Format and Presentation
  3.02 Content to be Submitted
  3.03 Evaluation Criteria
  3.04 Interviews / Oral Presentations / Demonstrations
  3.05 Award

APPENDIX A
  • Signature Page
  • Price Proposal Form
  • Solution Requirements Compliance Form

APPENDIX B
  • Sample Contract
  • Standard Certificate of Insurance and Endorsement Requirements

APPENDIX C
  • Standard Terms and Conditions
  • Equity in Contracting
APPENDIX D

- As-Is Diagram
- To-Be Diagram
- Requirements for About My Home and Business
- Requirements for Contact Us Topics
- Requirements for SAP Contact Notes and Notifications
- Requirements for Start-Stop-Transfer Service Workflows
 SUBMITTAL CHECK LIST

A. This checklist identifies items to be included with your submittal. Any submittal received without these required items may be deemed non-responsive and may not be considered for award.

B. Submittals must be sealed in an envelope or package labeled with the specification number, specification title, and Respondent name and address.

C. Sealed submittals must be received by the City of Tacoma Purchasing Division by the date and time specified in the Request for Proposals page at the front of this Specification or subsequent addenda.

D. Respondents are encouraged to use recycled/recyclable products and both sides of paper for printed and photocopied materials, wherever possible.

E. Please do not include the full RFP document as part of your submittal. Doing so may render your submittal non-responsive.

The following items, in this order, make up your submittal package:

Other than the forms listed below, please do not include other pages or content from this RFP document.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Title Page (Section 3.02.1)</td>
</tr>
<tr>
<td>2</td>
<td>Table of Contents (Section 3.02.2)</td>
</tr>
<tr>
<td>3</td>
<td>Index of confidential information, if applicable (Section 3.02.3)</td>
</tr>
<tr>
<td>4</td>
<td>City of Tacoma Forms (Section 3.02.4 / Appendix A) – No substitutions or alterations – Do not alter these forms or add them to letterhead paper or present cover letters or blank pages ahead of them.</td>
</tr>
<tr>
<td></td>
<td>A. Signature Page (this form is intended to serve as the first page of your submittal after the Title Page and Table of Contents)</td>
</tr>
<tr>
<td></td>
<td>B. Price Proposal Form</td>
</tr>
<tr>
<td></td>
<td>C. Solution Requirements Compliance Form</td>
</tr>
<tr>
<td>5</td>
<td>Balance of information in Section 3.02 – Content to be Submitted (items 3.02.5 – 3.02.16)</td>
</tr>
</tbody>
</table>

Provide the following in a sealed envelope or package as indicated above in Submittal Check List item C.:

- **Paper Copies:**
  - One original copy of your complete submittal, arranged as indicated in Sections 3.01 and 3.02.
  - Ten copies of the complete original submittal.
Clearly identify paper documents as original and copies.

- **Electronic Copies** (USB drive, labeled with company name):
  - One electronic copy of the complete submittal in either Word or PDF format, arranged as indicated in Sections 3.01 and 3.02. Provide the electronic copy as a single file rather than multiple individual documents.
  - One electronic copy of the completed Price Proposal Form in Excel format.
  - One electronic copy of the completed Solution Requirements Compliance Form in Excel format.

  NOTE: There should be THREE documents on the USB drive.

---

**DEVELOPMENT OPTIONS:**

<table>
<thead>
<tr>
<th>Method</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>By Carrier:</strong></td>
<td>City of Tacoma Procurement &amp; Payables Division</td>
</tr>
<tr>
<td></td>
<td>Tacoma Public Utilities</td>
</tr>
<tr>
<td></td>
<td>3628 S 35th St</td>
</tr>
<tr>
<td></td>
<td>Tacoma WA 98409</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>By U.S. Mail:</strong></td>
<td>City of Tacoma Procurement &amp; Payables Division</td>
</tr>
<tr>
<td></td>
<td>Tacoma Public Utilities</td>
</tr>
<tr>
<td></td>
<td>PO Box 11007</td>
</tr>
<tr>
<td></td>
<td>Tacoma WA 98411-0007</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Method</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In Person:</strong></td>
<td>Tacoma Public Utilities Lobby Security Desk</td>
</tr>
<tr>
<td></td>
<td>Administration Building North – Main Floor</td>
</tr>
<tr>
<td></td>
<td>3628 S 35th St</td>
</tr>
<tr>
<td></td>
<td>Tacoma WA 98409</td>
</tr>
</tbody>
</table>

---

After award approval, the following will be required:

<table>
<thead>
<tr>
<th>Number</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Contract (Appendix B) – Contract incorporating terms and conditions contained herein</td>
</tr>
<tr>
<td>2</td>
<td>Certificate of Insurance and applicable endorsements (Appendix B)</td>
</tr>
<tr>
<td>3</td>
<td>City of Tacoma business license, if applicable (Appendix C – See item 1.05 B. of the Standard Terms and Conditions)</td>
</tr>
<tr>
<td>4</td>
<td>Verification of Washington business license (Appendix C – See item 1.05 A. of the Standard Terms and Conditions)</td>
</tr>
</tbody>
</table>
REQUEST FOR PROPOSALS PI20-0019F
CUSTOMER ENGAGEMENT PORTAL TECHNOLOGY AND SERVICES

SECTION 1 – PROJECT OVERVIEW / CALENDAR / INQUIRIES

1.01 PROJECT OVERVIEW AND PURPOSE

1.01.1 Tacoma Public Utilities (TPU) is soliciting proposals to establish one or more contracts with qualified suppliers to fulfill the City’s needs for a customer engagement portal (CEP), as part of TPU’s ongoing advanced metering infrastructure (AMI) program, for up to five years to include software and implementation services.

TPU seeks proposals that include the specific requested information, descriptions of the technology, and price quotes as they relate to TPU’s strategic technology goals of implementing the "best fit" CEP. The proposal shall include pricing for all software licensing, related maintenance fees and any third-party costs (“CEP Software”) and services fees (“Services”) for the implementation and project management that may be required as part of the solution as described herein. In this context, implementation refers to all efforts required to provide a complete and functioning CEP and prepare TPU to use the CEP effectively.

1.01.2 The preference is to award a single contract. However, the City reserves the right to split the award, reduce the award, or make no award, if it is in the City’s best interest.

1.01.3 Submittals must comply with these specifications. Failure to comply with all provisions of the RFP may result in disqualification.

1.01.4 This solicitation may be found at www.tacomapurchasing.org: Navigate to Contracting Opportunities / Services Solicitations, scroll to this RFP and click the word Specification.

1.02 CALENDAR OF RFP EVENTS

1.02.1 The anticipated schedule of events concerning this RFP, which are tentative and may be altered at the City’s sole discretion, is as follows:

- Questions due, 3:00 p.m., Pacific Time: March 18, 2020
- Questions and answers posted on or about: March 25, 2020
- Submittal deadline, 11:00 a.m., Pacific Time: April 7, 2020
- Interviews/presentations/demonstrations, if conducted: Week of May 25, 2020
- Public Utility Board consideration of award, if required: July, 2020

1.03 PRE-SUBMITTAL CONFERENCE / QUESTIONS AND REQUESTS FOR CLARIFICATION

1.03.1 A pre-submittal conference will not be held; however, questions and requests for clarification of these Specifications may be submitted in writing by 3:00 p.m., Pacific Time, March 18, 2020, to Richelle Krienke, Purchasing Division, via email to rkrienke@cityoftacoma.org. Questions received after this date and time may not be answered.
A. Please indicate the RFP specification number and title in the email subject line.

B. Present your questions in MS Word format or directly in the body of the email message. Where applicable, cross reference the specific section of the RFP. Please avoid using tables to format the questions as they will be copied into a Word template.

1. Please keep the formatting simple (e.g., Arial 11, flush left) by avoiding multiple fonts, multiple formats, and the use of tables, styles, headers, footers, etc.

C. Questions will not be accepted by telephone or fax.

D. Questions marked confidential will not be answered.

E. Questions will be held until the deadline and answered collectively.

F. Individual answers will not be provided directly to Respondents.

G. The City reserves the discretion to group similar questions to provide a single answer or not to respond when the requested information is confidential.

H. The City will not be responsible for unsuccessful submittal of questions.

1.03.2 Written answers to questions will be posted with the Specification on or about March 25, 2020, on the Purchasing website at www.TacomaPurchasing.org: Navigate to Contracting Opportunities / Services Solicitations, and scroll to this RFP. A notice will not be posted with the Specification if no questions are received.

1.03.3 To receive notice of the posted answers, you must register as a “bid holder” for this solicitation. Notices will not be sent if no questions are received.

1.03.4 The answers are not typically considered an addendum. (See Section 1.09)

1.04 ACCEPTANCE AND RESPONSIVENESS

1.04.1 Respondents agree to provide a minimum of 150 days from the submittal deadline for acceptance by the City.

1.04.2 Submittals will be reviewed by the City to determine compliance with the requirements and instructions specified in this RFP. Respondent is specifically notified that failure to comply with any part of this RFP may result in rejection of the submittal as non-responsive. The City reserves the right, in its sole discretion, to waive irregularities deemed to be immaterial.

1.05 CONTRACT TERM

1.05.1 The Contract will be for a five-year period with the option to renew the Contract for additional renewal terms.

The Contract will be for a one-time purchase of software and implementation services to include design, implementation, testing, plus warranty services for at least 60 days.
1.05.2 Ongoing maintenance and licensing agreements beyond the first year will be per final negotiated Contract terms.

1.05.3 This Contract shall remain open to additional purchases (interlocal, tag-on, and piggyback) by this or other agencies for the full Contract term.

**1.06 PRICING**

1.06.1 Pricing under any Contract resulting from this RFP shall be firm for the Contract period unless an adjustment is mandated by statute.

1.06.2 Submitted prices must include all labor and expenses, including travel, licenses, permits, B&O taxes, and any tools or costs required to service the account and complete this project.

1.06.3 Surcharges of any type will not be paid.

1.06.4 The City reserves the right to negotiate all costs/prices submitted.

1.06.5 The City may award to other than the highest ranked Respondent if the price offered by Respondent is more than the budget available for this project.

1.06.6 Contractor shall extend the same services at City prices to participating public agencies in accordance with the Interlocal Agreement.

**1.07 BUDGET**

1.07.1 The CEP is part of TPU’s overall AMI program budget which consists of AMI Technology and Services, Meter Data Management System (MDMS), Customer Engagement Portal, Installation, Implementation and Integration has a total estimate of $85,000,000. This RFP is the fifth of five competitive solicitations anticipated for the AMI program.

**1.08 RESPONDENTS ORIGINATING OUTSIDE THE UNITED STATES**

1.08.1 Respondents providing submittals from outside the legal jurisdiction of the United States of America will be subject to Tacoma’s City Attorney’s Office (CAO) opinion as to the viability of possible litigation pursuant to a contract resulting from this Specification. If it is the opinion of the CAO that any possible litigation would be beyond reasonable cost and/or enforcement, the submittal may be excluded from evaluation.

**1.09 REVISIONS TO RFP – ADDENDA**

1.09.1 In the event it becomes necessary to revise any part of this RFP, addenda will be issued to registered bid holders/planholders and posted on the Purchasing website at www.TacomaPurchasing.org: Navigate to Contracting Opportunities / Services Solicitations, and scroll to this RFP. Failure to acknowledge addenda may result in a submittal being deemed non-responsive.
1.09.2 Answers in response to RFP inquiries are not typically provided as an addendum. (See Section 1.03)

1.10 FEDERAL AID PROJECTS

1.10.1 The following is applicable to federal aid projects:

The City of Tacoma in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 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 insure 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.

1.11 CITY CONTACT INFORMATION

1.11.1 All communications concerning this solicitation shall be directed via email to the Purchasing contact:
Richelle Krienke / rkrienke@cityoftacoma.org

1.11.2 Any Respondent seeking to obtain information, clarification, or interpretations from a City official or City employee other than the Purchasing contact or other Purchasing staff member, or any external firm or agency, is advised that such material is used at Respondent's own risk. The City will not be bound by any such information, clarification, or interpretation.

1.11.3 Contact by a Respondent regarding this solicitation with a City employee other than the Purchasing contact or other Purchasing staff member, or an individual approved in writing by a Purchasing staff member, or contact with a firm hired by the City to provide consulting services regarding this RFP, may be grounds for rejection of Respondent’s submittal.

1.11.4 NOTE: City employees and persons or firms representing the City will not contact you or seek to advise you on matters pertaining to this RFP, your submittal, or the City’s expectations regarding the proposed work other than as stated in the Request for Proposals documents.
SECTION 2 – PROJECT SCOPE / TECHNICAL PROVISIONS

2.01 INTRODUCTION

2.01.1 Tacoma Public Utilities is seeking to implement a new Customer Engagement Portal (CEP) that empowers customers with more “convenience, choice, and control” over their utility services.

A. Convenience – Enabling the customer to access their information how they choose in an easy-to-use and effective manner.

B. Choice – Providing a secure, self-service transactional portal that enables the customer to choose when and how to act on their consumption and bills.

C. Control – Empowering the customer with the ability to control their energy and water usage.

2.01.2 TPU will migrate to a singular portal platform to support and manage the customer’s ability to access their data from the existing SAP system and from the AMI electric and water meters being deployed as part of TPU’s ongoing AMI program. This includes the ability to display interval data, measured at the meter (in 5-, 15-, and 60-minute intervals), so a customer can accurately monitor their consumption and have “control” of their monthly energy and water expenses.

2.01.3 Additional expectations of the CEP are to allow customers to be able to compare their usage to prior periods and to compare usage across several locations within a large group of accounts belonging to the same customer.

2.01.4 The new solution shall continue to support all functions that the existing MyAccount platform enables such as account management, billing and payments, bill usage display, notifications and alerts, as well as providing the ability to support payment on Pre-Pay accounts, and enroll in AutoPay and Budget Billing.

2.01.5 TPU recognizes the need to prepare their engagement platform to be ready for future applications such as advanced rate design (to customers), electric vehicles, distributed generation, and demand response.

2.02 BACKGROUND

2.02.1 TPU currently provides its customers access to self-service functions via the HCL/Axon MyAccount platform that provides the ability for customers to manage their account and contact information, view and pay bills, manage payment methods, request service, and other customer self-service functions. This platform is primarily integrated with SAP and Trust Commerce as shown in the “As-Is” diagram (Appendix D). Additionally, TPU is currently undergoing a project to implement the Smart Energy Water (SEW) Smart Customer Mobile (SCM) Outage and Preference Center modules to provide customers notification of Power related trouble, allow customers to report outages, and provide external map display of TPU current outages.
2.02.2 Based on the functional and technical requirements described in Sections 2.03.1 and 2.03.2, TPU anticipates the “To-Be” diagram (Appendix D) to represent the future state technology for the CEP.

2.02.3 Through implementation of the CEP, TPU expects to be able to provide tools for TPU staff to administer the portal and assist customers and answer their questions in a more efficient manner.

2.02.4 Implementation of the CEP shall deliver the following (but not limited to) self-service functions to customers:

A. Account and Contact Management (“MyAccount”)

B. Billing and payments (including AutoPay, Pre-Pay, Budget Billing, Payment agreement/extension, ability to select a customer preferred due date, make a donation (via payment round up, one-time and recurring donations, inside and outside of login), and paperless billing)

C. Usage Display (billed values and AMI-sourced values)

D. Enroll in Notifications and Alerts

E. Basic Usage Comparison Capabilities

F. Contact TPU Capability (on various topics)

G. Service (start, stop, and transfer)

H. Provide links to access conservation and efficiency programs and information

2.02.5 Acronyms used in the As-Is and To-Be diagrams above are defined as:

- GIS – Geographic Information System
- IVR – Interactive Voice Response
- OMS – Outage Management System
- SAP ECC – ERP Central Component
- SAP CRM – Customer Relationship Management
- SAP BW – Business Warehouse

2.03 CEP FUNCTIONAL AND TECHNICAL REQUIREMENTS

2.03.1 Functional Requirements

CEP Solution must support customer self-service functions for TPU’s customers, outlined below.

A. CEP Solution must support Account and Contact Management (“MyAccount”) functions, allowing customers to register and manage their online accounts.
B. CEP Solution must support all TPU Commercial/Industrial and Residential customers.

C. CEP Solution must support the ability for a customer to enroll in notifications, alerts, and TPU programs during registration and after.

D. CEP Solution must provide the ability to capture information about a customer's home or business.

E. CEP Solution must provide guest access to an account in order to either use the full functionality of the CEP or to segment access and functionality based on roles within a company or household.

F. CEP Solution must provide a landing page, once a customer logs in, that provides account summary information.

G. CEP Solution must support billing, scheduled and one-time credit and bank/ACH payments to one or many accounts in a single transaction, and donations (payments and donations should be inside and outside the login).

H. CEP Solution must support AutoPay, Pre-Pay, Budget Billing, Payment agreement/extension, ability to select a customer preferred due date, make a donation, and paperless billing functions.

I. CEP Solution must provide the ability to manage payment methods for credit cards and bank/ACH.

J. CEP Solution must support the ability to display current and historic bill information, billed usage charts, and bill PDFs.

K. CEP Solution provides the ability to perform projected and bill-to-date calculations and to provide notifications to customers when customer-set thresholds are reached. Projections shall be based upon TPU defined factors using predictive analytics (such as weather and past usage at the same time in the previous year).

L. CEP Solution must support AMI-sourced usage data display for Power and Water accounts with AMI meters installed for all TPU measurement values and rate tiers for that specific occupant.

M. CEP Solution must provide the ability to display AMI register reads.

N. CEP Solution must be able to export usage data.

O. CEP Solution must support display of aggregate usage data.

P. CEP Solution must be able to differentiate between actual and estimated usage data.

Q. CEP Solution must be able to display a Weather overlay for usage data.
R. CEP Solution must support configurable Notifications and Alerts to customers via email, text and/or push.

S. CEP solution must provide Notifications and Alerts to customers via email, text and/or push in the preferred language.

T. CEP Solution must provide the ability to manage and report on notifications sent to customers.

U. CEP Solution must support Comparison capabilities to the same accounts historic usage, and other accounts in a group of accounts/portfolio.

V. CEP Solution must support the capability to allow customers to contact TPU on configurable topics.

W. CEP Solution must support the capability to allow customers to track status of requests sent to TPU via the CEP.

X. CEP Solution must allow attachments to be included in contact requests to TPU.

Y. CEP Solution must provide the ability to manage and report on contact requests sent from customers.

Z. CEP Solution must support the ability to allow customers to request start, stop, and transfer of service.

AA. CEP Solution must provide configurable templates for start, stop, and transfer or service workflows.

BB. CEP Solution must provide the ability to manage and report on service requests sent from customers.

CC. CEP Solution must provide links to TPU conservation and efficiency programs and information.

DD. CEP Solution must have the ability to display Power and Water Planned Outage information (including on a map).

EE. CEP Solution must have the ability to display Power and Water Unplanned Outage information (including on a map).

FF. CEP Solution must provide the ability to notify customers on new and changing status on Planned and Unplanned Outages.

GG. CEP Solution must provide administration functions to allow TPU personnel to support TPU customers (such as login and password issues).

HH. CEP Solution must provide the ability to allow TPU personnel to configure templates and messages used and displayed in the solution.
II. CEP Solution must provide the ability to report on and track transactions and customers interactions as well as providing the ability to run/export reports related to the customers' in-portal behavior, journey mapping, interaction with modules and marketing content.

JJ. CEP Solution must provide the ability for TPU personnel to see the same display of customer data as the customer via mirroring.

KK. CEP Solution must provide the ability for TPU to configure and display standard and varying content to customers.

LL. CEP Solution must have TPU branding and allow for TPU configuration.

MM. CEP Solution must support different language packs for all customer facing activities.

NN. CEP Solution must notify customers based on their communication preference on changes to their accounts, preferences, settings, and after transactions are made.

OO. CEP Solution must have the ability to export data that is displayed.

2.03.2 Technical Requirements

A. CEP Solution must be scalable to include all customer accounts, meters, and services (multiple metered and non-metered) for TPU.

B. CEP Solution must support operating in a virtualized server environment.

C. CEP Solution must easily integrate to different applications using industry standard interfaces.

D. CEP Solution must integrate with the Trust Commerce payment provider using their Trustee API or Trustee Premier interfaces.

E. CEP Solution must be integrated with SAP ECC 6.0 EHP8.

F. CEP Solution must be integrated with Siemens EnergyIP MDMS 8.6 platform.

G. CEP Solution must be seamlessly integrated with the TPU mytpu.org site.

H. CEP Solution must provide integration or data export capability to provide registration and marketing activity information to Active Campaign.

I. CEP Solution must be integrated with CGI Outage Management System 6.5.

J. CEP Solution must be integrated with ESRI GIS 10.8.
K. Contractor will provide detailed hardware, software, and networking requirements for their CEP solution.

L. CEP Solution will store and maintain on-line access to 24 months of meter data (both billed values and AMI consumption).

M. CEP Solution must support web and mobile-responsive web platforms (or mobile application platform).

N. CEP Solution must provide tools for migration of existing online account information.

2.03.3 Security Requirements

A. CEP Solution must provide a secure environment or set of processes for hardware, software, and communication messages, including scanning for malicious files and detection of viruses.

B. CEP Solution must provide an authentication process to verify the originator of a transmission or message in the event of message spoofing, “man-in-the-middle,” or replay messaging attacks.

C. CEP Solution must provide an authorization process to validate any individuals “right of access” to the system or subsequent control and monitoring screens.

D. CEP Solution must provide an environment sufficient to warrant the confidentiality of information to ensure that data is not exposed to unauthorized persons, processes (interfaces), and/or devices.

E. CEP Solution must provide the sender of data proof of delivery while the recipient of such data is provided the sender’s identity as a form of non-repudiation.

F. CEP Solution should be annually subjected to penetration and other security audits from a reputable third-party security firm.

2.03.4 Non-Functional Requirements

A. CEP Solution must be compatible with Microsoft Windows Server operating system (2016) and SQL Server database (2014). RedHat Linux (Version 7) is an acceptable alternative for the operating system. Oracle Enterprise Edition 11g is an acceptable alternative for the database.

B. CEP Solution must support MultiSpeak 3.0 standards (and provide a roadmap for MultiSpeak 4.1 compliance).

C. CEP Solution must be easily integrated with TPU’s current and future enterprise system landscape.
D. CEP Solution must be easily integrated with or provide reports and easy data extractions in support of TPU customers and for internal TPU use.

E. CEP Solution must be user friendly to support access by internal users with the appropriate security settings for access or management of access based upon operational department or individual need.

F. CEP Solution Contractor must provide a suggested Best Practices methodology for backup and maintenance of the proposed solution based upon their operational experience.

G. CEP Solution must be user friendly to support operation by internal users with a minimal amount of training. The CEP Solution must support up to 150 simultaneous internal users.

H. CEP Solution must be compliant per City of Tacoma Americans with Disabilities Act Web Accessibility Standards and have compliance with WCAG 2.0 Level A.

I. CEP Solution must be built using responsive web design and be mobile friendly.

J. CEP Solution must be auditable under Self-Assessment Questionnaire A for PCI compliance.

2.04 DESIRED QUALIFICATIONS

2.04.1 TPU desires that the selected Contractor meets the following qualifications:

A. Respondent has provided the proposed CEP solution for at least five years at a minimum of two metered services (ideally including Power and Water) with a minimum of 100,000 AMI meters deployed for each utility service in North America.

B. Respondent has integrated the proposed CEP solution using standard integration with at least two utilities with SAP ECC 6.0 EHP6 (or later) in the last five years in North America.

C. Respondent has implemented the proposed CEP solution using standard integration at least two times for display of outage maps (and preferably with CGI OMS) in the last five years in North America.

2.04.2 Proposals may be rejected at the sole discretion of the City if the above qualifications are not met.

2.05 SCOPE OF WORK AND DELIVERABLES

TPU anticipates the design, integration, and deployment of the CEP solution to be completed over a 12-month period. This schedule should include configuration, integration, and testing of the system in 2020 with completion by Q4, 2021.
The following services are to be provided by the Contractor in support of the design, integration, and deployment of the CEP Solution:

### 2.05.1 Program Management and Solution Implementation

A. Develop and maintain a detailed project plan and controls for the implementation and acceptance of the CEP Solution and all integration necessary to fully implement the requirements. This includes implementing procedures for project control, project tracking, and reporting of progress.

B. Assist in the ordering and sizing of any applicable servers and databases required to support TPU’s CEP Solution requirements. This should include a detailed and comprehensive Server and Database Deployment Document that completely defines the hardware, software and configuration specification of all servers comprising the CEP Solution.

### 2.05.2 Requirements and Design Workshops

A. Facilitate requirements and design workshops with TPU’s lines of business, and other product vendors, to establish detailed functional, integration and architecture requirements for the CEP and its implementation and document these requirements and configurations. Workshops are expected to be provided by on-site resources from the CEP Solution vendor.

B. Work with TPU to create and maintain workshop schedules and establish a common documentation standard.

C. Align configurations and requirements with established TPU business processes.

D. Avoid customizations wherever possible and alert TPU to alternatives prior to implementing a customization.

E. Fully document the functional requirements for the CEP and all of the integrations in and out of the CEP, review with TPU, and gain approval from key stakeholders.

### 2.05.3 CEP Configuration

A. Configure the CEP solution to the specifications documented during the Requirements and Design definition. CEP configuration, specifically around integration with other TPU systems, is expected to be provided by on-site resources from the CEP Solution vendor 50% of the time during that project phase.

B. Unit test the configured CEP solution and deliver the unit test results and list of issues prior to the delivery of the configured CEP solution for testing.

C. Develop and deliver a configuration workbook that fully describes all of the configurable parameters and customizations required for the CEP to meet the functional and integration specifications.

D. Maintain the configuration workbook throughout the lifecycle of the configuration and testing as changes are made.
2.05.4 Environment Setup

A. Assist in the development of environment and architecture design and documentation. This should include support disaster recovery planning defining recovery plans for the loss of the CEP System. This should also include plans for how the CEP Solution performs configuration management and configuration restoration.

B. Assist in setup and configuration of Test and Production environments. The Test environments will emulate the ultimate production system and can be used for on-site testing and training. TPU will acquire and configure these environments and the Contractor should provide initial system installation and training.

2.05.5 System Acceptance Testing

TPU requires system acceptance and performance testing be conducted on the Test environment described above. The objective of these tests will be to validate that the CEP Solution (applications, services, and interfaces) meets the defined TPU requirements.

A. Provide and support the performance of test procedures and any applicable data simulation and monitoring methods to demonstrate proper functioning of the CEP Solution with TPU’s systems through both QA testing and actual live production.

B. Develop test plans and test scripts.

C. Supply test harnesses and test data sets. This includes data simulation as necessary and agreed upon.

D. Provide regular testing status reports and final test report.

E. Track defects and the resolution of defects.

F. On-site assistance by engineering and IT experts during testing to ensure troubleshooting and knowledge transfer occurs in a timely and efficient manner.

G. Work with and support TPU and TPU’s chosen System Integrator in all testing activities.

H. TPU may conduct extensive security and intrusion testing on the Test environment. The CEP Solution Contractor will resolve any security issues identify as a condition of acceptance of the Test environment.

2.05.6 Training and Documentation

A. Appropriate system manuals and documentation in searchable electronic format.

B. A plan to properly train specified TPU internal personnel how to install, maintain, and operate the CEP Solution.
C. Training on how to use all applications and functions within the CEP Software for ongoing operations and maintenance. TPU prefers “train-the-trainer” training.

D. Syllabus for all available and future training courses and indicate whether such training is provided on-site or online.

2.05.7 Go Live and Post Production Support

A. Detailed cutover plan and scheduling, including rollback plan.

B. Perform data migration from legacy systems, if required.

C. Application monitoring plan for post-production cutover support.

D. Sixty days of post-production support, with an option to extend to 180 days of post-production support, prior to the move to standard help desk support. As an option, provide a predetermined number of support hours of a dedicated support resource with detailed understanding of TPU's configuration and implementation which TPU may utilize over a six-month period as required. Post-production support should be onsite and remote as necessary to ensure TPU has learned all of the critical functions and operations of the CEP solution and is administering and operating the solution to achieve maximum performance. Post-production support should include onsite interaction with CEP operations personnel and users, review of CEP performance and logs and a review of the CEP operations processes and performance.

E. Assessment of operational readiness of the operational personnel.

2.06 INSURANCE

2.06.1 City of Tacoma standard insurance requirements apply (Appendix B.).

2.06.2 Respondents are encouraged to furnish requirements to their surety for review prior to providing a submittal.

2.06.3 Failure by City to identify a deficiency in the insurance documentation provided by Contractor or failure of City to demand verification of coverage or compliance by Contractor with these insurance requirements shall not be construed as a waiver of Contractor's obligation to maintain such insurance.
SECTION 3 – SUBMITTAL FORMAT, CONTENT, EVALUATION, AWARD

3.01 FORMAT AND PRESENTATION

3.01.1 Submittals should be clear, succinct, and should comply with these specifications.

3.01.2 The inclusion of standard company brochures or similar marketing materials is allowed but will not be evaluated and may not be used in lieu of providing responses to Section 3.02 Content to be Submitted immediately below.

3.01.3 A full and complete response to each of the “content to be submitted” items (Section 3.02) is expected in a single location; do not use hyperlinks to other documents or cross reference to another section of your submittal document in lieu of a full response.

3.01.4 Required format:
   - Page size: 8.5” x 11” (no pages larger or smaller than this size)
   - Margins: 0.75” or greater
   - Font and size: Arial 11 (or equivalent) or larger
   - Numbered pages: Please number all pages in your submittal documents

3.01.5 For purposes of review and in the interest of the City's sustainable business practices, Respondents are encouraged to print/copy on both sides of a single sheet of paper wherever possible. The City encourages the use of materials (e.g., paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are readily recyclable.

3.01.6 The City prefers the use of recyclable 3-ring binders to allow reviewers to remove specific pages/sections. Please do not use gum or spiral bindings. The use of materials that cannot be easily recycled such as PVC (vinyl) binders, spiral bindings, glossy paper, and plastic or glossy covers or dividers is discouraged.

3.01.7 Color is acceptable, but content should not be lost by black-and-white printing or copying.

3.01.8 Submittal organization, completeness, structure, and readability will be evaluated. (See Section 3.03.9)

3.02 CONTENT TO BE SUBMITTED

Provide complete and detailed responses to all items using the numbering format presented below. Organization of the submittal should follow the sequence of contents below so that essential information can be located easily during evaluation.

Submittals that are incomplete or conditioned in any way, contain alternatives or items not called for in this RFP, or are not in conformity with law, may be rejected. The City will not accept any submittal containing a substantial deviation from the requirements outlined in this RFP.
3.02.1 Title Page

A. The Title Page is to be a single sheet of paper. Include the following on the Title Page:

1. RFP number and title
2. Firm name, address, website address, telephone number, and email address
3. Name, title, email address, and telephone number of the person to contact with questions or issues regarding your proposal/submittal.
4. NOTE: Notifications regarding award will be sent to the email address provided on the Signature Page.

3.02.2 Table of Contents

A. Identify information included in your submittal by section as described in Section 3.02.

3.02.3 Confidential or Proprietary Information

A. Information that is confidential or proprietary must be clearly marked on each affected page.

B. Further, an index must be provided indicating the affected page number(s) and location(s) of all such identified material. Information not included in said index will not be reviewed for confidentiality or as proprietary before release. (Appendix C – See item 1.06 of the Standard Terms and Conditions)

C. Marking the entire submittal as “confidential” or “proprietary” or “trade secret” is not acceptable and is grounds to reject such submittal.

3.02.4 City of Tacoma Forms (Appendix A)

A. Do not alter these forms in any way or add them to letterhead paper or present cover letters or blank pages ahead of them. (See Section 3.01.1)

1. Signature Page - The Signature Page must be signed by a person authorized to make proposals and enter into contract negotiations on behalf of your agency. This individual must be at least 18 years of age.

2. Price Proposal Form

3. Solution Requirements Compliance Form

3.02.5 Executive Summary

A. Introduction and overview of your submittal/proposal.

B. A description and explanation of your underlying philosophy in fulfilling this scope of work.
C. A short history and description of your firm, including organizational structure, areas/regions served, number of employees, number of years in business under current and previous names, including DBAs (doing business as), etc.

D. Background information of the parent company, if any.

E. Presence, if any, in Pacific Northwest region.

F. Location of the office from which this work will be performed.

G. Documentation of corporate status and business licenses.

H. Name, title, email address, and telephone number of the person authorized to execute a contract on behalf of Respondent.

I. Name, title, email address, and telephone number of the person who will be managing this Contract on behalf of Respondent.

J. Disclose any affiliations or alliances that are in place with utility companies, software organizations, or other related firms.

K. List any current or known forthcoming business ventures or related transactions such as proposed sale of company, buy-outs, acquisitions, mergers, new investors, etc., that may impact the business partner relationship with the City of Tacoma.

L. Disclose involvement in any business litigation in the past five years, including whether your firm has, for legal reasons, been removed from a contract or failed to complete a contract as assigned.

M. Provide a statement regarding your firm’s financial fitness for successfully completing this work. Disclose any past, planned, or anticipated bankruptcy filings or proceedings.

N. Disclose any intention to utilize subcontractors to perform this work, and if so, provide similar information as listed above for identified subcontractors. Include any certified City of Tacoma Small Business Enterprise and/or minority/woman owned firm certified with the Washington State Office of Minority and Women’s Business Enterprises, (See 3.02.13)

3.02.6 Qualifications/Experience of Firm

A. Describe your firm’s background, qualifications, and relevant experience as related to this Scope of work. Include work that involves public agencies.

B. Provide additional information that will enable the City to evaluate the capabilities, track record, and financial stability of your firm. (Optional)
3.02.7 Qualifications/Experience of Key Personnel Assigned to this Project

The personnel presented must be committed to this project for the expected term of the Contract.

A. List key personnel that will manage and work this project including the relevant background and experience of each staff member you propose to assign to this project.
   1. Include a brief biography or resume outlining the experience of each person that will be involved in this Contract.
   2. Indicate the role(s) each individual will be assigned and the relative amounts of time that will be allocated. For example, clearly identify those that will be directly involved in managing the work vs those who would act as a support resource.

B. Describe how these staff will work as a team to accomplish this scope of work.

C. How many projects have this team worked on together?

D. Describe the projects, including the staffing structure and dates, where the proposed staff previously worked as a team.

E. Describe when, where, and for how long this team previously worked together. For example, specific projects, length of project, etc.

3.02.8 Desired Qualifications

A. Describe how your company meets the desired qualifications (Section 2.04).

3.02.9 Project Methodology and Approach

A. Describe your standard project implementation methodology (no more than five pages), including its configuration management practices (for new and deployed systems).

B. Describe how your methodology maps to the services (scope and deliverables) identified in Section 2.05 and identify all project deliverables that are provided for each service and step of your implementation process.

C. Describe the quality assurance procedures used by your firm.

D. Describe the City resources you require to support the implementation of the CEP Solution.

E. Provide a proposed schedule for completing the project.
3.02.10 CEP Functional and Technical Requirements Compliance

A. Summarize (no more than three pages) how your company and the proposed CEP solution meet the CEP functional and technical requirements (Section 2.03).

3.02.11 Solution Requirements Compliance

A. Complete the Solution Requirements Compliance Form (Appendix A) in its entirety. The requirements are formatted for a simple and succinct response and brief answers are encouraged. However, a response to each requirement and how Respondent’s solution meets this requirement is required; a simple “Comply” is not sufficient. In some cases, an additional reference document, as an attachment, will be requested to demonstrate compliance.

**NOTE:** Do not modify the Excel spreadsheet by adding or removing rows, columns or tabs. Do not insert attachments in any cell. The document must be returned in its native format (Excel) as part of the electronic submission.

3.02.12 Fees and Charges

A. Complete the Price Proposal Form (Appendix A) in its entirety. The spreadsheet provides specific instructions for submitting pricing information. Respondent should recommend, and provide pricing, for all of the software licenses and services that will meet the requirements of this RFP.

B. Costs for annual maintenance support fees for software will have an initial contract term of two years (any increases following the initial two-year term will be subject to a cap that will be negotiated by the City and the successful Respondent).

C. The City intends to negotiate a fixed price contract for all services required under the Statement of Work. Progress payments may be made upon the completion of identifiable milestones associated with the project, in accordance with a payment milestone schedule to be negotiated by the parties and included in the final contract documents.

D. Respondent may submit a proposed cost for outsourced or managed services in this same matrix if such services are offered as an option.

**NOTE:** Do not modify the Excel spreadsheet by adding or removing rows, columns or tabs. Do not insert attachments in any cell. The document must be returned in its native format (Excel) as part of the electronic submission.

3.02.13 Equity in Contracting

A. Indicate whether your firm is a certified City of Tacoma Small Business Enterprise.

B. Indicate whether your firm will be partnering with, or subcontracting to, a certified City of Tacoma Small Business Enterprise. If yes, provide the full legal name of the SBE.
C. Indicate whether your firm is a minority/woman owned firm certified with the Washington State Office of Minority and Women's Business Enterprises.

D. Indicate whether your firm will be partnering with, or subcontracting to, a minority/woman owned firm certified with the Washington State Office of Minority and Women's Business Enterprises. If yes, provide the full legal name of the MWBE.

3.02.14 Standard Software License and Software Maintenance Agreement

A. Provide copies of standard software license and software maintenance agreements. Include any terms and conditions or other applicable contractual documentation appropriate to the Services. Include standard maintenance and support policies, including description of help desk support, escalation processes, and standard problem categories and resolution times.

3.02.15 References

A. Provide three or more recent client references able to verify your firm’s overall expertise for this scope of work. Include public agencies, electric and water utilities, as applicable. The clients should have worked with your firm within the last five years. For each reference provide the following information:

1. Company name and description of primary business
2. Website address, if applicable
3. Contact person(s) and title
4. Address
5. Phone number
6. Email address
7. Project description or description of services provided
8. Dates of service

3.02.16 EPayables Acceptance – Credit Card Acceptance – EFT/ACH Acceptance

A. EPayables (Payment Plus)

Provide a statement regarding your ability to accept payment by ePayables (Payment Plus). This is payment made via a virtual, single use VISA card number provided by the City’s commercial card provider. This information is not a consideration in the evaluation. (Appendix C – See item 1.41 of the Standard Terms and Conditions)

B. Credit Card Acceptance

Provide a statement regarding your ability to meet the City’s credit card requirements as well as identifying your reporting capabilities (Level I, II, or III). This information is not a consideration in the evaluation. (Appendix C – See item 1.41 of the Standard Terms and Conditions)

C. Electronic Funds Transfer (EFT) by Automated Clearing House (ACH) Acceptance
Provide a statement regarding your ability to accept payment by electronic funds transfer (EFT) by Automated Clearing House (ACH). This information is not a consideration in the evaluation. (Appendix C – See item 1.41 of the Standard Terms and Conditions)

3.03 EVALUATION CRITERIA

3.03.1 A Selection Advisory Committee (SAC) will review and evaluate the submittals. Additionally, the SAC may conduct interviews of, or request presentations-demonstrations by, selected or short-listed Respondents before final selection is made. (See Section 3.04)

3.03.2 The SAC may use references to clarify and verify information in submittals and interviews, if conducted, which may affect the rating. The City reserves the right to contact references other than those included in the submittal.

3.03.3 The City may award to other than the highest ranked submittal or Respondent if the price submitted is more than generally accepted industry standards. Also, note that the inclusion of fees and charges as an evaluation factor or a request for hourly rates does not require the City to select the Respondent submitting the lowest cost.

3.03.4 The City reserves the right to visit facilities of selected Respondents for the purpose of confirming City cyber-security requirements are met for a hosted model implementation. The City reserves the right to inspect the facilities or project sites of selected Respondents where work under this Contract will be performed.

3.03.5 Respondents may be asked to provide their most recent audited financial statements demonstrating Respondent’s financial ability to meet the requirements of any Contract that may result from this RFP.

3.03.6 An incomplete response or no response may result in a score of zero for that criterion.

3.03.7 A serious deficiency in any one criterion, including excessive cost, may be grounds for rejection.

3.03.8 The final selection will be that submittal or Respondent which, after review and potential on-site visits, interviews/presentations/demonstrations, reference checks, and best and final offers (BAFO), if requested, in the sole judgment of the City, best meets the requirements set forth in this RFP.
3.03.9 Submittals will be evaluated using the following criteria:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Qualifications/Experience of Firm and Key Personnel (3.02.6, 3.02.7, and 3.02.08)</td>
<td>15</td>
</tr>
<tr>
<td>B Project Methodology and Approach (3.02.9)</td>
<td>15</td>
</tr>
<tr>
<td>C Functional and Technical Requirements and Solution Requirements Compliance (3.02.10 and 3.02.11)</td>
<td>40</td>
</tr>
<tr>
<td>D Fees and Charges (3.02.12)</td>
<td>20</td>
</tr>
<tr>
<td>E Equity in Contracting (3.02.13)</td>
<td></td>
</tr>
<tr>
<td>a) Respondent is a City of Tacoma certified SBE firm.</td>
<td></td>
</tr>
<tr>
<td>b) Respondent is partnering with a qualified City of Tacoma certified SBE firm.</td>
<td></td>
</tr>
<tr>
<td>c) Respondent is a certified state of Washington Minority and Women’s Business Enterprise.</td>
<td></td>
</tr>
<tr>
<td>d) Respondent is partnering with a certified state of Washington Minority and Women’s Business Enterprise.</td>
<td></td>
</tr>
<tr>
<td>F Submittal Quality, Organization, Completeness</td>
<td></td>
</tr>
<tr>
<td>a) Presentation of information is logical and clear</td>
<td></td>
</tr>
<tr>
<td>b) Completeness of proposal content</td>
<td></td>
</tr>
<tr>
<td>c) Adherence to format and layout requirements</td>
<td></td>
</tr>
<tr>
<td>d) Compliance with Specifications</td>
<td>5</td>
</tr>
</tbody>
</table>

3.04 INTERVIEWS / ORAL PRESENTATIONS / DEMONSTRATIONS

3.04.1 An invitation to interview, present, or provide a demonstration, either in person at a City facility or by conference call or video conference (Skype or similar application), may be extended to selected or short-listed Respondents based on Selection Advisory Committee review of the written submittals.

3.04.2 If held, it is anticipated that interviews/presentations/demonstrations will be approximately four hours and be evaluated in a manner similar to the submittal. Instructions will be provided to selected Respondents.

3.04.3 All information, whether oral or written or otherwise, provided by Respondent in interviews/presentations/demonstrations may be incorporated into any resulting contract.

3.04.4 Interviews/presentations/demonstrations may be filmed and recorded, and incorporated into any resulting contract.

3.04.5 The SAC reserves the right to adjust scoring based on additional information and/or clarifications obtained during, or resulting from, interviews, presentations, demonstrations, or references. The SAC may determine scoring criteria for the interviews following evaluation of written submittals, including the option to rank (1, 2, 3, etc.) rather than score.
3.04.6 The City reserves all rights to begin contract negotiations without conducting interviews, presentations, or demonstrations.

3.04.7 Respondents must be available for interviews/presentations/demonstrations within five business days’ notice.

3.05 AWARD

3.05.1 After a Respondent(s) is selected by the SAC and prior to award, all Respondents will be notified in writing by the Purchasing Division.

3.05.2 Once a finalist (or finalists) has been selected by the Selection Advisory Committee, contract negotiations will begin. If a Contract is successfully negotiated, it will, if required, be submitted for final approval by the Public Utility Board and/or City Council. If an agreement cannot be reached, negotiations will be terminated and negotiations will be conducted with the next highest scored Respondent and so on, until an agreement is reached, or until the City exercises its right to cancel the solicitation.
APPENDIX A

Signature Page

Price Proposal Form
For the electronic copy of this form, use the link posted with this Specification or the link below:
http://cms.cityoftacoma.org/Purchasing/FormalBids/PI20-0019F_PriceProposalForm.xlsx

Solution Requirements Compliance Form
For the electronic copy of this form, use the link posted with this Specification or the link below:
http://cms.cityoftacoma.org/Purchasing/FormalBids/PI20-0019F_SolutionRequirementsComplianceForm.xlsx
SIGNATURE PAGE

CITY OF TACOMA
TACOMA PUBLIC UTILITIES

All submittals must be in ink or typewritten and must be executed by a duly authorized officer or representative of the bidding/proposing entity. If the bidder/proposer is a subsidiary or doing business on behalf of another entity, so state, and provide the firm name under which business is hereby transacted.

Submittals will be received and time stamped only at the City of Tacoma Procurement & Payables Division, located in the Tacoma Public Utilities Administration Building North, 4th Floor, at 3628 South 35th Street, Tacoma, WA 98409. See the Request for Proposals page near the beginning of the specification for additional details.

REQUEST FOR SELECT SPECIFICATION NO. PI20-0019
Customer Engagement Portal Technology and Services

The undersigned bidder/proposer hereby agrees to execute the proposed contract and furnish all materials, labor, tools, equipment and all other facilities and services in accordance with these specifications.

The bidder/proposer agrees, by submitting a bid/proposal under these specifications, that in the event any litigation should arise concerning the submission of bids/proposals or the award of contract under this specification, Request for Bids, Request for Proposals or Request for Qualifications, the venue of such action or litigation shall be in the Superior Court of the State of Washington, in and for the County of Pierce.

Non-Collusion Declaration

The undersigned bidder/proposer hereby certifies under penalty of perjury that this bid/proposal is genuine and not a sham or collusive bid/proposal, or made in the interests or on behalf of any person or entity not herein named; and that said bidder/proposer has not directly or indirectly induced or solicited any contractor or supplier on the above work to put in a sham bid/proposal or any person or entity to refrain from submitting a bid/proposal; and that said bidder/proposer has not, in any manner, sought by collusion to secure to itself an advantage over any other contractor(s) or person(s).

Bidder/Proposer’s Registered Name

Signature of Person Authorized to Enter into Contracts for Bidder/Proposer

Date

Address

Printed Name and Title

City, State, Zip

(Area Code) Telephone Number / Fax Number

E-Mail Address

State Business License Number
(See Ch. 18.27, R.C.W.)


State Contractor’s License Number
(See Ch. 18.27, R.C.W.)

Addendum acknowledgement #1_____ #2_____ #3_____ #4_____ #5_____

THIS PAGE MUST BE SIGNED AND RETURNED WITH SUBMITTAL.
Price Proposal Form  
Request for Proposals PI20-0019F  
Customer Engagement Portal Technology and Services

Respondent Name:

Table of Contents

| Pricing | This pricing is for software and services for a CEP solution meeting all of the requirements listed in the RFP and integrating with SAP EHP8 and Siemens EnergyIP 8.6. |

Notes:  
- Pricing evaluation shall be based on 5-year total cost of ownership of the solution.  
- Any software modules that are required to meet TPU and City of Tacoma requirements but are considered optional by Respondent must be listed in the required section of the pricing.  
- All ongoing software license or subscription fees should be included in this Price Proposal Form.  
- Identify and list the fee schedule for additional enhancements that may be required found during implementation phases.  
- All fields should be populated in this pricing matrix.  
- For text fields, only text should be entered, no numbers.  
- For number fields, only numbers should be entered.  
- All comments should be entered using the "Comments" option of Excel.  
- All prices are to be entered before sales tax, but shall be inclusive of, if applicable, City of Tacoma Business and Occupation tax, federal excise tax, and any or all other taxes (see Appendix C, Standard Terms and Conditions).
### Core CEP Software (none Value-Add Requirements)

This pricing should reflect functionality described in the Solution Requirements Compliance Form (but not Value-Add requirements). In the case where there are additional modules necessary to complete the basic functionality, these should be listed and noted below in the Required Modules.

For Maintenance fees, pricing provided should indicate the annual amount for each year of the first 2 years with no increase over that period. Also, maintenance fees are expected to be paid on the first year AFTER the system is in production.

<table>
<thead>
<tr>
<th>Product/Service</th>
<th>Implementation Size (Customers)*</th>
<th>Software License Cost</th>
<th>Annual Maintenance &amp; Support Cost</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEP Software</td>
<td>178,672 Electric, 105,461 Water</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hosting Services</td>
<td>Include any additional costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CEP Software licenses</td>
<td>for TPU staff users: list the</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>individual license costs by user</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(admin, user, etc.) and/or costs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>by range/block of licenses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>(1-10 users, 1-50, 50-100, etc.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Indicate if the pricing is for</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>total or concurrent users</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Core CEP Software,</td>
<td>incremental per customer price</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional Customers</td>
<td>if applicable</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Required Modules

This fixed price should include all labor, including project management for the Program Management and Solution Implementation (RFP Section 2.05.1) and Requirements and Design Workshop (RFP Section 2.05.2). This is the expected time duration to complete the requirements phase. (A typical schedule should be included as part of the overall implementation plan). TPU has selected a Systems Integrator and Respondent will be expected to coordinate with the SI to develop a consolidated workshop and delivery schedule and participate in all requirements sessions and document reviews.

Workshops are expected to be provided by on-site resources from the CEP Solution contractor.

This fixed price should include all labor, including project management for the Program Management and Solution Implementation (RFP Section 2.05.1) and Requirements and Design Workshop (RFP Section 2.05.2). This is the expected time duration to complete the requirements phase. (A typical schedule should be included as part of the overall implementation plan). TPU has selected a Systems Integrator and Respondent will be expected to coordinate with the SI to develop a consolidated workshop and delivery schedule and participate in all requirements sessions and document reviews.

Workshops are expected to be provided by on-site resources from the CEP Solution contractor.

This is the period of time following the requirements phase until the utility has accepted the solution and it is in production and includes the Configuration Phase (Environment setup described in Section 2.05.4 and CEP Configuration and Unit Testing described in Section 2.05.3), the Testing Phase (Testing described in Section 2.05.5 and Training and Documentation described in Section 2.05.6) and the Production Phase (including the planning and go live activities as described in Section 2.05.7). This should include project management, product configuration, System Integration Testing execution, User Acceptance Testing support, integration support and activities associated with the preparation and migration to the production environment. This should also include any training.

CEP configuration, specifically around integration with other TPU systems, is expected to be provided by on-site resources from the CEP Solution contractor 50% of the time during that project phase.

This is the proposed on-site and remote support to be provided after the system is in production that would be over and above the normal warranty services, as described in Section 2.05.7 of the RFP.

### Comments

This pricing should reflect functionality described in the Solution Requirements Compliance Form (but not Value-Add requirements). In the case where there are additional modules necessary to complete the basic functionality, these should be listed and noted below in the Required Modules.

For Maintenance fees, pricing provided should indicate the annual amount for each year of the first 2 years with no increase over that period. Also, maintenance fees are expected to be paid on the first year AFTER the system is in production.
Associated costs for customer notifications via Text, Email, and Push.
Associated costs for storage for customer attachments/files
Additional costs (such as Short Code for text messages, etc.)

<table>
<thead>
<tr>
<th>Product/Service</th>
<th>Implementation Size</th>
<th>Software License Cost</th>
<th>Annual Maintenance &amp; Support Cost</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N/A</td>
<td></td>
<td></td>
<td>NOTE: Any services to configure, integrate and test module should be included in the Services pricing section above.</td>
</tr>
</tbody>
</table>

**Core CEP Software (Value-Add requirements)**

This pricing should reflect functionality described in the Solution Requirements Compliance Form (Value-Add requirements only). In the case where there are additional modules and/or configuration necessary to complete the value-add functionality, these should be listed and noted below in the Required Modules.

For Maintenance fees, pricing provided should indicate the annual amount for each year of the first 2 years with no increase over that period. Also, maintenance fees are expected to be paid on the first year AFTER the system is in production.

<table>
<thead>
<tr>
<th>Product/Service</th>
<th>Implementation Size (Customers)²</th>
<th>Software License Cost</th>
<th>Annual Maintenance &amp; Support Cost</th>
<th>Estimated Configuration, Testing and Implementation Support Services Cost</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Optional Modules (add description and costs below)** - List any additional modules that you provide not included above.

---

**PI20-0019F**

Page 34 of 75
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Fee Schedule for Enhancements:

<table>
<thead>
<tr>
<th>Role/Position</th>
<th>Hourly Rate</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(continued)
Table of Contents

NOTE: Spreadsheet must NOT be reformatted in any way. Failure to follow this instruction may result in incorrect scoring of the proposal.

<table>
<thead>
<tr>
<th>Cell</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Information</td>
<td>This section covers details on the vendor and their references as well as several questions about vendor practices and capabilities.</td>
</tr>
<tr>
<td>Support</td>
<td>This section covers the software and implementation support requirements for the implementation and ongoing operation of the CEP application.</td>
</tr>
<tr>
<td>Testing</td>
<td>This section covers the software testing requirements for the CEP application and the integrated CEP solution.</td>
</tr>
<tr>
<td>Training</td>
<td>This section covers the training requirements for the CEP application.</td>
</tr>
<tr>
<td>System Architecture</td>
<td>This section covers the technical architecture requirements for the CEP application and environment.</td>
</tr>
<tr>
<td>Security</td>
<td>This section covers the software security requirements for the CEP application.</td>
</tr>
<tr>
<td>SAP Integrations</td>
<td>This section covers the interface and integration requirements with SAP.</td>
</tr>
<tr>
<td>Other Integrations</td>
<td>This section covers the interface and integration requirements with other utility enterprise systems.</td>
</tr>
<tr>
<td>General</td>
<td>This section covers general requirements for the CEP including landing page, registration, web/mobile platform support, migration and data conversion.</td>
</tr>
<tr>
<td>My Account</td>
<td>This section covers the requirements for customer account management.</td>
</tr>
<tr>
<td>Billing and Payments</td>
<td>This section covers the requirements for viewing customer billing information, managing payment methods, and making payments.</td>
</tr>
<tr>
<td>Usage</td>
<td>This section covers the requirements for display of monthly billed values and granular reads and usage from AMI.</td>
</tr>
<tr>
<td>Notifications &amp; Alerts</td>
<td>This section covers the requirements for customer notifications/alerts based on customer set thresholds, AMI events/alarms, and other notifications determined by TPU.</td>
</tr>
<tr>
<td>Compare</td>
<td>This section covers the requirements for customer usage comparison of historic to present data, within various customer account and location classes, as well as comparison between properties in the same account/group of accounts.</td>
</tr>
<tr>
<td>Contact Us</td>
<td>This section covers the requirements for how customers can contact and interact with TPU.</td>
</tr>
<tr>
<td>Service</td>
<td>This section covers the requirements for how customers initiate start, stop, transfer of service.</td>
</tr>
<tr>
<td>IDM &amp; Conservation</td>
<td>This section covers the requirements for TPU customer access information on Conservation/Efficiency in order to manage their account and usage of TPU services.</td>
</tr>
<tr>
<td>Electric Vehicle</td>
<td>This section covers the requirements for customers ability to manage and control home appliances and systems.</td>
</tr>
<tr>
<td>Utility View &amp; Reporting</td>
<td>This section covers the requirements for how CSR (and other TPU groups) support customers in the use of the CEP information and any additional reporting and analysis within the CEP solution.</td>
</tr>
<tr>
<td>Outage</td>
<td>This section covers the requirements for Outage Communication for Power and Water.</td>
</tr>
</tbody>
</table>
APPENDIX B

Sample Contract

Standard Certificate of Insurance and Endorsement Requirements
SERVICES CONTRACT

THIS CONTRACT, made and entered into effective as of the ____ day of _________, 20__ (EFFECTIVE DATE) by and between the CITY OF TACOMA, a municipal corporation of the State of Washington (hereinafter referred to as the “CITY”), and [INSERT legal name of Supplier exactly as it appears in Ariba], (hereinafter referred to as “CONTRACTOR”);

In consideration of the mutual promises and obligations hereinafter set forth, the Parties hereto agree as follows:

1. **Scope of Services/Work**

   The CONTRACTOR agrees to diligently and completely perform the services and/or deliverables consisting of [INSERT A BRIEF DESCRIPTION OF THE WORK TO BE PERFORMED] as is described in Exhibit XXXXX [A, B, ETC., if needed] attached hereto and incorporated herein.

2. **Order of Precedence**

   To the extent there is any discrepancy or conflict between and/or amongst the terms of this Contract and Exhibit(s) __________, the controlling terms for this Contract will be interpreted in the following order of precedence, with the first listed being the most controlling, and the last listed being the least controlling: Contract, Exhibit ____, Exhibit _____. [INSERT EXHIBIT REFERENCES IN ORDER OF WHICH IS MOST CONTROLLING]

3. **Changes to Scope of Work**

   The CITY shall have the right to make changes within the general scope of services and/or deliverables upon execution in writing of a change order or amendment hereto. If the changes will result in additional work effort by CONTRACTOR, the CITY will agree to reasonably compensate the CONTRACTOR for such additional effort up to the maximum amount specified herein or as otherwise provided by City Code.

4. **Term**

   All services shall be satisfactorily completed on or before [INSERT CONTRACT TERMINATION DATE] and this Contract shall expire on said date unless mutually extended by a written and executed Amendment to this Contract.

5. **Renewals**

   At CITY’s sole option, the Term of this Contract may be renewed for additional [INSERT THE RENEWAL PERIOD - 1 YEAR, ETC] periods, not to exceed [INSERT THE MAXIMUM NUMBER OF RENEWAL PERIODS]. CITY will provide written notice of its intent to exercise any renewal options at least 30 days prior to the then existing Term and a written Amendment to this Contract will be mutually executed.

6. **Delay**

   Neither party shall be considered to be in default in the performance of this Contract to the extent such performance is prevented or delayed by any cause which is beyond the reasonable control of the affected party and, in such event, the time for performance shall be extended for a period equal to any time lost as a result thereof. In the event
CONTRACTOR is unable to proceed due to a delay solely attributable to CITY, CONTRACTOR shall advise CITY of such delay in writing as soon as is practicable.

7. Compensation

The CITY shall compensate the CONTRACTOR for the services and deliverables performed under this Contract [in accordance with OR on the basis of] [INSERT DESCRIPTION OF COMPENSATION ARRANGEMENTS – REFERENCE EXHIBIT, TIME AND MATERIALS, LUMP SUM ETC.]

8. Not to Exceed Amount

The total price to be paid by CITY for CONTRACTOR’S full and complete performance of the Scope of Work hereunder shall not exceed $ [INSERT TOTAL AMOUNT OF CONTRACT] plus applicable taxes without a written and executed Amendment to this Contract. Said price shall be the total compensation for CONTRACTOR’S performance hereunder including, but not limited to, all work, deliverables, materials, supplies, equipment, subcontractor’s fees, and all reimbursable travel and miscellaneous or incidental expenses to be incurred by CONTRACTOR.

In the event the CONTRACTOR incurs cost in excess of the sum authorized for service under this Contract, the CONTRACTOR shall pay such excess from its own funds, and the CITY shall not be required to pay any part of such excess, and the CONTRACTOR shall have no claim against the CITY on account thereof.

9. Payment

CONTRACTOR shall submit XXXXXXXXX {monthly, weekly, annual, Contract milestone, etc.} invoices for services completed and/or deliverables furnished during the invoice period. Upon CITY’S request, CONTRACTOR shall submit necessary and appropriate documentation, as determined by the CITY, for all invoiced services and deliverables.

Payment shall be made through the CITY’S ordinary payment process, and shall be considered timely if made within 30 days of receipt of a properly completed invoice. All payments shall be subject to adjustment for any amounts, upon audit or otherwise, determined to have been improperly invoiced. The CITY may withhold payment to the CONTRACTOR for any services or deliverables not performed as required hereunder until such time as the CONTRACTOR modifies such services or deliverables to the satisfaction of the CITY.

10. Payment Method

The City’s preferred method of payment is by ePayables (Payment Plus), followed by credit card (aka procurement card), then Electronic Funds Transfer (EFT) by Automated Clearing House (ACH), then check or other cash equivalent. CONTRACTOR may be required to have the capability of accepting the City’s ePayables or credit card methods of payment. The City of Tacoma will not accept price changes or pay additional fees when ePayables (Payment Plus) or credit card is used. The City, in its sole discretion, will determine the method of payment for this Contract.

11. Independent Contractor Status

The services and deliverables shall be furnished by the CONTRACTOR as an independent Contractor, and nothing herein contained shall be construed to create an employer and employee relationship. The CONTRACTOR shall provide at its sole
expense all materials, office space, and other necessities to perform its duties under this Contract, unless stated otherwise in this Contract. No payroll or employment taxes of any kind shall be withheld or paid by the CITY with respect to payments to CONTRACTOR. The payroll or employment taxes that are the subject of this paragraph include, but are not limited to, FICA, FUTA, federal income tax, state personal income tax, state disability insurance tax and state unemployment insurance tax. By reason of CONTRACTOR’s status as an independent Contractor hereunder, no workers’ compensation insurance has been or will be obtained by the CITY on account of CONTRACTOR. CONTRACTOR may be required to provide the CITY proof of payment of these said taxes and benefits. If the CITY is assessed or deemed liable in any manner for those charges or taxes, the CONTRACTOR agrees to hold the CITY harmless from those costs, including attorney’s fees.

12. Services Warranty

The CONTRACTOR warrants that all services performed pursuant to this Contract shall be generally suitable for the use to which CITY intends to use said services and deliverables as expressed in the Scope of Work. In the performance of services under this Contract, the CONTRACTOR and its employees further agree to exercise the degree of skill and care required by customarily accepted good practices and procedures followed by professionals or service providers rendering the same or similar type of service. All obligations and services of the CONTRACTOR hereunder shall be performed diligently and completely according to such professional standards.

Unless a higher standard or longer periods of warranty coverage for product deliverables provided under this Contract is provided herein, CONTRACTOR agrees to correct any defect or failure of deliverables supplied under this Contract which occurs within one year from ________[FILL IN APPROPRIATE TIME FRAME, E.G. GO LIVE, FIRST USE, ETC]. During said warranty period, all of the costs (including shipping, dismantling and reinstallation) of repairs or corrections is the responsibility of the CONTRACTOR. If CONTRACTOR is not the manufacturer of the item of equipment, CONTRACTOR agrees to be responsible for this warranty and shall not be relieved by a lesser manufacturer’s guarantee. This Contract warranty period shall be suspended from the time a significant defect is first documented by the CITY until repair or replacement by CONTRACTOR and acceptance by the CITY. In the event less than ninety (90) days remain on the warranty period (after recalculating), the warranty period shall be extended to allow for at least ninety (90) days from the date of repair or replacement and acceptance by the CITY.

13. Reliance on CITY Provided Data or Information

If the CONTRACTOR intends to rely on information or data supplied by the CITY, other CITY contractors or other generally reputable sources without independent verification, such intent shall be brought to the attention of the CITY.

14. Contract Administration

[INSERT NAME TITLE AND DEPARTMENT OF CONTRACT ADMINISTRATOR] for the CITY shall have primary responsibility for contract administration and approval of services to be performed by the CONTRACTOR, and shall coordinate all communications between the CONTRACTOR and the CITY.
15. Specific Personnel

If before, during, or after the execution of this Contract, CONTRACTOR represents to the CITY that certain personnel would or will be responsible for performing services and deliverables under this Contract, then the CONTRACTOR is obligated to ensure that said personnel perform said Contract services to the maximum extent permitted by law. This Contract provision shall only be waived by written authorization by the CITY, and on a case-by-case basis.

16. Right to Audit

Upon CITY’s request, CONTRACTOR shall make available to CITY all accounts, records and documents related to the performance of this Contract for CITY’s inspection, auditing or evaluation during normal business hours as reasonably needed by CITY to assess performance, compliance and quality assurance under this Contract or in satisfaction of City's public disclosure obligation, as applicable.

17. Records Retention

The CONTRACTOR shall establish and maintain records in accordance with requirements prescribed by the CITY, with respect to all matters related to the performance of this Contract. Except as otherwise authorized by the CITY, the CONTRACTOR shall retain such records for a period of ______ [INSERT THE TIME THE RECORDS SHOULD BE KEPT. MOST COMMON IS 6 YEARS] years after receipt of the final payment under this Contract or termination of this Contract.

If CONTRACTOR retains any City records or data hosted in a Cloud Service. CITY shall have the ability to access its records hosted in a Cloud Service at any time during the Term of this Contract. CITY may export and retrieve its records during the Term of the Contract and, no later than 30 days from the termination of this Contract, CONTRACTOR shall export CITY records to City’s custody and control.

18. Notices

Except for routine operational communications, which may be delivered personally or transmitted by electronic mail all notices required hereunder shall be in writing and shall be deemed to have been duly given if delivered personally or mailed first-class mail, postage prepaid, to the parties at the following addresses:

<table>
<thead>
<tr>
<th>CITY:</th>
<th>CONTRACTOR:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Name:</td>
</tr>
<tr>
<td>Title:</td>
<td>Title:</td>
</tr>
<tr>
<td>Address:</td>
<td>Address:</td>
</tr>
<tr>
<td>Telephone No.:</td>
<td>Telephone No.:</td>
</tr>
<tr>
<td>E-mail:</td>
<td>E-mail:</td>
</tr>
</tbody>
</table>
19. Termination

Except as otherwise provided herein, the CITY may terminate this Contract at any time, with or without cause, by giving ten (10) business days written notice to CONTRACTOR. In the event of termination, all finished and unfinished work prepared by the CONTRACTOR pursuant to this Contract shall be provided to the CITY. In the event CITY terminates this Contract due to the CITY’s own reasons and without cause due to the CONTRACTOR’s actions or omissions, the CITY shall pay the CONTRACTOR the amount due for actual work and services necessarily performed under this Contract up to the effective date of termination, not to exceed the total compensation set forth herein. Termination of this Contract by CITY shall not constitute a waiver of any claims or remaining rights the CITY may have against CONTRACTOR relative to performance hereunder.

20. Suspension

The CITY may suspend this Contract, at its sole discretion, upon seven (7) business days’ written notice to the CONTRACTOR. Such notice shall indicate the anticipated period of suspension. Any reimbursement for expenses incurred due to the suspension shall be limited to the CONTRACTOR’S reasonable expenses and shall be subject to verification. The CONTRACTOR shall resume performance of services under this Contract without delay when the suspension period ends. Suspension of this Contract by CITY shall not constitute a waiver of any claims or remaining rights the CITY may have against CONTRACTOR relative to performance hereunder.

21. Taxes

Unless stated otherwise in Exhibit A, CONTRACTOR is responsible for the payment of all charges and taxes applicable to the services performed under this Contract, and CONTRACTOR agrees to comply with all applicable laws regarding the reporting of income, maintenance of records, and all other requirements and obligations imposed pursuant to applicable law. If the CITY is assessed, made liable, or responsible in any manner for such charges or taxes, the CONTRACTOR holds CITY harmless from such costs, including attorney’s fees.

If CONTRACTOR fails to pay any taxes, assessments, penalties, or fees imposed by any governmental body, including by Tacoma City ordinance, and including by a court of law, CITY will deduct and withhold or pay over to the appropriate governmental body those unpaid amounts upon demand by the governmental body. Any such payments shall be deducted from the CONTRACTOR’s total compensation.

22. Licenses and Permits

The CONTRACTOR, at its expense, shall obtain and keep in force any and all necessary licenses and permits. The CONTRACTOR shall obtain a business license as required by Tacoma Municipal Code Subtitle 6B.20 and shall pay business and occupation taxes as required by Tacoma Municipal Code Subtitle 6A.30. If applicable, CONTRACTOR must have a Washington state business license.

23. Indemnification

CONTRACTOR shall indemnify, defend, and hold harmless the CITY, its officials, officers, agents, employees, and volunteers, from any and all claims, demands, damages, lawsuits, liabilities, losses, liens, expenses and costs arising out of the subject
matter of this Contract; provided that this provision shall not apply to the extent that
damage or injury results from the sole negligence of the CITY, or its officers, agents, or
employees. This indemnification shall extend to and include attorneys’ fees and the cost
of establishing the right of indemnification hereunder in favor of the CITY. This
indemnification shall survive the termination of this Contract.

It is expressly agreed that with respect to design professional services performed by
CONTRACTOR herein, CONTRACTOR’s duty of indemnification, including the duty and
cost to defend, against liability for damages arising out of such services or out of bodily
injury to persons or damage to property shall, as provided in RCW 4.24.115 apply only
to the extent of CONTRACTOR’s negligence.

CONTRACTOR hereby warrants and represents CONTRACTOR is owner of any
products, solutions or deliverables provided and licensed under this Contract or
otherwise has the right to grant to CITY the licensed rights under this Contract, without
violating the rights of any third party worldwide. CONTRACTOR shall, at its expense,
defend, indemnify and hold harmless CITY and its employees, officers, directors,
contractors, agents and volunteers from any claim or action against CITY which is based
on a claim against CITY for infringement of a patent, copyright, trademark, or other
propriety right or appropriation of a trade secret.

24. Title 51 Waiver

CONTRACTOR specifically assumes potential liability for actions brought by the
CONTRACTOR’S own employees against the CITY and, solely for the purpose of this
indemnification and defense, the CONTRACTOR specifically waives any immunity under
the state industrial insurance law, Title 51 RCW. THE CONTRACTOR RECOGNIZES
THAT THIS WAIVER WAS THE SUBJECT OF MUTUAL NEGOTIATION.

25. Insurance

During the course and performance of the services herein specified, CONTRACTOR will
maintain the insurance coverage in the amounts and in the manner specified in the City
of Tacoma Insurance Requirements as is applicable to the services and deliverables
provided under this Contract. The City of Tacoma Insurance Requirements documents
are fully incorporated herein by reference.

Failure by City to identify a deficiency in the insurance documentation provided by
Contractor or failure of City to demand verification of coverage or compliance by
Contractor with these insurance requirements shall not be construed as a waiver of
Contractor’s obligation to maintain such insurance.

26. Nondiscrimination

The CONTRACTOR agrees to take all steps necessary to comply with all federal, state,
and City laws and policies regarding non-discrimination and equal employment
opportunities. The CONTRACTOR shall not discriminate in any employment action
because of race, religion, creed, color, national origin or ancestry, sex, gender identity,
sexual orientation, age, marital status, familial status, veteran or military status, the
presence of any sensory, mental or physical disability or the use of a trained dog guide
or service animal by a disabled person. In the event of non-compliance by the
CONTRACTOR with any of the non-discrimination provisions of this Contract, the CITY
shall be deemed to have cause to terminate this Contract, in whole or in part.
27. Conflict of Interest

No officer, employee, or agent of the CITY, nor any member of the immediate family of any such officer, employee, or agent as defined by City ordinance, shall have any personal financial interest, direct or indirect, in this Contract, either in fact or in appearance. The CONTRACTOR shall comply with all federal, state, and City conflict of interest laws, statutes, and regulations. The CONTRACTOR represents that the CONTRACTOR presently has no interest and shall not acquire any interest, direct or indirect, in the program to which this Contract pertains which would conflict in any manner or degree with the performance of the CONTRACTOR'S services and obligations hereunder. The CONTRACTOR further covenants that, in performance of this Contract, no person having any such interest shall be employed. The CONTRACTOR also agrees that its violation of the CITY'S Code of Ethics contained in Chapter 1.46 of the Tacoma Municipal Code shall constitute a breach of this Contract subjecting the Contract to termination.

28. City ownership of Work/Rights in Data and Publications

To the extent CONTRACTOR creates any Work subject to the protections of the Copyright Act (Title 17 U.S.C) in its performance of this Contract, CONTRACTOR agrees to the following: The Work has been specially ordered and commissioned by CITY. CONTRACTOR agrees that the Work is a "work made for hire" for copyright purposes, with all copyrights in the Work owned by CITY. To the extent that the Work does not qualify as a work made for hire under applicable law, and to the extent that the Work includes material subject to copyright, CONTRACTOR hereby assigns to CITY, its successors and assigns, all right, title and interest in and to the Work, including but not limited to, all patent, trade secret, and other proprietary rights and all rights, title and interest in and to any inventions and designs embodied in the Work or developed during the course of CONTRACTOR’S creation of the Work. CONTRACTOR shall execute and deliver such instruments and take such other action as may be required and requested by CITY to carry out the assignment made pursuant to this section. Any documents, magnetically or optically encoded media, or other materials created by CONTRACTOR pursuant to this Contract shall be owned by CITY and subject to the terms of this sub-section. To the maximum extent permitted by law, CONTRACTOR waives all moral rights in the Work. The rights granted hereby to CITY shall survive the expiration or termination of this Contract. CONTRACTOR shall be solely responsible for obtaining releases for the performance, display, recreation, or use of copyrighted materials.

29. Public Disclosure

This Contract and documents provided to the CITY by CONTRACTOR hereunder are deemed public records subject to disclosure under the Washington State Public Records Act, Chapter 42.56 RCW (Public Records Act). Thus, the CITY may be required, upon request, to disclose this Contract and documents related to it unless an exemption under the Public Records Act or other laws applies. In the event CITY receives a request for such disclosure, determines in its legal judgment that no applicable exemption to disclosure applies, and CONTRACTOR has complied with the requirements herein to mark all content considered to be confidential or proprietary, CITY agrees to provide CONTRACTOR ten (10) days written notice of impending release. Should legal action thereafter be initiated by CONTRACTOR to enjoin or otherwise prevent such release, all expense of any such litigation shall be borne by CONTRACTOR, including any damages, attorneys fees or costs awarded by reason of having opposed disclosure. CITY shall not be liable for any release where notice was provided and CONTRACTOR
took no action to oppose the release of information. Notice of any proposed release of information pursuant to Chapter 42.56 RCW, shall be provided to CONTRACTOR according to the “Notices” provision herein.

30. Confidential or Proprietary Records Must be Marked

If CONTRACTOR provides the CITY with records that CONTRACTOR considers confidential or proprietary, CONTRACTOR must mark all applicable pages of said record(s) as “Confidential” or “Proprietary.” If CONTRACTOR fails to so mark record(s), then (1) the CITY, upon request, may release said record(s) without the need to satisfy the notice requirements above; and (2) the CONTRACTOR expressly waives its right to allege any kind of civil action or claim against the CITY pertaining to the release of said record(s).

31. Duty of Confidentiality

CONTRACTOR acknowledges that unauthorized disclosure of information or documentation concerning the Scope of Work hereunder may cause substantial economic loss or harm to the CITY.

Except for disclosure of information and documents to CONTRACTOR's employees, agents, or subcontractors who have a substantial need to know such information in connection with CONTRACTOR's performance of obligations under this Contract, the CONTRACTOR shall not without prior written authorization by the CITY allow the release, dissemination, distribution, sharing, or other publication or disclosure of information or documentation obtained, discovered, shared or produced pursuant to this Contract.

CONTRACTOR shall inform its employees, agents, and subcontractors of the confidentiality obligations under this Contract and instruct them so as to ensure such obligations are met. If so requested by the CITY, the CONTRACTOR further agrees to require all such individuals and entities performing services pursuant to this Contract to execute a Confidentiality and Non-Disclosure Agreement in a form acceptable to CITY.

This Section shall survive for six (6) years after the termination or expiration of this Contract.

CITY is required to provide notice of the Red Flags Rules published by the Federal Trade Commission in Title 16 Code of Federal Regulations, Part 681 ("Rules") to all entities that receive confidential or otherwise protected personal information of CITY's customers. Terms in quotations in this Section refer to defined terms contained in the "Rules." CONTRACTOR is, as to "Covered Accounts" of CITY for which CONTRACTOR performs activities under the Contract, a "Service Provider." "Service Provider" will perform in accordance with its reasonable policies and procedures designed to detect, prevent, and mitigate the risk of identity theft and will promptly report to CITY any specific "Red Flag" incidents detected as to "Covered Accounts" of CITY and upon request by CITY will respond to or reasonably assist CITY in responding reported "Red Flags." This Section shall survive for six (6) years after the termination or expiration of this Contract.
32. Approval for Release of Information Related to Contract

If requested by CITY, CONTRACTOR shall not release any information or documentation concerning the work under this Contract or any part thereof for marketing, advertising, or other commercial activities or publication including, but not limited to, news releases or professional articles without CITY’s prior written approval. CONTRACTOR may submit at any time for review and approval a generic abstract describing the component parts of the completed Scope of Services (“Project Abstract”). After receiving written approval of the Project Abstract from the CITY, the CONTRACTOR may make minor insignificant changes to the Project Abstract and use all or parts of the Project Abstract in proposals.

This Section shall survive for six (6) years after the termination or expiration of this Contract.

33. Dispute Resolution

In the event of a dispute pertaining to this Contract, the parties agree to attempt to negotiate in good faith an acceptable resolution. If a resolution cannot be negotiated, then the parties agree to submit the dispute to voluntary non-binding mediation before pursuing other remedies. This provision does not limit the CITY’S right to terminate authorized by this Contract.

34. Miscellaneous Provisions

Governing Law and Venue
Washington law shall govern the interpretation of this Contract. Pierce County shall be the venue of any mediation, arbitration, or litigation arising out of this Contract.

Assignment
The CONTRACTOR shall not assign, subcontract, delegate, or transfer any obligation, interest or claim to or under this Contract or for any of the compensation due hereunder without the prior written consent of the CITY.

No Third Party Beneficiaries
This Contract shall be for the sole benefit of the parties hereto, and nothing contained herein shall create a contractual relationship with, or create a cause of action in favor of, a third party against either party hereto.

Waiver
A waiver or failure by either party to enforce any provision of this Contract shall not be construed as a continuing waiver of such provisions, nor shall the same constitute a waiver of any other provision of this Contract.

Severability and Survival
If any term, condition or provision of this Contract is declared void or unenforceable or limited in its application or effect, such event shall not affect any other provisions hereof and all other provisions shall remain fully enforceable. The provisions of this Contract, which by their sense and context are reasonably intended to survive the completion, expiration or cancellation of this Contract, shall survive termination of this Contract.
Entire Agreement
This Contract and the attached Exhibits, as modified herein, contain the entire agreement between the parties as to the services to be rendered hereunder. All previous and contemporaneous agreements, representations or promises and conditions relating to the subject matter of this Contract are superseded hereby. The Parties hereto mutually acknowledge, understand and agree that the terms and conditions set forth herein shall control and prevail over any conflicting terms and conditions stated in any attachments hereto.

Modification
No modification or amendment of this Agreement shall be effective unless set forth in a written and executed Amendment to this Contract.

Direct Solicitation and Negotiation
For service contracts valued $25,000 or less the City signature authorizes waiver of competitive solicitation by “Direct Solicitation and Negotiation” of professional and personal services in accordance with Tacoma Municipal Code 1.06.256 and the Purchasing Policy Manual.

IN WITNESS WHEREOF, the Parties hereto have accepted and executed this Contract, as of the Effective Date stated above, which shall be Effective Date for bonding purposes as applicable. The undersigned Contractor representative, by signature below, represents and warrants they are duly authorized to execute this legally binding Contract for and on behalf of Contractor.

CITY OF TACOMA:  CONTRACTOR:
By:  By:  

(City of Tacoma use only - blank lines are intentional)
The Contractor (Contractor) shall maintain at least the minimum insurance set forth below. By requiring such minimum insurance, the City of Tacoma shall not be deemed or construed to have assessed the risk that may be applicable to Contractor under this Contract. Contractor shall assess its own risks and, if it deems appropriate and/or prudent, maintain greater limits and/or broader coverage.

1. GENERAL REQUIREMENTS

The following General Requirements apply to Contractor and to Subcontractor(s) of every tier performing services and/or activities pursuant to the terms of this Contract. Contractor acknowledges and agrees to the following insurance requirements applicable to Contractor and Contractor’s Subcontractor(s):

1.1. City of Tacoma reserves the right to approve or reject the insurance provided based upon the insurer, terms and coverage, the Certificate of Insurance, and/or endorsements.

1.2. Contractor shall not begin work under the Contract until the required insurance has been obtained and approved by City of Tacoma.

1.3. Contractor shall keep this insurance in force during the entire term of the Contract and for Thirty (30) calendar days after completion of all work required by the Contract, unless otherwise provided herein.

1.4. Insurance policies required under this Contract that name “City of Tacoma” as Additional Insured shall:
   1.4.1. Be considered primary and non-contributory for all claims.
   1.4.2. Contain a “Separation of Insured provision and a “Waiver of Subrogation” clause in favor of City of Tacoma.

1.5. Section 1.4 above does not apply to contracts for purchasing supplies only.

1.6. Verification of coverage shall include:
   1.6.1. An ACORD certificate or equivalent.
   1.6.2. Copies of all endorsements naming the City of Tacoma as additional insured and showing the policy number.
   1.6.3. A notation of coverage enhancements on the Certificate of Insurance shall not satisfy these requirements – actual endorsements must be submitted.

1.7. Liability insurance policies, with the exception of Professional Liability and Workers’ Compensation, shall name the City of Tacoma and its officers, elected officials, employees, agents, and authorized volunteers as additional insured.
   1.7.1. No specific person or department should be identified as the additional insured.
   1.7.2. All references on certificates of insurance and endorsements shall be listed as “City of Tacoma”.
   1.7.3. The City of Tacoma shall be additional insured for both ongoing and completed operations using Insurance Services Office (ISO) form CG 20 10 04 13 and CG 20
1.8. Contractor shall provide a Certificate of Insurance for each policy of insurance meeting the requirements set forth herein when Contractor provides the signed Contract for the work to City of Tacoma. Contractor shall provide copies of any applicable Additional Insured, Waiver of Subrogation, and Primary and Non-contributory endorsements. Contract or Permit number and the City Department must be shown on the Certificate of Insurance.

1.9. Insurance limits shown below may be written with an excess policy that follows the form of an underlying primary liability policy or an excess policy providing the required limit.

1.10. Liability insurance policies shall be written on an “occurrence” form, except for Professional Liability/Errors and Omissions, Pollution Liability, and Cyber/Privacy and Security.

1.11. If coverage is approved and purchased on a “Claims-Made” basis, Contractor warrants continuation of coverage, either through policy renewals or by the purchase of an extended reporting period endorsement as set forth below.

1.12. The insurance must be written by companies licensed or authorized in the State of Washington pursuant to RCW 48 with an (A-) VII or higher in the A.M. Best's Key Rating Guide [www.ambest.com](http://www.ambest.com).

1.13. Contractor shall provide City of Tacoma notice of any cancellation or non-renewal of this required insurance within Thirty (30) calendar days.

1.14. Contractor shall not allow any insurance to be cancelled or lapse during any term of this Contract, otherwise it shall constitute a material breach of the Contract, upon which City of Tacoma may, after giving Five (5) business day notice to Contractor to correct the breach, immediately terminate the Contract or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith; with any sums so expended to be repaid to City of Tacoma by Contractor upon demand, or at the sole discretion of City of Tacoma, offset against funds due Contractor from City of Tacoma.

1.15. Contractor shall be responsible for the payment of all premiums, deductibles and self-insured retentions, and shall indemnify and hold the City of Tacoma harmless to the extent such a deductible or self-insured retained limit may apply to the City of Tacoma as an additional insured. Any deductible or self-insured retained limits in excess of Twenty Five Thousand Dollars ($25,000) must be disclosed and approved by City of Tacoma Risk Manager and shown on the Certificate of Insurance.

1.16. City of Tacoma reserves the right to review insurance requirements during any term of the Contract and to require that Contractor make reasonable adjustments when the scope of services has changed.
1.17. All costs for insurance shall be incidental to and included in the unit or lump sum prices of the Contract and no additional payment will be made by City of Tacoma to Contractor.

1.18. Insurance coverages specified in this Contract are not intended and will not be interpreted to limit the responsibility or liability of Contractor or Subcontractor(s).

1.19. Failure by City of Tacoma to identify a deficiency in the insurance documentation provided by Contractor or failure of City of Tacoma to demand verification of coverage or compliance by Contractor with these insurance requirements shall not be construed as a waiver of Contractor’s obligation to maintain such insurance.

1.20. If Contractor is a State of Washington or local government and is self-insured for any of the above insurance requirements, a certification of self-insurance shall be attached hereto and be incorporated by reference and shall constitute compliance with this Section.

2. CONTRACTOR

As used herein, "Contractor" shall be the Supplier(s) entering a Contract with City of Tacoma, whether designated as a Supplier, Contractor, Vendor, Proposer, Bidder, Respondent, Seller, Merchant, Service Provider, or otherwise.

3. SUBCONTRACTORS

It is Contractor’s responsibility to ensure that each subcontractor obtain and maintain adequate liability insurance coverage. Contractor shall provide evidence of such insurance upon City of Tacoma’s request.

4. REQUIRED INSURANCE AND LIMITS

The insurance policies shall provide the minimum coverages and limits set forth below. Providing coverage in these stated minimum limits shall not be construed to relieve Contractor from liability in excess of such limits.

4.1 Commercial General Liability Insurance

Contractor shall maintain Commercial General Liability Insurance policy with limits not less than One Million Dollars ($1,000,000) each occurrence and Two Million Dollars ($2,000,000) annual aggregate. The Commercial General Liability Insurance policy shall be written on an Insurance Services Office form CG 00 01 04 13 or its equivalent. Products and Completed Operations shall be maintained for a period of three years following Substantial Completion of the Work related to performing construction services.

This policy shall include product liability especially when a Contract solely is for purchasing supplies. The Commercial General Liability policy shall be endorsed to include:

4.1.1 A per project aggregate policy limit, using ISO form CG 25 03 05 09 or an equivalent endorsement.

4.2 Workers’ Compensation

4.2.1 Contractor shall comply with Workers’ Compensation coverage as required by the Industrial Insurance laws of the State of Washington, as well as any other similar coverage required for this work by applicable federal laws of other states. The Contractor must comply with their domicile State Industrial Insurance laws if it is outside the
4.3 **Employers’ Liability Insurance**
Contractor shall maintain Employers’ Liability coverage with limits not less than One Million Dollars ($1,000,000) each employee, One Million Dollars ($1,000,000) each accident, and One Million Dollars ($1,000,000) policy limit.

4.4 **Professional Liability Insurance or Errors and Omissions**
Contractor and/or its subcontractor shall maintain Professional Liability or Errors and Omissions with limits of One Million Dollars ($1,000,000) per claim and Two Million Dollars ($2,000,000) in the aggregate covering acts, errors and omissions arising out of the professional services under this Contract.
If the policy limit includes the payment of claims or defense costs, from the policy limit, the per claim limit shall be Two Million Dollars ($2,000,000).
If the scope of such design-related professional services includes work related to pollution conditions, the Professional Liability policy shall include Pollution Liability coverage.
If provided on a “claims-made” basis, such coverage shall be maintained by policy renewals or an extended reporting period endorsement for not less than three years following the end of the Contract.

4.5 **Excess or Umbrella Liability Insurance**
Contractor shall provide Excess or Umbrella Liability Insurance with limits not less than Three Million Dollars ($3,000,000) per occurrence and in the aggregate. This coverage shall apply, at a minimum, in excess of primary underlying Commercial General Liability, Employer’s Liability, Pollution Liability, Marine General Liability, Protection and Indemnity, and Automobile Liability if required herein.

4.6 **Cyber/Privacy and Security Insurance**
Contractor shall maintain Cyber Privacy and Security Insurance with coverage of not less than One Million Dollars ($1,000,000) per claim and Two Million Dollars ($2,000,000) general aggregate that includes, but is not limited to, coverage for first party costs and third-party claims.
Coverage shall include loss resulting from data security/privacy breach, unauthorized access, denial of service attacks, introduction of virus and malicious code, network security failure, dissemination or destruction of electronic data, business interruptions, privacy law violation, and disclosure of non-public, personal and confidential information, and failure to disclose breaches as required law or Contract. Coverage shall include notifications and other expenses incurred in remediying a privacy breach as well as costs to investigate and restore data. Coverage shall also include communications liability (e.g., infringement of copyrights, title, slogan, trademark, trade name, trade dress, service mark, or service name in the policy holders covered material).

4.7 **Media Liability Insurance**
Contractor shall maintain Media Liability coverage with limits not less than One Million Dollars ($1,000,000) each claim and One Million Dollars ($1,000,000) aggregate. Coverage shall include but not be limited to defamation, disparagement, libel, slander, invasion of privacy, infringement of title, slogan, trademark, trade name, trade dress, service mark or service name, infringement of copyright and plagiarism.

4.8 **Other Insurance**
Other insurance may be deemed appropriate to cover risks and exposures related to the scope of work or changes to the scope of work required by City of Tacoma. The costs of such necessary and appropriate Insurance coverage shall be borne by Contractor.
APPENDIX C

Standard Terms and Conditions

Equity in Contracting
In the event of an award by the City, these Terms and Conditions stated herein, Additional Contract Documents if issued, Solicitation if issued, Purchase Orders if issued by City, and Supplier's Submittal, if provided, shall constitute the Contract between City and Supplier for the acquisition of goods, including materials, supplies, and equipment or for the provision of services and deliverables.

Said documents represent the entire Contract between the parties and supersede any prior oral statements, discussions, or understandings between the parties, and/or subsequent Supplier invoices. No modification of the Contract shall be effective unless mutually agreed in writing.

The specific terms and conditions of any Solicitation (Specification, Request for Bids, Request for Proposals, Requests for Qualifications, Requests for Quotations, Request for Information, bid documents, request to enter into negotiations, or other form of solicitation issued by City, including any general, special, or technical provisions associated with such Solicitations) are incorporated herein by reference and supersede these Terms and Conditions where there is conflict or inconsistency.

In the event Additional Contract Documents are negotiated and agreed to in writing between Supplier and City, the specific terms of such Additional Contract Documents are incorporated herein by reference and supersede all other terms and conditions where there is conflict or inconsistency.

These Terms and Conditions, Additional Contract Documents if issued, Solicitation if issued, City purchase order if issued, are controlling over Supplier’s Submittal if a Submittal is provided. Submittals if provided are incorporated herein by reference.

1.01 SUPPLIER / CONTRACTOR

As used herein, “Supplier” or "Contractor" shall be the Supplier(s) entering a Contract with City, whether designated as a Supplier, Contractor, Vendor, Proposer, Bidder, Respondent, Seller, Merchant, Service Provider, or otherwise.

1.02 SUBMITTAL

Submittal means Bids, Proposals, Quotes, Qualifications or other information, content, records or documents submitted in response to a City Solicitation.

1.03 FORMS OF SUBMITTAL

Unless stated otherwise, all submittals must be in SAP Ariba and submitted exactly as specified or directed, and all required forms must be used.

1.04 COSTS TO PREPARE SUBMITTAL

The City is not liable for any costs incurred by Supplier for the preparation of materials or a Submittal provided in response to a solicitation, conducting presentations to the City, or any other activities related to responding to the City’s Solicitation.

1.05 LICENSES/PERMITS

A. Suppliers, if applicable, must have a Washington state business license at the time of Submittal and throughout the term of the Contract. Failure to include a Washington state business license may be grounds for rejection of the Submittal or cancellation of contract award. Information regarding Washington state business licenses may be obtained at [http://bls.dor.wa.gov](http://bls.dor.wa.gov).

B. Upon award, it is the responsibility of the Supplier to register with the City of Tacoma's Tax and License Division, 733 South Market Street, Room 21, Tacoma, WA 98402-3768, 253-591-5252, [https://www.cityoftacoma.org/government/city_departments/finance/tax_and_license/](https://www.cityoftacoma.org/government/city_departments/finance/tax_and_license/). Supplier shall obtain a business license as is required by Tacoma Municipal Code Subtitle 6C.20.

C. During the term of the Contract, Supplier, at its expense, shall obtain and keep in force any and all necessary licenses and permits.
1.06 PUBLIC DISCLOSURE: PROPRIETARY OR CONFIDENTIAL INFORMATION

A. Supplier Submittals, all documents and records comprising the Contract, and all other documents and records provided to the City by Supplier are deemed public records subject to disclosure under the Washington State Public Records Act, Chapter 42.56 RCW (Public Records Act). Thus, City may be required, upon request, to disclose the Contract and documents or records related to it unless an exemption under the Public Records Act or other laws applies. In the event CITY receives a request for such disclosure, determines in its legal judgment that no applicable exemption to disclosure applies, and Supplier has complied with the requirements to mark records considered confidential or proprietary as such requirements are stated below, City agrees to provide Supplier 10 days written notice of impending release. Should legal action thereafter be initiated by Supplier to enjoin or otherwise prevent such release, all expense of any such litigation shall be borne by Supplier, including any damages, attorneys’ fees or costs awarded by reason of having opposed disclosure. City shall not be liable for any release where notice was provided and Supplier took no action to oppose the release of information.

B. If Supplier provides City with records or information that Supplier considers confidential or proprietary, Supplier must mark all applicable pages or sections of said record(s) as “Confidential” or “Proprietary.” Further, in the case of records or information submitted in response to a Request for Proposals, an index must be provided indicating the affected pages or sections and locations of all such material identified Confidential or Proprietary. Information not included in the required index will not be reviewed for confidentiality or as proprietary before release. If Supplier fails to so mark or index Submittals and related records, then the City, upon request, may release said record(s) without the need to satisfy the requirements of subsection A above; and Supplier expressly waives its right to allege any kind of civil action or claim against the City pertaining to the release of said record(s).

C. Submission of materials in response to City’s Solicitation shall constitute assent by Supplier to the foregoing procedure and Supplier shall have no claim against the City on account of actions taken pursuant to such procedure.

1.07 SUSTAINABILITY

A. The City has interest in measures used by its contractors to ensure sustainable operations with minimal adverse impact on the environment. The City seeks to do business with vendors that value community and environmental stewardship that help us meet our sustainable purchasing goals.

B. The City encourages the use of environmentally preferable products or services that help to minimize the environmental and human health impacts of City operations. Suppliers are encouraged to incorporate environmentally preferable products or services into Submittals wherever possible. "Environmentally preferable" means products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service.

C. Environmental Standards. The City seeks to ensure that all purchases comply with current environmental standards and product specifications. Where appropriate, third party independent certifiers such as Green Seal and USEPA Standards shall be a minimum specification for products to the City, unless specified otherwise herein.

D. The City encourages the use of sustainability practices and desires any awarded Suppliers to assist in efforts to address such factors when feasible for:

1. Pollutant releases
2. Toxicity of materials used
3. Waste generation
4. Greenhouse gas emissions, including transportation of materials and services
5. Recycle content
6. Energy consumption
7. Depletion of natural resources
8. Potential impact on human health and the environment
1.08 ALTERATIONS NOT ALLOWED

Except as otherwise specifically provided in a Solicitation, Submittals that are incomplete or conditioned in any way, contain erasures, alternatives or items not called for, or not in conformity with law, may be rejected as being non-responsive. Any attempt to condition a Submittal by inserting exceptions to the Solicitation or any conditions, qualifications or additions that vary its terms may result in rejection of the Submittal. The City may reject any submittal containing a material deviation from the Solicitation.

1.09 CORRECTION OF AMBIGUITIES AND OBVIOUS ERRORS

A. The City reserves the right to correct obvious errors in Supplier's Submittal. In this regard, if the unit price does not compute to the extended total price, the unit price shall govern.

B. Supplier shall notify the City of Tacoma Procurement and Payables Division in writing of any ambiguity, conflict, discrepancy, omission or other error in a Solicitation no later than five business days prior to the submittal deadline.
   1. For solicitations conducted in SAP Ariba, Supplier shall notify the City of Tacoma Procurement and Payables Division on the message board of the event.
   2. For all other solicitations, Supplier shall notify the contract person listed in the Solicitation.

C. The City will make necessary modifications by addendum.

D. Supplier is responsible for identifying ambiguities, conflicts, discrepancies, omissions or other errors in the Solicitation prior to providing its Submittal or the ambiguity, conflict, discrepancy, omission, or other error is waived. Any Submittal that includes assumed clarifications and/or corrections without the required authentication of the same is subject to rejection.

1.10 WARRANTIES/GUARANTEE

A. Suppliers warrant that all items, including services, as applicable:
   1. Are merchantable.
   2. Comply with the City's latest drawings and specifications.
   3. Are fit for the City's intended use.
   4. Will be performed according to the skill and care required by customarily accepted good practices and procedures followed by service providers rendering the same or similar type of service.
   5. Are new and unused unless otherwise stated.
   6. Comply with all applicable safety and health standards established for such products by the Occupational Safety and Health Administration (OSHA), Washington Industrial Safety and Health Act (WISHA) and/or Consumer Products Safety Act (CPSA), and all other applicable state and federal laws or agency regulations.
   7. Are properly packaged and contain appropriate instructions or warnings, including applicable MSDS sheets.

1.11 PATENTS, TRADEMARKS AND COPYRIGHTS

Suppliers warrant that equipment and/or materials furnished, including software, do not infringe on any patent, trademark or copyright, and agree to indemnify, defend and hold harmless, the City in the event of any infringement or claim thereof.

1.12 DELIVERY OF SUBMITTALS TO THE CITY'S PROCUREMENT AND PAYABLES DIVISION

A. Submittal packages must be received by the City's Procurement and Payables Division in SAP Ariba (unless another form of delivery is stated), prior to the scheduled time and date stated in the Solicitation.

B. Supplier is solely responsible for timely delivery of its Submittal.

C. Submittals received after the time stated in the solicitation will not be accepted.

D. For purposes of determining whether a Submittal has been timely received in SAP Ariba, the City's Procurement and Payables Division will rely on the submittal clock in SAP Ariba.
1.13 **SUBMITTAL IS NON-COLLUSIVE**

Supplier acknowledges that by its delivery of a Submittal to the City in response to a Solicitation, it represents that the prices in such Submittal are neither directly nor indirectly the result of any formal or informal agreement with another Supplier.

1.14 **PARTNERSHIPS**

The City will allow firms to partner in order to respond to a Solicitation. Multiple suppliers may team under a Prime Supplier’s Submittal in order to provide responses to all sections in a single submission; however, each Supplier’s participation must be clearly delineated by section. The Prime Supplier will be considered the responding vendor and the responsible party at contract award. All contract negotiations will be conducted only with the Prime Supplier. All contract payments will be made only to the Prime Supplier. Any agreements between the Prime Supplier and other companies will not be a part of the Contract between the City and the Prime Supplier. The City reserves the right to select more than one Prime Supplier.

1.15 **WITHDRAWAL OF SUBMITTALS**

A. Prior to Submittal Deadline. Submittals may be withdrawn (including in SAP Ariba) prior to the scheduled submittal deadline.

B. After Submittal Deadline. No Submittal can be withdrawn after having been opened before the actual award of the contract, unless the award is delayed more than 90 calendar days beyond the date of opening. If a delay of more than 90 calendar days does occur, Supplier must submit written notice to the City purchasing manager that Supplier is withdrawing its submittal.

1.16 **ACCEPTANCE OF SUBMITTALS**

A. If the solicitation announcement so states, submittals, unless previously withdrawn, will be read aloud, irrespective of any irregularities or informalities in such submittal, at the time and place specified in the solicitation announcement.

B. All submittals must remain open for acceptance by the City for a period of at least 90 calendar days from the submittal deadline.

1.17 **RIGHT TO REJECT**

A. The City of Tacoma reserves the right to reject any and all submittals, waive minor deviations or informalities, supplement, amend, reduce or otherwise modify the scope of work or cancel the solicitation, and if necessary, call for new submittals.

1.18 **RESERVED RIGHTS**

A. By providing a submittal in response to a City solicitation, Supplier acknowledges and consents to the below City rights and conditions. With regard to this procurement process, the City reserves, holds without limitation, and may exercise, at its sole discretion, the following rights and conditions:

1. To terminate the procurement process or decide not to award a contract as a result thereof by written notice to the Suppliers for any reason whatsoever with or without substitution of another solicitation.

2. To waive any defect, technicality, or any other minor informality or irregularity in any submittal, or any other response from Suppliers.

3. To issue addenda for any purpose including:

   a. To make minor or major changes or alterations to the evaluation, selection and/or performance schedule(s) for any events associated with a procurement.

   b. To supplement, amend, reduce, cancel, or otherwise modify a Solicitation, including but not limited to modifications to the description of services and/or products contained in the solicitation, by omitting services/products and/or including services/products.

4. To request clarifications, additional information, and/or revised Submittals from one or more Suppliers.

5. To conduct investigations with respect to the qualifications and experience of Supplier(s), including inspection of facilities and to request additional evidence to support any such information.
6. To eliminate any Supplier that submits an incomplete or inadequate response, or is non-responsive to the requirements of a Solicitation, or is otherwise deemed to be unqualified during any stage of the procurement process.

7. To select and interview a single finalist or multiple finalists to further the City’s evaluation of Submittals provided in response to a Solicitation. The City may, in its sole and exclusive discretion as to what is in the City’s best interest, elect not to conduct interviews of any or all Suppliers in connection with a solicitation process.

8. Except in the case of Requests for Bids, to negotiate any rate/fee offered by a Supplier. The City shall have the sole right to make the final rate/fee offer during contract negotiations. If the selected Supplier does not accept the City’s final offer, the City may, in its sole discretion discontinue contract negotiations and commence negotiations with another Supplier, except as otherwise provided in Chapter 39.80, RCW.

9. To select and enter into a Contract with one or more Suppliers whose Submittal best satisfies the interests of the City and is most responsive, in the sole judgment of the City, to the requirements of a Solicitation.

10. To award by line item or group of line items.

11. To not award one or more items.

12. To issue additional or subsequent solicitations.

13. To seek partnerships between one or more Suppliers.

14. Request additional related products and services from the selected Supplier(s) as necessary throughout the term of the Contract.

15. Negotiate costs or fees in the event of new legislation or regulatory changes, or issuance of related compliance guidance, technology enhancements, and innovative solutions.

16. In the event the City receives questions concerning a Solicitation from one or more Suppliers prior to the deadline for response, the City reserves the right to provide such questions, and the City’s responses, if any, to all Suppliers.

17. If an award is made and, prior to entering into a contract, subsequent information indicates that such award is not in the best interest of the City, the City may rescind the award without prior notice to Supplier and either award to another Supplier or reject all submittals or cancel this solicitation.

18. To cancel award of a contract at any time before execution of the Contract by both parties if cancellation is deemed to be in the City’s best interest. In providing a submittal, Suppliers agree that the City is not liable for any costs or damages for the cancellation of an award. Supplier assumes the sole risk and responsibility for all expenses connected with the preparation of its submittal.

19. To add additional City departments or divisions to the Contract or develop a separate Contract with the Supplier subject to all terms, conditions and pricing of the original Contract.

20. To take any other action affecting a Solicitation or a procurement process that is determined to be in the City’s best interests.

1.19 SUBMITTAL CLARIFICATION

Suppliers may be asked to clarify their Submittal. This action shall not be construed as negotiations or any indication of intentions to award. If called upon, Supplier must respond to such requests within two business days or the timeframe set forth by the City in its request for clarification. Supplier’s failure to respond to such a request may result in rejection of its Submittal.

1.20 EVALUATION OF SUBMITTALS

A. The City of Tacoma reserves the right to award to the lowest and best responsible Supplier(s) delivering a Submittal in compliance with the Solicitation, provided such Submittals are reasonable and are in the best interest of the City to accept. The City may use a number of criteria for determining award, including evaluation factors set forth in Municipal Code Section 1.06.262. Suppliers who are inexperienced or who fail to properly perform other contracts may have their submittal rejected for such cause.
1. Evaluation Factors. In addition to the factors set forth in Municipal Code Section 1.06.262, the following may be used by the City in determining the lowest and best responsible Submittal:

a. Compliance with a Solicitation and with applicable City requirements, including by not limited to, the City’s Ethics Code and its Small Business Enterprise and Local Employment and Apprenticeship programs.

b. Submittal prices, listed separately if requested, as well as a lump sum total (if the unit price does not compute to the extended total price, the unit price shall govern).

c. The total cost to the City, including all applicable taxes, may be the basis for contract award.

d. Time of delivery and/or completion of performance (delivery date(s) offered).

e. Warranty terms.

f. Quality of performance of previous contracts or services, including safety requirements and past compliance with the City’s Ethics Code.

g. Previous and existing compliance with laws and ordinances relating to contracts or services.

h. Sufficiency of financial resources.

i. Quality, availability, and adaptability of the supplies or services to the particular use required.

j. Ability to provide future maintenance and service on a timely basis.

k. Location of nearest factory authorized warranty repair facility or parts dealership.

l. Ability, capacity, experience, stability, reputation, integrity, character, judgment, technical qualifications, and skill to perform the contract or provide the services required.

2. Prompt Payment Discount. Payment discount periods of 20 calendar days or more, if offered in the submittal, will be considered in determining the apparent lowest responsible submittal. Discounts will be analyzed in context of their overall cumulative effect.

a. ePayable/Credit Card Acceptance. Submittals offering ePayable/Credit card acceptance may be compared against submittals offering a prompt payment discount to evaluate the overall cumulative effect of the discount against the advantage to the City of the ePayable/Credit card acceptance, and may be considered in determining the apparent lowest responsible submittal.

3. All other elements or factors, whether or not specifically provided for in a Solicitation, which would affect the final cost to, and the benefits to be derived by, the City, may be considered in determining the award of a Contract. The final award decision will be based on the best interests of the City.

1.21 CONTRACT OBLIGATION

A. The Submittal contents of the successful Supplier will become contractual obligations if a Contract ensues.

B. In the event the City of Tacoma determines to award a Contract, the selected Supplier(s) may be requested to execute Additional Contract Documents.

C. Supplier shall register with the City of Tacoma on the SAP Ariba Network and be enabled for transactions upon request by the City.

D. Suppliers may propose amendments to City’s Contract documents or to these Terms and Conditions, but the City retains the right to accept or reject proposed amendments.

E. No costs chargeable for work under the proposed Contract may be incurred before mutual acceptance and execution as directed.

1.22 AWARD

The City reserves the right to award Contracts for any or all items to one or more Suppliers in the best interests of the City.

1.23 SUPPLIER’S REFUSAL TO ENTER INTO CONTRACT

Any Supplier who refuses to enter into a Contract after it has been awarded to the Supplier will be in breach of the agreement to enter the Contract, and Supplier’s certified or cashier’s check or bid bond, if any, shall be forfeited.

1.24 LEGAL HOLIDAYS

A. The City of Tacoma observes the following holidays, which shall apply to performance of all contracts:

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year's Day</td>
<td>January 1</td>
</tr>
<tr>
<td>Martin Luther King's Birthday</td>
<td>3rd Monday in January</td>
</tr>
</tbody>
</table>
Washington's Birthday 3rd Monday in February
Memorial Day Last Monday in May
Independence Day July 4
Labor Day 1st Monday in September
Veteran's Day November 11
Thanksgiving Day 4th Thursday of November
Day after Thanksgiving 4th Friday of November
Christmas Day December 25

B. When any of these holidays occur on Saturday or Sunday, the preceding Friday or the following
Monday, respectively, is a legal holiday for the City of Tacoma.

1.25 CONTRACT TERM

All services shall be satisfactorily completed and all deliverables provided by the termination date stated,
and the Contract shall expire on said date unless mutually extended in writing by the parties.

1.26 EXTENSION OF CONTRACT

Contracts shall be subject to extension at City’s sole discretion.

1.27 TERMINATION AND SUSPENSION

A. Supplies. The City reserves the right to terminate a Contract at any time upon prior written notice to
Supplier. Upon the effective date of termination specified in such notice, and payment by the City, all
conforming supplies, materials, or equipment previously furnished hereunder shall become its property.

B. Services. The City may terminate a Contract at any time, with or without cause, by giving 10 business
days written notice to Supplier. In the event of termination, all finished and unfinished work prepared by
Supplier pursuant to the Contract shall be provided to the City. In the event City terminates the Contract
due to the City’s own reasons and without cause due to Supplier’s actions or omissions, the City shall
pay Supplier the amount due for actual work and services necessarily performed under the Contract up
to the effective date of termination, not to exceed the total compensation set forth in the Contract.

C. Suspension. For either services or supplies, the City may suspend a Contract, at its sole discretion,
upon three business days’ written notice to Supplier. Such notice shall indicate the anticipated period of
suspension. Any reimbursement for expenses incurred due to the suspension shall be limited to
Supplier’s actual expenses and shall be subject to verification. Supplier shall resume performance of
services under the Contract without delay when the suspension period ends.

D. Termination or suspension of a Contract by City shall not constitute a waiver of any claims or remaining
rights the City may have against Supplier relative to performance under a Contract.

1.28 DEFAULT/BREACH

In the event of material default or breach by Supplier on any of the conditions of a Contract, Supplier agrees
that the City may, at its election, procure the goods or services from other sources, and may deduct from the
unpaid balance due Supplier, or collect against the bond or security (if any), or may invoice and recover from
Supplier all costs paid in excess of the price(s) set forth in the Contract.

A. Supplies. The City at any time by written change order or other form of written contract amendment may
make reasonable changes in the place of delivery, installation, or inspection, the method of shipment or
packing, identification and ancillary matters that Supplier may accommodate without substantial
additional expense.

B. Services. The City shall have the right to make changes within the general scope of services and/or
deliverables upon execution in writing of a change order or other written form of contract amendment. If
the changes will result in additional work effort by Supplier the City agrees to reasonably compensate
Supplier for such additional effort up to the maximum amount specified in the Contract or as otherwise
provided by Tacoma Municipal Code. Any new services accepted by the City may be added to the
Contract and/or substituted for discontinued services. New services shall meet or exceed all
requirements of original award.

C. Expansion Clause. A Contract may be further expanded in writing to include other related services or
products normally offered by Supplier, as long as the price of such additional services or products have
a profit margin equal to or less than that in place at the time of original submittal. Such additions and
prices will be established in writing. New items not meeting these criteria will not be added to the
Contract. Supplier profit margins are not to increase as a result any such expansion.
1.29 SCOPE OF SERVICES
Supplier agrees to diligently and completely perform the services required by a Contract.

1.30 SERVICES DO NOT INCLUDE PUBLIC WORK
Unless otherwise stated, the services and/or work contracted for herein exclude public work and improvements as defined in RCW 39.04, as that statute may hereafter be amended.

1.31 PREVAILING WAGES
A. If federal, state, local, or any applicable law requires Supplier to pay prevailing wages in connection with a Contract, and Supplier is so notified by the City, then Supplier shall pay applicable prevailing wages.

B. If applicable, a Schedule of Prevailing Wage Rates for the locality or localities where the Contract will be performed is attached and made part of the Contract by this reference. If prevailing wages do apply to the Contract, Supplier and its subcontractors shall:
   1. Be bound by the provisions of Chapter 39.12 RCW, as amended, relating to prevailing wages and usual fringe benefits,
   2. Ensure that no worker, laborer or mechanic employed in the performance of any part of the Contract shall be paid less than the prevailing rate of wage specified on that Schedule, and
   3. Immediately upon award of the Contract, contact the Department of Labor and Industries, Prevailing Wages section, Olympia, Washington, to obtain full information, forms and procedures relating to these matters. Per such procedures, a Statement of Intent to Pay Prevailing Wages must be submitted by Contractor and its subcontractors to the City, in the manner requested by the City, prior to any payment by the City hereunder, and an Affidavit of Wages Paid must be received or verified by the City prior to final Contract payment.

1.32 CONTRACT PRICING
A. Submitted prices shall include costs of submittal preparation, servicing of the account, all contractual requirements during contract period such as transportation, permits, insurance costs, bonds, labor, wages, materials, tools, components, equipment, and appurtenances necessary to complete the work, which shall conform to the best practice known to the trade in design, quality, material, and workmanship.

B. Surcharges of any type will not be paid.

C. If applicable, related additional products and corresponding services of benefit to the City not specifically required in a solicitation, but which Supplier offers to provide, may be included with the submittal. Supplier may request to add new products if the City approves them and Supplier can demonstrate the pricing is from the same pricing structure/profit margin.

D. Unless specifically stated otherwise, only firm prices will be accepted and all prices shall remain firm during the term of a Contract.

E. Price increases may at City’s discretion be passed along during a contract period if the increase is mandated by statute, or the result of a tariff.

F. By submitting prices, Supplier warrants prices equal to or better than the equivalent prices, terms, and benefits offered by Supplier to any other government unit or commercial customer.

G. Should Supplier, during the term of a Contract, enter into any other contract, agreement or arrangement that provides lower prices, more favorable terms or greater benefits to any other government unit or commercial customer, the Contract with the City shall thereupon be deemed amended to provide the same price or prices, terms and benefits to the City. This provision applies to comparable products and purchase volumes by the City that are not less than the purchase volumes of the government unit or commercial customer that has received the lower prices, greater benefits, or more favorable terms.

H. If at any time during the term of the Contract, Supplier reduces prices to other buyers purchasing approximately the same quantities stated on the Contract, Supplier will immediately notify the City purchasing manager of such fact, and the price(s) for future orders under the Contract shall be reduced accordingly.

I. The City is entitled to any promotional pricing during the Contract period.

J. Price decreases shall be immediately passed on to the City.
K. The City reserves the right to increase or decrease the quantities of any item awarded pursuant to the Contract and pay according to the unit prices quoted in the submittal with no adjustments for anticipated profit.

1.33 APPROVED EQUALS WHEN ALTERNATES ARE ALLOWED
A. Unless an item is indicated as "no substitute," special brands, when named, are intended to describe the standard of quality, performance, or use desired. Equal items will be considered by the City, provided that Supplier specifies the brand and model, and provides all descriptive literature, independent test results, specification sheets, schematic drawings, photographs, product samples, local servicing, parts availability, etc., to enable the City to evaluate the proposed equal. Performance testing in the field may be required.

B. The decision of the City as to what items are equal shall be final and conclusive. If the City elects to purchase a brand represented by Supplier to be an "equal," the City's acceptance of the item is conditioned on the City's inspection and testing after receipt. If, in the sole judgment of the City, the item is determined not to be an equal, the item shall be returned at Supplier's expense.

C. When a brand name or level of quality is not stated in Supplier's submittal, it is understood Supplier's submittal shall exactly confirm with those required in the Contract. If more than one brand name is stated in a Solicitation, Supplier(s) must indicate the brand and model/part number to be supplied.

1.34 RISK OF LOSS, SHIPPING AND DELIVERY
A. Shipping. Prices must be quoted FOB destination (the place of destination as defined in RCW 62A.2-319, as that statute may hereafter be amended), with freight prepaid and allowed (shipping costs included in unit prices), and risk of loss remaining with Supplier until delivery is tendered.

B. Delivery. Delivery will be to the designated addresses set forth in a Solicitation or as otherwise stated in the Contract. Deliveries shall be between 9:00 a.m. and 3:30 p.m., Monday through Friday only, except Legal Holidays. Failure to make timely delivery shall be cause for termination of the contract or order and return of all or part of the items at Supplier's expense except in the case of force majeure.

1.35 DELIVERY OF PRODUCTS AND PROVISION OF SERVICES – IDLING PROHIBITED
A. The City of Tacoma has a commitment to reduction of unnecessary fuel emissions and improving air quality by reducing unnecessary air pollution from idling vehicles. Limiting car and truck idling supports cleaner air, healthier work environments, the efficient use of city resources, the public's enjoyment of City properties and programs, conservation of natural resources, and good stewardship practices.

B. Vehicles and/or diesel fuel trucks shall not idle at the time and location of the delivery to the City of Tacoma for more than three minutes. The City requires contractors to utilize practices that reduce fuel consumption and emission discharge, including turning off trucks and vehicles during delivery of products to the City. Exceptions to this requirement include when associated power is necessary to make a delivery or provide the service, when the engine is used to provide power to another device, and when a running engine is required for proper warm-up and cool-down of the engine.

1.36 PACKING SLIPS AND INVOICES
A. Each invoice shall show City of Tacoma purchase order number, release number if applicable, quantity, unit of measure, item description, unit price and extended price for each line if applicable. Line totals shall be summed to give a grand total to which sales tax shall be added, if applicable.

1. For transactions conducted in SAP Ariba, invoices shall be submitted through Ariba.
2. For invoices paid by ACH or by check, unless stated otherwise, invoices shall be electronically submitted by email with corresponding PO number listed in the subject line to accounts payable@cityoftacoma.org.
3. For invoices paid by credit card, invoices shall also display the last name of the cardholder and last four digits (only) of the card number (e.g., Jones/6311). Unless stated otherwise, invoices shall be electronically submitted by email with corresponding PO number listed in the subject line to (do not combine different POs into one invoice or charge) to pcardadmin@cityoftacoma.org.

B. Any terms, provisions or language in Supplier's invoice(s) that conflict with the terms of the Contract are superseded and shall not apply to the Contract unless expressly accepted in writing by the City.

C. Packing slips and shipping notices shall be sent to the specific City Division or Department receiving the item(s) at the address stated in City's Solicitation or as otherwise stated in the Contract and include
complete description of items, contents of items if crated or cased, quantity, shipping point, carrier, bill of lading number and City of Tacoma purchase order.

D. Supplier shall package orders, preferably in environmental friendly packaging such as reduced packaging and recyclable packing materials.

1.37 COOPERATIVE PURCHASING

The Washington State Interlocal Cooperation Act RCW 39.34 provides that other governmental agencies may purchase goods and services based on the Contract with the City in accordance with the terms and prices of the Contract if all parties are agreeable. Each public agency shall formulate a separate contract with Supplier, incorporating the terms and conditions of the Contract with the City of Tacoma. The City shall incur no liability in connection with such contracts or purchases by other public agencies thereunder. It will be Supplier’s responsibility to inform such public agencies of the Contract with the City. Supplier shall invoice such public agencies as separate entities.

1.38 TAXES

A. Unless otherwise stated, applicable federal, state, City, and local taxes shall be included in the submittal and in contract as indicated below. As used herein, the term “taxes” shall include any and all taxes, assessments, fees, charges, interest, penalties, and/or fines imposed by applicable laws and regulations in connection with the procurement of goods and/or services hereunder.

1. Federal Excise Tax. The City of Tacoma is exempt from federal excise tax. The City will furnish a Federal Excise Tax Exemption certificate, if required. If Supplier fails to include any applicable tax in its submittal, then Supplier shall be solely responsible for the payment of said tax.

2. State and Local Sales Tax. The City of Tacoma is subject to Washington state sales tax. It is Supplier’s obligation to state the correct sales tax percentage and include the applicable Washington state, city and local sales tax as a separate line item(s) in the submittal.

3. City of Tacoma Business and Occupation Tax. It is Supplier’s obligation to include City of Tacoma Business and Occupation tax in the unit and/or lump sum prices submitted; it shall not be shown separately on the submittal. Per Sub-Title 6A of the City of Tacoma Municipal Code, transactions with the City of Tacoma may be subject to the City’s Business and Occupation Tax.

B. Any or All Other Taxes. Any or all other taxes are the responsibility of Supplier unless otherwise required by law. Except for state sales tax, Supplier acknowledges that it is responsible for the payment of all taxes applicable to the Contract and Supplier agrees to comply with all applicable laws regarding the reporting of income, maintenance of records, and all other requirements and obligations imposed pursuant to applicable law.

C. If the City is assessed, made liable, or responsible in any manner for taxes contrary to the provisions of the Contract, Supplier agrees to hold the City harmless from such costs, including attorney’s fees. In the event Supplier fails to pay any taxes, assessments, penalties, or fees imposed by any governmental body, including a court of law, other than those taxes the City is required to pay, then Supplier authorizes the City to deduct and withhold or pay over to the appropriate governmental body those unpaid amounts upon demand by the governmental body. It is agreed that this provision shall apply to taxes and fees imposed by City ordinance. Any such payments shall be deducted from Supplier’s total compensation.

1.39 COMPENSATION

A. The City shall compensate Supplier in accordance with the Contract. Said compensation shall be the total compensation for Supplier’s performance hereunder including, but not limited to, all work, services, deliverables, materials, supplies, equipment, subcontractor’s fees and all reimbursable travel and miscellaneous or incidental expenses to be incurred by Supplier. Unless stated otherwise the total stated compensation may not be changed without a written change order or other form of contract amendment.

B. Payment(s) made in accordance with the Contract shall fully compensate Supplier for all risk, loss, damages or expense of whatever nature, and acceptance of payment shall constitute a waiver of all claims submitted by Supplier.

1.40 PAYMENT TERMS

A. Payment shall be made through the City’s ordinary payment process, and shall be considered timely if made within 30 days of receipt of a properly completed invoice. All payments shall be subject to adjustment for any amounts, upon audit or otherwise, determined to have been improperly invoiced.
The City may withhold payment to Supplier for any services or deliverables not performed as required hereunder until such time as Supplier modifies such services or deliverables to the satisfaction of the City.

B. Invoices will not be processed for payment, nor will the period of cash discount commence, until all invoiced items are received and satisfactory performance of the Contract has been attained. Upon CITY’S request, Supplier shall submit necessary and appropriate documentation, as determined by the CITY, for all invoiced services and deliverables. If an adjustment in payment is necessary due to damage or dispute, the cash discount period shall commence on the date final approval for payment is authorized.

1.41 PAYMENT METHOD – EPAYABLES – CREDIT CARD ACCEPTANCE – EFT/ACH ACCEPTANCE

A. Payment methods include:

1. EPayables (Payment Plus). This is payment made via a virtual, single use VISA card number provided by the City’s commercial card provider. Suppliers accepting this option will receive “due immediately” payment terms. Two options for acceptance are available to suppliers. Both are accompanied by an emailed advice containing complete payment details:
   a. Straight-through processing (buyer initiated). Immediate, exact payments directly deposited to supplier accounts by the City’s provider bank; the supplier does not need to know card account details.
   b. Supplier retrieves card account through the secure, on-line portal provided via email notifications sent by the City’s commercial card provider.

2. Credit card. Tacoma’s VISA procurement card program is supported by standard bank credit suppliers and requires that merchants abide by the VISA merchant operating rules. It provides “due immediately” payment terms.
   a. Suppliers must be PCI-DSS compliant (secure credit card data management) and federal FACTA (sensitive card data display) compliant.
   b. Suppliers must be set up by their card processing equipment provider (merchant acquirer) as a minimum of a Level II merchant with the ability to pass along tax, shipping and merchant references information.

3. Electronic Funds Transfer (EFT) by Automated Clearing House (ACH). Standard terms are net 30 for this payment method.

4. Check or other cash equivalent. Standard terms are net 30 for this payment method.

B. The City’s preferred method of payment is by ePayables (Payment Plus) followed by credit card (aka procurement card). Suppliers may be required to have the capability of accepting the City’s ePayables or credit card methods of payment. The City of Tacoma will not accept price changes or pay additional fees when ePayables (Payment Plus) or credit card is used.

C. The City, in its sole discretion, will determine the method of payment for goods and/or services as part of the Contract.

1.42 NOTICES

Unless otherwise specified, except for routine operational communications, which may be delivered personally or transmitted by electronic mail, all notices required by the Contract shall be in writing and shall be deemed to have been duly given if delivered personally or mailed first-class mail, postage prepaid, to Supplier’s registered agent and to the applicable City department representative.

1.43 INDEPENDENT CONTRACTOR STATUS

A. Supplier is considered an independent contractor who shall at all times perform his/her duties and responsibilities and carry out all services as an independent contractor and shall never represent or construe his/her status to be that of an agent or employee of the City, nor shall Supplier be eligible for any employee benefits. No payroll or employment taxes or contributions of any kind shall be withheld or paid by the City with respect to payments to Supplier. Supplier shall be solely responsible for all said payroll or employment taxes and/or contributions including, but not limited to, FICA, FUTA, federal income tax, state personal income tax, state disability insurance tax and state unemployment insurance tax. If the City is assessed, made liable or responsible in any manner for such taxes or contributions, Supplier agrees to indemnify and hold the City harmless from all costs incurred, including attorney fees.
B. Unless otherwise specified in writing, Supplier shall provide at its sole expense all materials, working space, and other necessities and instruments to perform its duties under the Contract. Supplier, at its sole expense, shall obtain and keep in force any and all applicable licenses, permits and tax certificates necessary to perform the Contract.

1.44 NONDISCRIMINATION
Supplier agrees to take all steps necessary to comply with all federal, state, and City laws and policies regarding non-discrimination and equal employment opportunities. Supplier shall not discriminate in any employment action because of race, religion, color, national origin or ancestry, sex, gender identity, sexual orientation, age, marital status, familial status, or the presence of any sensory, mental, or physical handicap. In the event of non-compliance by Supplier with any of the non-discrimination provisions of the Contract, the City shall be deemed to have cause to terminate the Contract, in whole or in part.

1.45 FEDERAL, STATE, AND MUNICIPAL LAWS AND REGULATIONS
Supplier shall comply with all federal, state, municipal, and/or local laws and regulations in the performance of all terms and conditions of the Contract. Supplier shall be solely responsible for all violations of the law from any cause in connection with its performance of work under the Contract.

1.46 FEDERAL AID PROJECTS
The City of Tacoma in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 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 insure 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.

1.47 REPORTS, RIGHT TO AUDIT, PERSONNEL
A. Reports. Supplier shall, at such times and in such form as the City may reasonably require, furnish the City with periodic status reports pertaining to the services undertaken or goods provided pursuant to the Contract.
B. Right to Audit. Upon City’s request, Supplier shall make available to City all accounts, records and documents related to the scope of work for City’s inspection, auditing, or evaluation during normal business hours as reasonably needed by City to assess performance, compliance and/or quality assurance under the Contract or in satisfaction of City’s public disclosure obligations as applicable.
C. Personnel. If before, during, or after the execution of a Contract, Supplier has represented or represents to the City that certain personnel would or will be responsible for performing services pursuant to the Contract, then Supplier is obligated to ensure that said personnel perform said Contract services to the maximum extent permitted by law. Substantial organizational or personnel changes within Supplier’s firm are expected to be communicated to City immediately. Failure to do so could result in termination of the Contract. This provision shall only be waived by written authorization by the City, and on a case-by-case basis.

1.48 INSURANCE
A. During the course and performance of a Contract, Supplier will provide proof and maintain the insurance coverage in the amounts and in the manner specified in the City of Tacoma Insurance Requirements as is applicable to the services, products, and deliverables provided under the Contract. The City of Tacoma Insurance Requirements document, if issued, is fully incorporated into the Contract by reference.
B. Failure by City to identify a deficiency in the insurance documentation provided by Contractor or failure of City to demand verification of coverage or compliance by Contractor with these insurance requirements shall not be construed as a waiver of Contractor’s obligation to maintain such insurance.

1.49 INDEMNIFICATION – HOLD HARMLESS
A. Supplier agrees to indemnify, defend, and hold harmless the City of Tacoma, its officers, agents and employees, from and against any and all liability which may accrue to or be sustained by the City of Tacoma for any claim, suit or legal action made or brought against the City for the death of or injury to persons (including Supplier's or subcontractor's employees), or damage to property involving Supplier or subcontractor(s) and their employees or agents, or for any other cause arising out of and in
connection with or incident to the performance of the Contract, except for injuries or damages caused by the sole negligence of the City. In this regard, Supplier recognizes it is waiving immunity under Industrial Insurance Law, Title 51 RCW. This indemnification includes attorney’s fees and the cost of establishing the right to indemnification hereunder in favor of the City of Tacoma. By Supplier’s acceptance of this order, he/she agrees that this subsection has been mutually negotiated.

B. These indemnifications shall survive the termination of a Contract.

1.50 CONFLICT OF INTEREST

No officer, employee, or agent of the City, nor any member of the immediate family of any such officer, employee or agent as defined by City ordinance, shall have any personal financial interest, direct or indirect, in a Contract, either in fact or in appearance. Supplier shall comply with all federal, state, and City conflict of interest laws, statutes, and regulations. Supplier represents that Supplier presently has no interest and shall not acquire any interest, direct or indirect, in the program to which the Contract pertains that would conflict in any manner or degree with the performance of Supplier’s services and obligations hereunder. Supplier further covenants that, in performance of a Contract, no person having any such interest shall be employed. Supplier also agrees that its violation of the City’s Code of Ethics contained in Chapter 1.46 of the Tacoma Municipal Code shall constitute a breach of Contract subjecting the Contract to termination.

1.51 CITY OWNERSHIP OF WORK/RIGHTS IN DATA/PUBLICATIONS

A. To the extent that Supplier creates any work subject to the protections of the Copyright Act (Title 17 U.S.C.) in its performance of a Contract, Supplier agrees to the following: The work has been specially ordered and commissioned by the City. Supplier agrees that the work is a “work made for hire” for copyright purposes, with all copyrights in the work owned by City. To the extent that the work does not qualify as a work made for hire under applicable law, and to the extent that the work includes material subject to copyright, Supplier hereby assigns to City, its successors and assigns, all right, title and interest in and to the work, including but not limited to, all copyrights, patent, trade secret and other proprietary rights, and all rights, title and interest in and to any inventions and designs embodied in the work or developed during the course of Supplier’s creation of the work.

B. Supplier shall be solely responsible for obtaining releases and/or licenses for the reproduction, distribution, creation of derivative works, performance, display, or other use of copyrighted materials. Should Supplier fail to obtain said releases and/or licenses, Supplier shall indemnify, defend, and hold harmless the City for any claim resulting there from.

1.52 DUTY OF CONFIDENTIALITY

Supplier acknowledges that unauthorized disclosure of information or documentation concerning the Scope of Work hereunder may cause substantial economic loss or harm to the City. Except for disclosure of information and documents to Supplier’s employees, agents, or subcontractors who have a substantial need to know such information in connection with Supplier’s performance of obligations under the Contract, Supplier shall not without prior written authorization by the City allow the release, dissemination, distribution, sharing, or other publication or disclosure of information or documentation obtained, discovered, shared or produced pursuant to a Contract.

1.53 DISPUTE RESOLUTION

In the event of a dispute pertaining to a Contract, the parties agree to attempt to negotiate in good faith an acceptable resolution. If a resolution cannot be negotiated, then the parties agree to submit the dispute to voluntary non-binding mediation before pursuing other remedies. This provision does not limit the City’s right to terminate.

1.54 GOVERNING LAW AND VENUE

A. Washington law shall govern the interpretation of the Contract. The state or federal courts located in Pierce County Washington shall be the sole venue of any mediation, arbitration, or litigation arising out of the Contract.

B. Respondents providing submittals from outside the legal jurisdiction of the United States of America will be subject to Tacoma’s City Attorney’s Office (CAO) opinion as to the viability of possible litigation pursuant to a contract resulting from this Specification. If it is the opinion of the CAO that any possible litigation would be beyond reasonable cost and/or enforcement, the submittal may be excluded from evaluation.
1.55 ASSIGNMENT
Supplier shall not assign, subcontract, delegate or transfer any obligation, interest or claim to or under the Contract without the prior written consent of the City.

1.56 WAIVER
A waiver or failure by either party to enforce any provision of the contract shall not be construed as a continuing waiver of such provisions, nor shall the same constitute a waiver of any other provision of the Contract.

1.57 SEVERABILITY AND SURVIVAL
If any term, condition or provision herein or incorporated by reference is declared void or unenforceable or limited in its application or effect, such event shall not affect any other provisions hereof and all other provisions shall remain fully enforceable. The provisions of the Contract, which by their sense and context are reasonably intended to survive the completion, expiration or cancellation of the Contract, shall survive termination of the Contract.

1.58 NO CITY LIABILITY
Neither the City, its officials, staff, agents, employees, representatives, or consultants will be liable for any claims or damages resulting from any aspect of this procurement process.

1.59 SIGNATURES
A signed copy of Submittals, Contract documents, including but not limited to contract amendments, contract exhibits, task orders, statements of work and other such Contract related documents, delivered by email or other means of electronic transmission including by using a third party service, which service is provided primarily for the electronic execution of electronic records, shall be deemed to have the same legal effect as delivery of an original signed copy.
CHAPTER 1.07
EQUITY IN CONTRACTING

Sections:
1.07.010 Policy and purpose.
1.07.020 Definitions.
1.07.030 Discrimination prohibited.
1.07.040 Program administration.
1.07.050 Certification.
1.07.060 Program requirements.
1.07.070 Evaluation of submittals.
1.07.080 Contract compliance.
1.07.090 Program monitoring.
1.07.100 Enforcement.
1.07.110 Remedies.
1.07.120 Unlawful acts.
1.07.130 Severability.
1.07.140 Review of program.

1.07.010 Policy and purpose.

It is the policy of the City of Tacoma that citizens be afforded an opportunity for full participation in our free enterprise system and that historically underutilized business enterprises shall have an equitable opportunity to participate in the performance of City contracts. The City finds that in its contracting for supplies, services and public works, there has been historical underutilization of small and minority-owned businesses located in certain geographically and economically disfavored locations and that this underutilization has had a deleterious impact on the economic well-being of the City. The purpose of this chapter is to remedy the effects of such underutilization through use of narrowly tailored contracting requirements to increase opportunities for historically underutilized businesses to participate in City contracts. It is the goal of this chapter to facilitate a substantial procurement, education, and mentorship program designed to promote equitable participation by historically underutilized businesses in the provision of supplies, services, and public works to the City. It is not the purpose of this chapter to provide any person or entity with any right, privilege, or claim, not shared by the public, generally, and this chapter shall not be construed to do so. This chapter is adopted in accordance with Chapter 35.22 RCW and RCW 49.60.400.

(Ord. 28625 Ex. A; passed Nov. 5, 2019: Ord. 27867 Ex. A; passed Dec. 15, 2009)

1.07.020 Definitions.

Terms used in this chapter shall have the following meanings unless defined elsewhere in the Tacoma Municipal Code (“TMC”), or unless the context in which they are used clearly indicates a different meaning.

A. “Bid” means an offer submitted by a Respondent to furnish Supplies, Services, and/or Public Works in conformity with the Specifications and any other written terms and conditions included in a City request for such offer.

B. “Bidder” means an entity or individual who submits a Bid, Proposal or Quote. See also “Respondent.”

C. “City” means all Departments, Divisions and agencies of the City of Tacoma.

D. “Contract” means any type of legally binding agreement regardless of form or title that governs the terms and conditions for procurement of Public Works and Improvements and/or Non-Public Works and Improvements Supplies and Services. Contracts include the terms and conditions found in Specifications, Bidder or Respondent Submittals, and purchase orders issued by the City. A “Contract” as used in this chapter shall include an agreement between the City and a non-profit entity to perform construction-related services for Public Works. A “Contract” does not include: (1) awards made by the City with federal/state grant or City general funds monies to a non-profit entity where the City offers assistance, guidance, or supervision on a project or program, and the recipient of the grant awards uses the grant moneys to provide services to the community; (2) sales transactions where the City sells its personal or real property; (3) a loan transaction where the City is acting as a debtor or a creditor; (4) lease, franchise; (5) agreements to use City real property (such as Licenses, Permits and Easements) and, (6) banking and other financial or investment services.

E. “Contractor” means any Person that presents a Submittal to the City, enters into a Contract with the City, and/or performs all or any part of a Contract awarded by the City, for the provision of Public Works, or Non-Public Works and Improvements, Supplies or Services.
F. “Goals” means the annual level of participation by MWBEs and SBEs in City Contracts as established in this chapter, the Program Regulations, or as necessary to comply with applicable federal and state nondiscrimination laws and regulations. Goals for individual Contracts may be adjusted as provided for in this chapter and shall not be construed as a minimum for any particular Contract or for any particular geographical area.

G. “MWBE Certified business” (or “MWBEs”) means a business that meets the criteria set forth in Section 1.07.050 of this chapter and has been certified as meeting that criteria by the Community and Economic Development Department Program Manager.

H. “SBE Certified Business” (or “SBEs”) means a business that meets the criteria set forth in Section 1.07.050 of this chapter and has been certified as meeting that criteria by the Community and Economic Development Department-SBE Program Manager.

I. “SBE Program Manager” means the individual appointed, from time to time, by the City’s Community and Economic Development Director to administer the Program Regulations.

J. “Program Regulations” shall mean the written regulations and procedures adopted pursuant to this chapter for procurement of Supplies, Services and Public Works.

K. “Non-Public Works and Improvements” means all competitively solicited procurement of Supplies and/or Services by the City not solicited as Public Works.

L. “Person” means individuals, companies, corporations, partnerships, associations, cooperatives, any other legally recognized business entity, legal representative, trustee, or receivers.

M. “Proposal” means a written offer to furnish Supplies or Services in response to a Request for Proposals. This term may be further defined in the Purchasing Policy Manual and/or in competitive solicitations issued by the City.

N. “Public Works (or “Public Works and Improvements)” means all work, construction, alteration, repair, or improvement other than ordinary maintenance, executed at the cost of the City, or that is by law a lien or charge on any property therein. This term includes all Supplies, materials, tools, and equipment to be furnished in accordance with the Contract for such work, construction, alteration, repair, or improvement.

O. “Quote” means a competitively solicited written offer to furnish Supplies or Services by a method of procurement that is less formalized than a Bid or a Proposal. This term may be further defined in the Purchasing Policy Manual.

P. “Respondent” means any entity or Person, other than a City employee, that provides a Submittal in response to a request for Bids, Request for Proposals, Request for Qualifications, request for quotes or other request for information, as such terms are defined in Section 1.06.251 TMC. This term includes any such entity or Person whether designated as a supplier, seller, vendor, proposer, Bidder, Contractor, consultant, merchant, or service provider that; (1) assumes a contractual responsibility to the City for provision of Supplies, Services, and/or Public Works; (2) is recognized by its industry as a provider of such Supplies, Services, and/or Public Works; (3) has facilities similar to those commonly used by Persons engaged in the same or similar business; and/or (4) distributes, delivers, sells, or services a product or performs a Commercially Useful Function.

Q. “Services” means non-Public Works and Improvements services and includes professional services, personal services, and purchased services, as such terms are defined in Section 1.06.251 TMC and/or the City’s Purchasing Policy Manual.

R. “Submittal” means Bids, Proposals, Quotes, qualifications or other information submitted in response to requests for Bids, Requests for Proposals, Requests for Qualifications, requests for Quotations, or other City requests for information, as such terms are defined in Section 1.06.251 TMC.

S. “Supplies” means materials, Supplies, and other products that are procured by the City through a competitive process for either Public Works procurement or Non-Public Works and Improvements procurement unless an approved waiver has been granted by the appropriate authority.

T. “Tacoma Public Utilities Service Area” means any ZIP code in which Tacoma Public Utilities maintains infrastructure or provides retail services.


1.07.030 Discrimination prohibited.

A. No person that is engaged in the construction of public works for the City, engaged in the furnishing of laborers or craftspeople for public works of the City, or is engaged for compensation in the provision of non-public works and improvements supplies and/or services to the City, shall discriminate against any other person on the basis of race, religion, color, national origin or ancestry, sex, gender identity, sexual orientation, age, marital status, familial status, or the presence of
any sensory, mental or physical disability in employment. Such discrimination includes the unfair treatment or denial of normal privileges to a person as manifested in employment upgrades, demotions, transfers, layoffs, termination, rates of pay, recruitment of employees, or advertisement for employment.

B. The violation of the terms of RCW 49.60 or Chapter 1.29 TMC by any person that is engaged in the construction of public works for the City, is engaged in the furnishing of laborors or craftpeople for public works of the City, or is engaged for compensation in the provision of non-public works and improvements supplies and/or services shall result in the rebuttable presumption that the terms of this chapter have also been violated. Such violation may result in termination of any City contract the violator may have with the City and/or the violator’s ineligibility for further City Contracts.

(Ord. 27867 Ex. A; passed Dec. 15, 2009)

1.07.040  Program administration.

A. The Community and Economic Development Director, or their designated Program Manager, shall be responsible for administering this chapter and obtaining compliance with respect to contracts entered into by the City and/or its contractors. It shall be the duty of the Director to pursue the objectives of this chapter by conference, conciliation, persuasion, investigation, or enforcement action, as may be necessary under the circumstances. The Director is authorized to implement an administrative and compliance program to meet these responsibilities and objectives.

B. The Director is hereby authorized to adopt and to amend administrative rules and regulations known as the Program Regulations, to properly implement and administer the provisions of this chapter. The Program Regulations shall be in conformance with City of Tacoma policies and state and federal laws and be designed to encourage achievement of the MWBE and SBE goals set forth herein. The Program Regulations shall become effective following public notice and an opportunity to comment by the public.

C. The Program Regulations adopted pursuant to this section are for the administrative and procedural guidance of the officers and employees of the City and are further expressions of the public policy of the City. The Program Regulations, when adopted, shall not confer an independent cause of action or claim for relief cognizable in the courts of the state of Washington or the United States of America to any third parties, and such provisions shall not be used as the basis for a lawsuit in any court of competent jurisdiction challenging the award of any contract by the City.


1.07.050  Certification.

A. The Program Manager shall approve a business as a Certified Business if all of the following criteria are satisfied:

1. The business is certified as a SBE, MBE, WBE, or MWBE through the state of Washington’s Office of Minority & Women Business Enterprises; and

2. The company can demonstrate that it also meets at least one of the following additional requirements:
   a. The personal residence of the owner is located within the City of Tacoma or Tacoma Public Utilities Service Area, or
   b. The company’s business offices are located in any county of the Tacoma Public Utilities Service Area or any county adjacent to Pierce County, or
   c. When the work is performed outside of Pierce County, the company’s business offices may be located in an adjacent county in which the work is performed, or
   d. Such additional information as the Program Manager or designee may require.

When another governmental entity has an equivalent business classification process, the City may enter into an interlocal cooperative agreement for mutual recognition of certifications.

B. Appeals. The applicant may appeal any certification determination by the Program Manager under this chapter to the Director. The appeal must be made in writing and must set forth the specific reasons for the appeal. The Director shall make a decision on the appeal request within a reasonable time, which decision shall be final unless further appeal is made to the Hearing Examiner. In that event, the Hearing Examiner Rules of Procedure for Hearings, Chapter 1.23 TMC, shall be applicable to that appeal proceeding.

1.07.060  Program requirements.

A. The program shall meet the following requirements:

1. Establishment of Annual Goals. The Program Regulations adopted pursuant to this chapter shall state reasonably achievable cumulative annual goals for utilization of MWBEs and SBEs in the provision of supplies, services, and public works procured by the City. Cumulative annual goals for the participation of MWBEs and SBEs in City contracts shall be based on the number of qualified MWBEs and SBEs operating within the Tacoma Public Utilities Service Area. The dollar value of all contracts awarded by the City to MWBEs and SBEs in the procurement of supplies, services, and public works shall be counted toward the accomplishment of the applicable goal.

2. Application of Annual Goals to Contracts. The Program Manager shall consult with City departments/divisions to establish department/division specific goals for competitively solicited contracts in accordance with this chapter and the Program Regulations.

B. Waivers. City departments/divisions or the Program Manager may request to waive one or more of the requirements of this chapter as they apply to a particular contract or contracts. Waivers may be granted in any one or more of the following circumstances:

1. Emergency: The supplies, services and/or public works must be provided with such immediacy that neither the City nor the contractor can comply with the requirements herein. Such emergency and waiver must be documented by the department/division awarding the contract.

2. Not Practicable: Compliance with the requirements of this chapter would impose an unwarranted economic burden or risk to the City after consideration of existing budgetary approvals.

3. Sole source: The supplies, services, and/or public works are available from only one source, and subcontracting possibilities do not reasonably exist as determined by the finance purchasing manager.

4. Government purchasing. The City is a party to or included in a federal, state or inter-local government purchasing agreement as approved by the finance purchasing manager.

5. Lack of certified contractors: An insufficient number of qualified contractors exist to create utilization opportunities.

6. Best interests of the City: Waiver of goals is in the best interests of the City due to unforeseen circumstances, provided that said circumstances are set forth in writing by the requestor.

C. Review of Waivers. A waiver determination by the finance purchasing manager may be reviewed by the Board of Contracts and Awards (C&A Board). The C&A Board may also review a request to reduce or waive the utilization requirements based on Not Practicable or Best Interests of the City circumstances. The C&A Board shall determine whether compliance with such requirements would impose unwarranted economic burden on, or risk to, the City of Tacoma as compared with the degree to which the purposes and policies of this chapter would be furthered by requiring compliance. If the determination of the C&A Board does not resolve the matter, a final determination shall be made by the City Council or Public Utility Board, as the case may be.


1.07.070  Evaluation of submittals.

A. All submittals for a supplies, services, or public works and improvements contracts shall be evaluated for attainment of the MWBE and SBE requirements established for that contract in accordance with this chapter and the Program Regulations.

B. The determination of MWBE and SBE usage and the calculation of MWBE or SBE requirements per this section shall include the following considerations:

1. General. The dollar value of the contract awarded by the City to a MWBE or SBE in the procurement of supplies, services, or public works shall be counted toward achievement of the respective goal.

2. Supplies. A public works and improvements contractor may receive credit toward attainment of the MWBE and/or SBE requirement(s) for expenditures for supplies obtained from an MWBE or SBE; provided such MWBE or SBE assumes the actual and contractual responsibility for delivering the supplies with its resources. The contractor may also receive credit toward attainment of the MWBE or SBE goal for the amount of the commission paid to a MWBE or SBE resulting from a supplies contract with the City; provided the MWBE or SBE performs a commercially useful function in the process.

3. Services and Public Works subcontracts. Any bid by a certified MWBE and/or SBE or a bidder that utilizes a certified MWBE and/or SBE shall receive credit toward requirement attainment based on the percentage of MWBE and/or SBE usage demonstrated in the bid. A contractor that utilizes an MWBE and/or SBE subcontractor to provide services or public works
shall receive a credit toward the contractor’s attainment of the respective requirement based on the value of the subcontract with that firm.

4. Brokers, Fronts, or Similar Pass-Through Arrangements. MWBEs and/or SBEs acting as brokers, fronts, or similar pass-through arrangements (as such terms are defined in the Program Regulations) shall not count toward the requirement attainment unless the activity reflects normal industry practices and the broker performs a commercially useful function.

C. Evaluation of competitively solicited submittals for public works and improvements and for services when a requirement has been established for the contract to be awarded shall be as follows:

1. When contract award is based on price. The lowest priced bid submitted by a responsive and responsible bidder will be reviewed to determine if it meets the requirement. An MWBE and/or SBE firm may self-count utilization on such bids if they will perform the work for the scope the requirement is based upon.
   a. If the low bidder meets the requirements, the bid shall be presumed the lowest and best responsible bid for contract award.
   b. any bidder that does not meet the MWBE and/or SBE requirements shall be considered a non-responsible bidder unless the bidder receives a waiver from the Program Manager or C&A Board.

2. When contract award is based on qualifications or other performance criteria in addition to price. Solicitations shall utilize a scoring system that promotes participation by certified contractors. The Program Regulations may establish further requirements and procedures for final selection and contract award, including:
   a. Evaluation of solicitations for Architectural and Engineering (A&E) services;
   b. Evaluation and selection of submittals in response to requests for proposals; and
   c. Selection of contractors from pre-qualified roster(s).

(Ord. 28625 Ex. A; passed Nov. 5, 2019; Ord. 28141 Ex. A; passed Mar. 26, 2013; Ord. 27867 Ex. A; passed Dec. 15, 2009)

1.07.080 Contract compliance.

A. The contractor awarded a contract based on MWBE or SBE participation shall, during the term of the contract, comply with the requirements established in said contract. To ensure compliance with this requirement following contract award, the following provisions apply:

1. Any substitutions for or failure to utilize MWBE or SBEs projected to be used must be approved in advance by the Program Manager. Substitution of one MWBE or SBE with another shall be allowed where there has been a refusal to execute necessary agreements by the original MWBE or SBE, a default on agreements previously made or other reasonable excuse; provided that the substitution does not increase the dollar amount of the bid.

2. Where it is shown that no other MWBE or SBE is available as a substitute and that failure to secure participation by the MWBE or SBE identified in the solicitation is not the fault of the respondent, substitution with a non-MWBE or non-SBE shall be allowed; provided, that, the substitution does not increase the dollar amount of the bid.

3. If the Program Manager determines that the contractor has not reasonably and actively pursued the use of replacement MWBEs or SBEs, such contractor shall be deemed to be in non-compliance.

B. Record Keeping. All contracts shall require contractors to maintain relevant records and information necessary to document compliance with this chapter and the contractor’s utilization of MWBEs or SBEs, and shall include the right of the City to inspect such records.

(Ord. 28625 Ex. A; passed Nov. 5, 2019; Ord. 28141 Ex. A; passed Mar. 26, 2013; Ord. 27867 Ex. A; passed Dec. 15, 2009)

1.07.090 Program monitoring.

A. An Advisory Committee shall monitor compliance with all provisions of this chapter and the related Regulations. The Program Manager shall establish procedures to collect data and monitor the effect of the provisions of this chapter to assure, insofar as is practical, that the remedies set forth herein do not disproportionately favor one or more racial, gender, ethnic, or other protected groups, and that the remedies do not remain in effect beyond the point that they are required to eliminate the effects of under-utilization in City contracting, unless such provisions are supported by a Disparity Study. The Program Manager shall have the authority to obtain from City departments/divisions, respondents, and contractors such relevant records, documents, and other information as is reasonably necessary to determine compliance.

B. The Program Manager shall submit an annual report to the Community and Economic Development Director, Director of Utilities, and the City Manager detailing performance of the program. The report shall document MWBE and SBE utilization
levels, waivers, proposed modifications to the program, and such other matters as may be specified in the Program Regulations.


1.07.100 Enforcement.

The Director, or designee, may investigate the employment practices of contractors to determine whether or not the requirements of this chapter have been violated. Such investigation shall be conducted in accordance with the procedures established in the Program Regulations.


1.07.110 Remedies.

A. Upon receipt of a determination of contractor violation by the Program Manager, the City Manager or Director of Utilities, as appropriate, may take the following actions, singly or together, as appropriate:

1. Forfeit the contractor’s bid bond and/or performance bond;
2. Publish notice of the contractor’s noncompliance;
3. Cancel, terminate, or suspend the contractor’s contract, or portion thereof;
4. Withhold funds due contractor until compliance is achieved; and/or
5. Recommend appropriate action including, but not limited to, disqualification of eligibility for future contract awards by the City (debarment) per Section 1.06.279 TMC;

B. Prior to exercise of any of the foregoing remedies, the City shall provide written notice to the contractor specifying the violation and the City’s intent to exercise such remedy or remedies. The notice shall provide that each specified remedy becomes effective within ten business days of receipt unless the contractor appeals said action to the Hearing Examiner pursuant to Chapter 1.23 TMC.

C. When non-compliance with this chapter or the Program Regulations has occurred, the Program Manager and the department/division responsible for enforcement of the contract may allow continuation of the contract upon the contractor’s development of a plan for compliance acceptable to the Director.


1.07.120 Unlawful acts.

It shall be unlawful for any Person to willfully prevent or attempt to prevent, by intimidation, threats, coercion, or otherwise, any Person from complying with the provisions of this chapter.

(Ord. 27867 Ex. A; passed Dec. 15, 2009)

1.07.130 Severability.

If any section of this chapter or its application to any Person or circumstance is held invalid by a court of competent jurisdiction, then the remaining sections of this chapter, or the application of the provisions to other Persons or circumstances, shall not be affected.

(Ord. 27867 Ex. A; passed Dec. 15, 2009)

1.07.140 Review of program.

This chapter shall be in effect through and until December 31, 2024, unless the City Council shall determine at an earlier date that the requirements of this chapter are no longer necessary. If this chapter has not been repealed by July 1, 2024, the City Council shall determine by the end of that year whether substantial effects or lack of opportunity of MWBEs and/or SBEs remain true in the relevant market and whether, and for how long, some or all of the requirements of this chapter should remain in effect.

APPENDIX D

As-Is Diagram

To-Be Diagram

Requirements for About My Home and Business
For the electronic copy of this form, use the link posted with this Specification or the link below:
http://cms.cityoftacoma.org/Purchasing/FormalBids/PI20-0019F_RequirementsforAboutMyHomeandBusiness.docx

Requirements for Contact Us Topics
For the electronic copy of this form, use the link posted with this Specification or the link below:
http://cms.cityoftacoma.org/Purchasing/FormalBids/PI20-0019F_RequirementsforContactUsTopics.xlsx

Requirements for SAP Contact Notes and Notifications
For the electronic copy of this form, use the link posted with this Specification or the link below:
http://cms.cityoftacoma.org/Purchasing/FormalBids/PI20-0019F_RequirementsforSAPContactNotesandNotifications.xlsx

Requirements for Start-Stop-Transfer Service Workflows
For the electronic copy of this form, use the link posted with this Specification or the link below:
http://cms.cityoftacoma.org/Purchasing/FormalBids/PI20-0019F_RequirementsforStartStopTransferServiceWorkflows.docx