



RFP Information

RFP No. 648
Web Content Management System
Issue Date: June 22, 2011
Closing Date: July 18, 2011

Contact

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Vendor Information

Firm Name: _____
Contact Name: _____
Address: _____
City: _____ State _____ Zip _____
Phone: _____ Fax: _____
E-Mail: _____

Return Proposals by 4:30p.m., July 18, 2011 to:

Pierce County Purchasing
Attn: Emily Darby
615 South 9th Street, Suite 100
Tacoma, WA 98405
Phone: 253-798-7456

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SUBMITTAL DUE DATE

To be eligible for consideration, three (3) copies of a vendor's response to this Request for Proposals (hereafter called "response," "RFP" or "proposal") must be received by the Pierce County Purchasing Department, 615 South 9th Street, Suite 100, Tacoma, WA 98405-4673 no later than close of business, 4:30 p.m., July 18, 2011. The response must be submitted in a sealed envelope with the vendor's name, Request for Proposals Number and the due date clearly identified on the outside.

GENERAL INFORMATION

With a population of about 800,000 within its borders, Pierce County is the second most populous county in Washington State. Its total land area is 1,794 square miles and has a unique topographic profile that ranges from sea level at Puget Sound to 14,411 feet at the peak of Mt. Rainier. The county includes unincorporated regions and 21 cities.

Pierce County's website is a vital public resource for emergency response, government business process, legislative actions and public awareness. From the County's home page, 24 county departments provide a variety of textual information as well as videos, pictures, tables and on-line services to the community. As more government data becomes digital, there is a growing demand to offer more "self-service" business processes to citizens, which has the added sustainability benefit of reducing trips to County offices.

Pierce County created and maintains the county website with an in-house developed web content management system. This custom content management system has become costly to maintain and the County is undertaking a project to replace and modernize content management. The purpose of the Web Content Management System (CMS) RFP is to choose a modern content management system with improved functionality and usability for the 6,000 pages of public information on the County internet site as well as the intranet site.

The Content Management System shall include:

- a. **Built-in Features**
The content management system shall provide a standard set of features and functionality to easily create, view, maintain, support and produce website content on multiple device platforms as well as provide a framework for adding custom functions to improve the versatility of the website.
- b. **Add-on Features**
The web CMS shall have ability to extend the original framework into a more comprehensive web solution. Add-ons should allow helpful additions to the CMS such as enabling social media feeds, a web-based translation manager or an e-Commerce function. The ability to include a workflow engine is desirable.
- c. **Content Management**
The CMS management features shall manage and present the information/content from within a web-based template manager, with an ability to view the results of edits and changes to the content and allow content to be designed and viewed for multiple devices.
- d. **Security**
The CMS shall be integrated with Active Directory for employee authentication, roles based editing and product generation. Audit trails of edits, content approval, session management, and SSL compatibility are necessary.
- e. **Ease of Use**
The most desirable feature of the new CMS is ease of use. Non-technical users should be able to readily start using web page templates to create high quality web pages, and technical users should be able to create an advanced web presence with ease.
- f. **Help & Support**
Support is another important component of content management system software. Online

training, user forums, skeletons and comprehensive online documentation must be readily available. Community forums and/or vendor training are needed resources.

Pierce County will be procuring a web CMS with the core functionality of website content creation, content management, publishing and presentation and expects to achieve measureable benefits such as:

- Reduce the cost of site maintenance
- Streamline the authoring process
- Increase security
- Greater consistency
- Reduce information duplication
- Improve site navigation
- Quick turnaround time for new pages and changes to department web pages
- Increase site flexibility
- Allow new hardware devices to view content via new template designs: iPads, smart phones, etc

SCOPE OF PROJECT

This web Content Management System (CMS) RFP requests proposals **for state-of-the-art software technology and design and implementation services**. The scope of this project includes:

1. Graphic re-design of both the County's Internet and Intranet website to increase user involvement, making it easier to find information (navigation) and enhance the appearance of the pages;
2. Simplify creating and editing web content to reduce web administration time, product support time and web page management;
3. Provide a range of options for displaying content from multiple templates and in a multi-platform environment (devices);
4. Following the best practice of separating content from presentation which will allow changes to graphic design over time without rewrite of the web content;
5. Incorporate visual displays such as tables, pictures, videos, wikis, blogs, surveys, schedules/calendars (integration with Exchange) and dashboards;
6. Provide social media functions that will extend citizen participation in government;
7. Provide collaboration tools to allow employees to share work and/or share projects with external agencies;
8. Support the ability to program in and integrate with Java environment and systems;
9. Meet state and federal requirements for public information and accessibility; and
10. Integrate with existing online business applications.

The justification and cost/benefit for the Web CMS is based on reducing the total cost of ownership of the technology; lowering the cost of web content data entry and administration. Critical success factors (or Key Performance Indicators for the CMS) are:

- a. The Communications Department must be confident that the solution (new software) will meet the majority and/or priority needs for web content management in the county. This measure will be achieved by testing, demonstrating and vetting the solution with the IT Department and Internet Core Team members.
- b. The Department content managers should be confident that after taking training they will be able to easily manage and update content.

- c. The new CMS's total cost of ownership must be less than \$250,000 a year.
- d. The software tools must be user-friendly and flexible with the common word processing functions for editing and formatting as well as inserting tables and graphics.
- e. The software functionality must be simple to support and administer.
- f. The CMS must integrate with County security and person databases (in Active Directory).
- g. Data migration from the current system to the new system will be a standard process of set routines and workflow that could include re-keying information but should also allow cut and paste of current content or translation tools to speed the migration.

Pierce County Information Technology Department supports over 300 business applications and systems. The systems are a combination of commercial-off-the-shelf (COTS) products, in-house developed applications/systems (ColdFusion, Java, Open Source) and Software-as-a-Service (SAAS) products such as Cornerstone. Proposers are encouraged to propose solutions that include vendor support (COTS) products, Open Source projects/tools and SAAS solutions. Pierce County programmers can extend software systems, but it is highly desired that the proposed solution deliver more than a framework. Therefore, a solution should include the software, system implementation/customization, user training, system migration, graphic design services, support and maintenance.

SYSTEM REQUIREMENTS

The Pierce County Web CMS project team interviewed and inventoried web page requirements from the 24 County departments. These requirements are shown in Table 1 and are listed by ranking. Vendors are requested to complete this Table by indicating compliance and adding comments for each of the requirements.

In addition to the functional system requirements, the proposed solution should utilize and integrate easily with the following County system standards:

Application Server

Application Server	Jetty (Java), ColdFusion MX, JavaScript
GIS Server	ESRI ArcIMS, Spatial Data Engine, PostGIS
Application Server OS	Linux
Security- authentication	SAML
Identity Management	Active Directory
Interfaces	Non-proprietary, REST, SOAP, LDAP, DIFS, FTP, Xforms, JAVA API, JSR-168 portlet

Database Server

Database Server OS	Red Hat Linux, Windows Server 2003, Windows Se2007
Database Engines	Sybase ASE (standard), SQL Server, MySQL, PostgreSQL

Email

Email	Microsoft Exchange 2007, Outlook 2007 Mimosa NearPoint
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Network Infrastructure

Network Backbone	10 GB – fiber, Category 4 and 6 cable interface, WIFI
Network Storage	NetAPP SANS, Centralized NetAPP CIFS
Network Operating System	Netware, Windows and Linux. The standard product for running virtual machines is VMware ESX.
File Services	Centralized NetAPP CIFS, decentralized Netware file servers
Backup	Arcserve - DTL
Security	Microsoft Active Directory, Hitachi ID Password Manager for password and logon integration

Desktop Environment

Desktop Machines	Compaq Evo line, 1.7 mhz P-4, 512 mb, 20 ghd
Desktop Operating Systems	Windows XP, Windows 7
Business Software Suite	Microsoft Office XP and Office 2007
Browser	Internet Explorer 7 and 8
Drawing Software	AutoCad
Archival Record System	Adobe Acrobat 8.0, 9.0 and 10.0

Development Environment

Programming	Java, ExtJS, JavaScript, Spring Framework, JPA (OpenJPA), AspectJ, Comet, JAX-RS (Jersey), JAXB. JasperReports, JUnit. BIRT, CSS, HTML5. JSON, Continuum, Eclipse IDE
IDE	Eclipse
Virtualization	VMware Workstation
Build	Maven
Code Repository	Subversion

EXPECTED TERM OF RESULTING AGREEMENT

The initial contract period shall be from August 1, 2011 to December 30, 2012, unless sooner terminated as provided elsewhere in the Agreement.

The contract shall be renewed annually for four (4) additional one year terms, unless either party gives notice of non-renewal not less than 60 days prior to the expiration of any one year term.

CONTACT

Contact: Larry Gezelius
Phone: 253-798-6791
Email: lgezeli@co.pierce.wa.us

TIMELINES

1. Proposals must be received by the Purchasing Department no later than 4:30 p.m., July 18, 2011 to be considered.
2. Proposals will be evaluated and, if multiple proposers are deemed capable of meeting the requirements, interviews may be held with the top three proposers commencing on August 15, 2011.
3. The estimated date of notice of intention to negotiate a contract with the selected proposer has not been determined.

SPECIFIC REQUIREMENTS CONCERNING PROPOSED SERVICES

Contractors/Vendors/Proposers shall document the system solution and services. Specific requirements and deliverables for the web content management system shall include all of the following:

1. Graphic design service as a collaborative effort with the Communications Department for new graphical user interface (GUI) that modernizes the look of the county website, improves navigation, and provides brand consistency. Deliverables must be in the web CMS system (not paper designs) and include:
 - a. A base template that includes customizable banner, navigation, page footer
 - b. Internet home page/landing page templates including the following:
 - 1)County home page
 - 2)A department/business unit homepage
 - 3)PCTV home page
 - 4)Family Justice Center home page
 - c. Intranet home page templates
 - 1)County home page
 - 2)A department/business unit homepage
 - d. Templates for pages with specific content types
 - 1)Page with a photo and text wrapping the photo
 - 2)Page with multiple column article layout
 - 3)Page with a user survey or form
 - 4)Page with a video player and wrapping text
 - 5)Page with a photo gallery or slideshow
 - 6)Page that includes a section for a news feed
 - e. Templates for device specific pages
 - 1)Template for a Smartphone (iPhone, Droid, etc.)

2)Template for a tablet PC (iPad, Galaxy Tab, etc.)

- f. All graphic products including original photos used to create graphics will become the property of Pierce County.
- g.
2. Web Content Management System for the creation, maintenance and presentation of the County's website. Proposers must complete and include Table 1 in Appendix A. The full and complete list of software required to perform the functions in this proposal shall be listed and priced (Appendix B). The Table and the stated functionality may be presented in a scripted demonstration at the convenience of the County. Deliverables include:
 - a. CMS software and all add-ons to meet the functional requirements listed in Table 1.
 - b. Implementation services for the CMS.
 - c. Training services for the CMS.
 - d. All other services or products associated with the operation and maintenance of the software for the CMS functionality described in this RFP.
3. Project Plan, tasks and proposed schedule for the implementation of the web CMS.
4. Project plan, methodology, tools and support services for the migration of web content from the current website to the new web CMS.
5. Optional services: Contractors/Vendors/Proposers are welcome to propose and cost optional services and software that will assist Pierce County with the CMS project implementation. The benefit and purpose of these optional services should be clearly described.
6. Contractors/Vendors/Proposers responding to this request for proposal must be able to provide and shall state in their proposal how the following conditions will be met:
 - e. An ability to complete GUI design and software implementation on schedule despite the loss of staff. Contractors must have sufficient resources to meet schedules without the County suffering from a delay. The County will not be responsible for training time or startup time for a new or additional staff person to complete the project.
 - f. An ability to complete multiple, complex programming assignments at the same time without impacting the schedule of either project.
 - g. Project management practices and techniques that will allow the County to monitor work efforts.
 - h. Any CMS programming for this scope would be complex in nature and not suitable for a junior programmer. The Contractor will ensure skilled and competent staff are assigned to the project. The County will approve of project personnel in advance of the project start-up. If the contract programmer is failing to perform the work as assigned, the Contractor will remove the programmer from the project and immediately, without delay, assign a more skilled and qualified programmer to perform the work. These conditions also apply to the graphics design and template development work.
 - i. The Contractor will be responsible for any cost over-runs that are the result of under estimating the scope of work.
 - j. The Contractor will be able to assign a skilled and qualified programmer to a project within two weeks of scoping the project with the County.
 - k. The project manager and key project staff assigned to the County CMS project should be able to attend project meetings at County offices. Offshore resources are not encouraged.
 - l. If contract programming is required to implement the proposed solution, the programmers may be required to work two days a week in County offices.
 - m. The Contractor's project manager will be responsible for:

- Communicating weekly progress to the County project manager.
- Managing risk and identifying problems and issues in advance.
- Maintaining project schedules and assuring programming tasks are completed on time.
- Adhering to county programming standards and practices.
- Maintaining good working relationships with other team members, clients and County managers.
- Ensuring project deliverables are of acceptable quality and delivered as scheduled.
- Delivering software training and workshops as required by the County.

ADDITIONAL REQUIREMENTS FOR SUBMITTAL

All Contractors/Vendors proposals for the Web CMS shall include and be presented in the following format. Failing to provide information or not structuring the proposal in the correct format can eliminate the proposal from consideration.

1. Name, address, and phone number of the firm proposed for this contract.
2. The names and number of years the firm has been in business under current or previous names, or additional assumed business names.
3. The name and title of the person authorized to execute a contract on behalf of the firm.
4. The name and resume of project manager who will be responsible for ensuring total system delivery, specification compliance, meeting timelines and schedules and will be the project contact for the contractor. List the name of the individuals assigned to backup the primary person in his/her absence.
5. Name and experience of key staff members who will be working on the project.
6. Name of all subcontractors (if any), their role in this project, percent of the project each will complete, and location of where the work will be performed. All needed subcontractors shall be listed and may not be substituted or replaced, nor additional contractors added to the project without prior approval from the County. If the vendor is proposing offshore resources, include a complete description of how the data sources, work files, quality control and communication will be performed.
7. Specific Requirements, Item 1 – Graphic Design Service
Describe the proposed services and deliverables.
8. Specific Requirements, Item 2 – CMS System
Describe the proposed system and technical approach for the project. Specifically:
 - a. Overview of the proposed web CMS system
 - b. Features, functions and benefits of the system
 - c. Workflow: Methodology for creating, editing, maintaining and viewing web pages and templates with a variety of formats and designs. Describe or show the simplified steps in creating and editing web content to reduce website development and administration time.
 - d. Description of authoring environment and data structures — separating content from presentation so that graphic designs can be changed over time without changing web content.
 - e. Describe the social media functions that will extend citizen participation in government.
 - f. Describe the collaboration tools or portal that will allow employees to share work and/or share projects with external agencies.
 - g. Describe the underlying hardware architecture for the system (database, virtual machines, SAAS).
 - h. Integration: Describe what tools are available to facilitate the integration of the CMS with other county information systems. Describe what APIs are available to access system functionality and specifically, describe the process of integrating Microsoft Exchange.
9. Include a completed Table 1 shown in Appendix A.
10. Specific Requirements — Item 3, CMS Implementation and Project Plan: Describe the proposed implementation process and services for:

- a. Scoping system functionality
 - b. Implementing CMS templates and functionality
 - c. Managing user security and access
 - d. Identifying system integration needs and building processes
 - e. Project and schedule management
 - f. Software installation assistance
 - g. System Testing and Validation
 - h. Client deployment
 - i. Training: Describe training options with time requirements to complete training, and “Best Practices” recommendations. Training options should include: administrator training, non-technical end user training and advanced user training.
11. Outline an estimated project schedule for the CMS project with time and resource estimates.
 12. Specific Requirements — Item 4: CMS project plan, methodology, tools and support services for the migration of web content from the current website to the new web CMS.
 13. Specific Requirements — Item 5, Optional services: Vendors are welcome to propose any alternative approaches and/or additional services that would benefit the County. The benefit and purpose of these optional services should be clearly stated.
 14. Specific Requirements — Item 6 (a-i): Describe services and compliance with the requirements.
 15. Exceptions: Describe any exceptions to the County’s requirements:
 - a. System requirements or specifications
 - b. Contracting terms and conditions
 16. Maintenance and support: The Contractor/Vendor will describe their support organization, escalation process, and options for technical problem resolution.
 17. Propose any alternative approaches and/or additional services that would benefit the County.
 18. The County is aware that Vendors complete multiple projects at one time. The County requires information sufficient to determine if the Vendor has the necessary capacity to complete this project on schedule. Please list the name and address of the office(s) that will perform the work for this project. The Vendor shall outline its current and projected workload and its commitment to provide the requested services to the County.
 19. List and describe three reference projects/customers with similar systems or requirements. Please include implementation dates of referenced projects.
 20. Provide a Statement of Fee Proposal as shown in Exhibit A.
 21. The caption, cause number, Court, Counsel, and general summary of any litigation pending or judgment rendered within the past three years against the proposer.
 22. Note the extent, if any, to which the firm, association or corporation or any person in a controlling capacity associated therewith or any position involving the administration of federal, State or local funds; is currently under suspension, debarment, voluntary exclusion, or determination of eligibility by any agency; has been suspended, debarred, voluntarily excluded or determined ineligible by any agency within the past three years; does have a proposed debarment pending; have been indicted, convicted or has a civil judgment rendered against said person, firm, association or corporation by a court of competent jurisdiction in any matter involving fraud or misconduct within the past three years.
 23. In addition to the specific requirements requested in this proposal, the following documents must be completed and submitted with the proposal;
 - a. Required Signature Page for Proposal
 - b. Subcontractors Participation form (Exhibit C)
 - c. Certification of Nonsegregated Facilities and Non-collusion Affidavit and Debarment Affidavit (Exhibit C)
 - d. Personnel Workforce Data Form (Exhibit C)
 - e. E-Verify Declaration Form (Exhibit C)

EVALUATION CRITERIA

Matters relating to qualification to meet the County's needs will receive highest priority in evaluation. Matters relating to the means of meeting those needs described in the proposal will be considered secondary. Actual prices may be used to select successful Contractor/Vendor, and pricing methods and flexibility offered by a proposer for use in negotiation of a resulting contract may be considered in evaluation. After a proposal is selected, the County expects to negotiate the details of work to be performed based upon the proposal and the County's needs and appropriate pricing of selected tasks. If negotiations fail for any reason, including price, the County may choose to negotiate with others to obtain an appropriate contract for needed services.

Firms will be evaluated on the following criteria:

1. The ability of the firm to service this account based on the contemplated scope of work and volume of business.
2. The experience of the firm, length of time in business and other matters relating to relevant experience.
3. Experience of the individuals assigned to this account.
4. Appropriateness and flexibility of pricing arrangements.
5. References either submitted with the proposal or known to the County.
6. The firm's approach to this work, including compliance with requirements, innovative offerings, services offered and other related matters.
7. Past performance with work provided to the County.
8. Other information as appropriate.

GENERAL TERMS AND CONDITIONS

The following terms and conditions apply to all proposals to provide services to Pierce County:

1. Pierce County expressly reserves the following rights:
 - a. To reject any and/or all irregularities in the proposals submitted.
 - b. To reject any or all proposals or portions thereof.
 - c. To base awards with due regard to quality of services, experience, compliance with specifications, and other such factors as may be necessary in the circumstances.
 - d. To make the award to any vendor or combination of vendors whose proposal(s), in the opinion of the County, is in the best interest of the County.
2. All proposals must be sealed in an envelope or appropriate packaging and addressed as requested in the RFP. The name and address of the vendor must appear on the envelope. The outside must state the RFP title and number and the RFP due date and time.
3. The RFP must be signed with ink by an authorized individual of the company empowered to act in that capacity before a contract will be negotiated.
4. Any proposal or modification received after the hour and date specified may be returned unopened.
5. All documents, reports, proposals, submittals, working papers, or other materials prepared by the Contractor pursuant to this proposal shall become the sole and exclusive property of the County, and the public domain, and not the property of the Contractor. The Contractor shall not copyright, or cause to be copyrighted, any portion of said items submitted to the County because of this solicitation.
6. All of the items mentioned in paragraph 5 above submitted to Pierce County should be printed both sides on recycled paper whenever practicable.

GENERAL CONDITIONS OF PERSONAL SERVICE CONTRACTS

Substantially the following additional provisions will be incorporated into any negotiated contract resulting from this RFP:

1. Scope of Contractor's Services:

The Contractor agrees to provide to the County services and any materials set forth in the project narrative identified as Exhibit "A" during the Agreement period. No material, labor, or facilities will be furnished by the County, unless otherwise provided for in the Agreement.

2. Accounting and Payment for Contractor Services:

Payment to the Contractor for services rendered under this Agreement shall be as set forth in Exhibit "B." Where Exhibit "B" requires payments by Pierce County, payment shall be based upon billings, supported unless otherwise provided in Exhibit "B," by documentation of units of work actually performed and amounts earned, including where appropriate, the actual number of days worked each month, total number of hours for the month, and the total dollar payment requested. Unless specifically stated in Exhibit "B" or approved in writing in advance by the official executing this Agreement for Pierce County, (hereinafter referred to as the "Contracting Officer",) the County will not reimburse the Contractor for any costs or expenses incurred by the Contractor in the performance of this contract.

Where required, the County shall, upon receipt of appropriate documentation, compensate the Contractor, no more often than monthly, through the County voucher system for the Contractor's service pursuant to the fee schedule set forth in Exhibit "B."

3. Assignment and Subcontracting:

No portion of this contract may be assigned or subcontracted to any other individual, firm or entity without the express and prior written approval of the Contracting Officer.

4. Labor Standards and Contract Assistance:

The Contractor shall comply with the provisions of Exhibit "C", attached hereto, titled "Contract Compliance For Professional, Technical, Supply or Services".

5. Independent Contractor:

The Contractor's services shall be furnished by the Contractor as an independent Contractor and nothing herein contained shall be construed to create a relationship of employer-employee or master-servant, but all payments made hereunder and all services performed shall be made and performed pursuant to this Agreement by the Contractor as an independent Contractor.

The Contractor acknowledges that the entire compensation for this Agreement is specified in Exhibit "B" and the Contractor is not entitled to any County benefits including, but not limited to: vacation pay, holiday pay, sick leave pay, medical, dental, or other insurance benefits, or any other rights or privileges afforded to Pierce County employees. The Contractor represents that he/she/it maintains a separate place of business, serves clients other than the County, will report all income and expense accrued under this contract to the Internal Revenue Service, and has a tax account with the State of Washington Department of Revenue for payment of all sales and use and Business and Occupation taxes collected by the State of Washington.

Contractor will defend, indemnify and hold harmless the County, its officers, agents or employees from any loss or expense, including but not limited to settlements, judgments, setoffs, attorneys' fees or costs incurred by reason of claims or demands because of breach of the provisions of this paragraph.

6. No Guarantee of Employment:

The performance of all or part of this contract by the Contractor shall not operate to vest any employment rights whatsoever and shall not be deemed to guarantee any employment of the Contractor or any employee of the Contractor or any subcontractor or any employee of any subcontractor by the County at the present time or in the future.

7. Taxes:

RFP No. 648

Title: Web Content Management System

Department: Communications and Information Technology

Rev. 6/21/11

The Contractor understands and acknowledges that the County will not withhold Federal or State income taxes. Where required by State or Federal law, the Contractor authorizes the County to make withholding for any taxes other than income taxes (i.e., Medicare). All compensation received by the Contractor will be reported to the Internal Revenue Service at the end of the calendar year in accordance with the applicable IRS regulations. It is the responsibility of the Contractor to make the necessary estimated tax payments throughout the year, if any, and the Contractor is solely liable for any tax obligation arising from the Contractor's performance of this Agreement. The Contractor hereby agrees to indemnify the County against any demand to pay taxes arising from the Contractor's failure to pay taxes on compensation earned pursuant to this Agreement.

The County will pay sales and use taxes imposed on goods or services acquired hereunder as required by law. The Contractor must pay all other taxes including, but not limited to: Business and Occupation Tax, taxes based on the Contractor's gross or net income, or personal property to which the County does not hold title. The County is exempt from Federal Excise Tax.

8. Regulations and Requirement:

This Agreement shall be subject to all laws, rules, and regulations of the United States of America, the State of Washington, and political subdivisions of the State of Washington, and to any other provisions set forth in Exhibit "D."

9. Right to Review:

This contract is subject to review by any Federal or State auditor. The County or its designee shall have the right to review and monitor the financial and service components of this program by whatever means are deemed expedient by the Contracting Officer. Such review may occur with or without notice, and may include, but is not limited to, on site inspection by County agents or employees, inspection of all records or other materials which the County deems pertinent to the Agreement and its performance, and any and all communications with or evaluations by service recipients under this Agreement. The Contractor shall preserve and maintain all financial records and records relating to the performance of work under this Agreement for 3 years after contract termination, and shall make them available for such review, within Pierce County, State of Washington, upon request.

10. Modifications:

Either party may request changes in the Agreement. Any and all agreed modifications shall be in writing, signed by each of the parties.

11. Termination for Default:

If the Contractor defaults by failing to perform any of the obligations of the contract or becomes insolvent or is declared bankrupt or commits any act of bankruptcy or insolvency or makes an assignment for the benefit of creditors, the County may, by depositing written notice to the Contractor in the U.S. mail, postage prepaid, terminate the contract, and at the County's option, obtain performance of the work elsewhere. If the contract is terminated for default, the Contractor shall not be entitled to receive any further payments under the contract until all work called for has been fully performed. Any extra cost or damage to the County resulting from such default(s) shall be deducted from any money due or coming due to the Contractor. The Contractor shall bear any extra expenses incurred by the County in completing the work, including all increased costs for completing the work, and all damage sustained, or which may be sustained by the County by reason of such default.

If a notice of termination for default has been issued and it is later determined for any reason that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to the Termination for Public Convenience paragraph hereof.

12. Termination for Public Convenience:

The County may terminate the contract in whole or in part whenever the County determines, in its sole discretion, that such termination is in the interests of the County. Whenever the contract is terminated in accordance with this paragraph, the Contractor shall be entitled to payment for actual work performed at unit contract prices for completed items of work. An equitable adjustment in the contract price for partially completed items of work will be made, but such adjustment shall not

include provision for loss of anticipated profit on deleted or uncompleted work. Termination of this contract by the County at any time during the term, whether for default or convenience, shall not constitute a breach of contract by the County.

13. Defense & Indemnity Agreement:

The Contractor agrees to defend, indemnify and save harmless the County, its appointed and elective officers and employees, from and against all loss or expense, including but not limited to judgements, settlements, attorney's fees and costs by reason of any and all claims and demands upon the County, its elected or appointed officials or employees for damages because of personal or bodily injury, including death at any time resulting therefrom, sustained by any person or persons and on account of damage to property including loss of use thereof, whether such injury to persons or damage to property is due to the negligence of the Contractor, his/her Subcontractors, its successor or assigns, or its or their agent, servants, or employees, the County, its appointed or elected officers, employees or their agents, except only such injury or damage as shall have been occasioned by the sole negligence of the County, its appointed or elected officials or employees.

It is further provided that no liability shall attach to the County by reason of entering into this contract, except as expressly provided herein.

14. Insurance Requirements

The insurance coverages specified in this paragraph (14.) are required unless modified by Attachment A of this agreement. If insurance requirements are contained in Attachment A they take precedence

The Contractor shall, at the Contractor's own expense, maintain, with an insurance carrier licensed to do business in the State of Washington, with minimum coverage as outlined below, commercial automobile liability insurance, and either commercial general liability insurance, or, if any services required by the contract must be performed by persons licensed by the State of Washington, professional liability insurance:

Commercial Automobile Liability

Bodily Injury Liability and Property Damage Liability Insurance \$1,000,000 each occurrence OR combined single limit coverage of \$2,000,000, with not greater than a \$1000.00 deductible.

Commercial General Liability

Bodily Injury Liability and Property Damage Liability Insurance \$1,000,000 each occurrence OR combined single limit coverage of \$2,000,000, with not greater than a \$1000.00 deductible.

Professional Liability Insurance

Shall include errors and omissions insurance providing \$1,000,000.00 coverage with not greater than a \$5,000.00 deductible for all liability which may be incurred during the life of this contract.

Pierce County shall be named as an additional insured on all required policies except professional liability insurance, and such insurance as is carried by the Contractor shall be primary over any insurance carried by Pierce County. The Contractor shall provide a certificate of insurance to be approved by the County Risk Manager prior to contract execution, which shall be attached to the contract.

Pierce County shall have no obligation to report occurrences unless a claim is filed with the Pierce County Auditor; nor shall Pierce County have an obligation to pay premiums.

In the event of nonrenewal or cancellation of or material change in the coverage required, thirty (30) days written notice will be furnished Pierce County prior to the date of cancellation, change or nonrenewal, such notice to be sent to the Pierce County Risk Manager, 955 Tacoma Ave South, Suite 303, Tacoma, WA 98402.”

15. Industrial Insurance Waiver

With respect to the performance of this Agreement and as to claims against the County, its officers, agents and employees, the Contractor expressly waives its immunity under Title 51 of the Revised Code of Washington, the Industrial Insurance Act, for injuries to its employees and agrees that the obligations to indemnify, defend and hold harmless provided in this Agreement extend to any claim brought by or on behalf of any employee of the Contractor. This waiver is mutually negotiated by the parties to this Agreement.

16. Venue and Choice of Law:

In the event that any litigation should arise concerning the construction or interpretation of any of the terms of this Agreement, the venue of such action of litigation shall be in the courts of the State of Washington in and for the County of Pierce. This Agreement shall be governed by the law of the State of Washington.

17. Withholding Payment:

In the event the Contracting Officer determines that the Contractor has failed to perform any obligation under this Agreement within the times set forth in this Agreement, then the County may withhold from amounts otherwise due and payable to Contractor the amount determined by the County as necessary to cure the default, until the Contracting Officer determines that such failure to perform has been cured. Withholding under this clause shall not be deemed a breach entitling Contractor to termination or damages, provided that the County promptly gives notice in writing to the Contractor of the nature of the default or failure to perform, and in no case more than 10 days after it determines to withhold amounts otherwise due. A determination of the Contracting Officer set forth in a notice to the Contractor of the action required and /or the amount required to cure any alleged failure to perform shall be deemed conclusive, except to the extent that the Contractor acts within the times and in strict accord with the provisions of the Disputes clause of this Agreement. The County may act in accordance with any determination of the Contracting Officer which has become conclusive under this clause, without prejudice to any other remedy under the Agreement, to take all or any of the following actions: (1) cure any failure or default, (2) to pay any amount so required to be paid and to charge the same to the account of the Contractor, (3) to set off any amount so paid or incurred from amounts due or to become due the Contractor. In the event the Contractor obtains relief upon a claim under the Disputes clause, no penalty or damages shall accrue to Contractor by reason of good faith withholding by the County under this clause.

18. Future Non-Allocation of Funds:

Notwithstanding any other terms of this Agreement, if sufficient funds are not appropriated or allocated for payment under this contract for any future fiscal period, the County will not be obligated to make payment for services or amounts after the end of the fiscal period through which funds have been appropriated and allocated, unless authorized by county ordinance. No penalty or expense shall accrue to the County in the event this provision applies.

19. Contractor Commitments, Warranties and Representations:

Any written commitment received from the Contractor concerning this Agreement shall be binding upon the Contractor, unless otherwise specifically provided herein with reference to this paragraph. Failure of the Contractor to fulfill such a commitment shall render the Contractor liable for damages to the County. A commitment includes, but is not limited to any representation made prior to execution of this Agreement, whether or not incorporated elsewhere herein by reference, as to performance of services or equipment, prices or options for future acquisition to remain in effect for a fixed period, or warranties.

20. Patent/Copyright Infringement:

Contractor will defend and indemnify the County from any claimed action, cause or demand brought against the County, to the extent such action is based on the claim that information supplied by the Contractor infringes any patent or copyright. The Contractor will pay those costs and damages

attributable to any such claims that are finally awarded against the County in any action. Such defense and payments are conditioned upon the following:

- a. That Contractor shall be notified promptly in writing by County of any notice of such claim.
- b. Contractor shall have the right, hereunder, at its option and expense, to obtain for the County the right to continue using the information, in the event such claim of infringement, is made, provided no reduction in performance or loss results to the County.

21. Disputes

a. General

Differences between the Contractor and the County, arising under and by virtue of the Contract Documents shall be brought to the attention of the County at the earliest possible time in order that such matters may be settled or other appropriate action promptly taken. Except for such objections as are made of record in the manner hereinafter specified and within the time limits stated, the records, orders, rulings, instructions, and decisions of the Contracting Officer, shall be final and conclusive.

b. Notice of Potential Claims

The Contractor shall not be entitled to additional compensation which otherwise may be payable, or to extension of time for (1) any act or failure to act by the Contracting Officer or the County, or (2) the happening of any event or occurrence, unless the Contractor has given the County a written Notice of Potential Claim within 10 days of the commencement of the act, failure, or event giving rise to the claim, and before final payment by the County. The written Notice of Potential Claim shall set forth the reasons for which the Contractor believes additional compensation or extension of time is due, the nature of the cost involved, and insofar as possible, the amount of the potential claim. Contractor shall keep full and complete daily records of the Work performed, labor and material used, and all costs and additional time claimed to be additional.

c. Detailed Claim

The Contractor shall not be entitled to claim any such additional compensation, or extension of time, unless within 30 days of the accomplishment of the portion of the work from which the claim arose, and before final payment by the County, the Contractor has given the County a detailed written statement of each element of cost or other compensation requested and of all elements of additional time required, and copies of any supporting documents evidencing the amount or the extension of time claimed to be due.

22. Ownership of Items Produced

All writings, programs, data, public records or other materials prepared by the Contractor and/or its consultants or subcontractors, in connection with the performance of this Agreement shall be the sole and absolute property of the County.

23. Confidentiality:

The Contractor, its employees, subcontractors, and their employees shall maintain the confidentiality of all information provided by the County or acquired by the Contractor in performance of this Agreement, except upon the prior written consent of the Pierce County Prosecuting Attorney or an order entered by a court after having acquired jurisdiction over the County. Contractor shall immediately give to the County notice of any judicial proceeding seeking disclosure of such information. Contractor shall indemnify and hold harmless the County, its officials, agents or employees from all loss or expense, including, but not limited to settlements, judgments, setoffs, attorneys' fees and costs resulting from Contractor's breach of this provision.

24. Notice:

Except as set forth elsewhere in the Agreement, for all purposes under this Agreement, except service of process, notice shall be given by the Contractor to the department head of the department for whom services are rendered, and to the County Purchasing Agent, 615 S. 9th, Tacoma, WA 98405-4673. Notice to the Contractor for all purposes under this Agreement shall be given to the address reflected below. Notice may be given by delivery or by depositing in the US Mail, first class,

postage prepaid.

25. Severability:

If any term or condition of this contract or the application thereof to any person(s) or circumstances is held invalid, such invalidity shall not affect other terms, conditions or applications which can be given effect without the invalid term, condition or application. To this end, the terms and conditions of this contract are declared severable.

26. Waiver:

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

27. Waiver of Non Competition:

Contractor irrevocably waives any existing rights which it may have, by contract or otherwise, to require another person or corporation to refrain from submitting a proposal to or performing work or providing supplies to Pierce County, and Contractor further promises that it will not in the future, directly or indirectly, induce or solicit any person or corporation to refrain from submitting a bid or proposal to or from performing work or providing supplies to Pierce County.

28. Survival:

The provisions of paragraphs 5, 7, 9, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 25, and 26, and the provisions of any non-collusion affidavit required by paragraph 4, shall survive, notwithstanding the termination or invalidity of this Agreement for any reason.

29. Entire Agreement: This written contract represents the entire Agreement between the parties and supersedes any prior oral statements, discussions or understandings between the parties.

EXHIBIT “C” CONTRACT COMPLIANCE FOR PROFESSIONAL, TECHNICAL, SUPPLY OR SERVICES REVISED 3/10

It is the policy of Pierce County to foster an environment that encourages economic growth and diversification, business development and retention, increases competition and reduces unemployment. In support of that policy, Pierce County reaffirms its commitment to maximize opportunities in public contracting for all contractors including minority and women owned business enterprises.

Bidders are encouraged to utilize qualified, local businesses in Pierce County and Washington State where cost effectiveness is deemed competitive. In addition, Bidders are encouraged to subcontract with firms certified by the Washington State Office of Minority and Women’s Business Enterprises (MWBE).

A. MWBE DIRECTORY ASSISTANCE

A directory of MWBE firms is published quarterly by the Washington State Office of Minority and Women’s Business Enterprises (OMWBE). Copies of the directory are available from the State OMWBE (360-753-9693) or may be viewed at the Public Works Department, 2702 S 42nd St Suite 201, Tacoma 98409, and the Tacoma Public Library, 1102 Tacoma Avenue South, Tacoma, 98402. Contact the Contract Compliance Office for additional information at (253) 798-7250.

B. EQUAL EMPLOYMENT OPPORTUNITY:

1. Upon execution of this contract, the Contractor shall comply with the Equal Employment Opportunity requirements set forth below. The Contractor shall not violate any of the terms of Chapter 49.60 of the Revised Code of Washington, Title VII of the Civil Rights Act of 1964, or any other applicable federal, state, or local law or regulation regarding nondiscrimination.
2. No person or firm employed by the Contractor shall be subject to retaliation for opposing any practice made unlawful by Title VII of the Civil Rights Act, the Age Discrimination in Employment Act (29 U.S.C. 621 et seq.), the Equal Pay Act (29 U.S.C. 206(d), the Rehabilitation Act (29 U.S.C. 791 et seq.), the Americans with Disabilities Act of 1990, or for participating in any stage of administrative or judicial proceedings under those statutes.
3. The Contractor shall take all reasonable steps to ensure that qualified applicants and employees shall have an equal opportunity to compete for advertised or in-house positions for employment. Applicants and employees shall be treated fairly without regard to race, color, religion, sex, age, disability, or national origin. Equitable treatment shall include, but not be limited to employment, upgrading or promotion, rates of pay increases or other forms of compensation, and selection for training or enrollment in apprenticeship programs.

C. CERTIFICATION OF NONSEGREGATED FACILITIES

The Contractor shall submit with its proposal a Certification of Nonsegregated Facilities. All requests to sublet or assign any portion of this contract, at any level, shall be accompanied by evidence of this certification in all subcontract agreements.

D. E-VERIFY DECLARATION

Pierce County requires that all businesses which contract with the County for contracts in excess of \$25,000 and of duration longer than 120 days, and are not specifically exempted by PCC 2.106.022, be enrolled in the Federal E-verify Program. The requirement extends to every subcontractor meeting the same criteria. The Prime Contractor must provide certification of enrollment in the Federal E-verify program to the County. The Prime Contractor will remain enrolled in the program for the duration of the contract. The Prime Contractor is responsible for verification of every applicable subcontractor. The County reserves the right to require a copy of the Memorandum of Understanding between the Prime or any Subcontractor and the Department of Homeland Security upon request at any time during the term of the contract. Failure to provide this document could result in suspension of the project.

A copy of Ordinance 2009-74 is on the Purchasing Department’s website located at www.co.pierce.wa.us/cfapps/edocs/viewdocuments.cfm?did=95668&dnum .

The Federal E-Verify Program is a web based application and can be accessed at www.dhs.gov/everify .

E. SUBMITTAL REQUIREMENTS

1. Certificate of non-segregated facilities: Contractor shall submit with proposal, each subcontractor shall submit when work is sublet.
2. Professional and Technical Workforce Data Form: Contractor is encouraged to submit with proposal, each Subcontractor is encouraged to submit the form when work is sublet.
3. Subcontractors Participation Form: Check the appropriate box indicating the firm who will perform the work of the contract. Submit the completed form with the proposal documents.
4. E-Verify Declaration: Contractor shall submit with proposal.

CERTIFICATION OF NONSEGREGATED FACILITIES

The contractor certifies that no segregated facilities are maintained and will not be maintained during the execution of this contract at any of contractor's establishments.

The contractor further certifies that none of the contractor's employees are permitted to perform their services at any location under the contractor's control during the life of this contract where segregated facilities are maintained. The contractor certifies further that he will not maintain or provide for his employees any segregated facilities at any of his establishments, and that he will not permit his employees to perform their services at any location, under his control, where segregated facilities are maintained.

The contractor agrees that a breach of this certification is a violation of the Equal Opportunity clause in this contract. As used in this certification, the term "segregated facilities" means any waiting rooms, work area, rest rooms and wash rooms, restaurants and other eating areas, time clocks, locker rooms and other storage or dressing areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, creed, color or national origin, because of habit, local custom, or otherwise.

The contractor agrees that identical certifications from proposed contractors will be obtained prior to the award of any subcontracts. Contractor will retain a copy of any subcontractor's certification and will send original to Contract Compliance Division.

NON-COLLUSION & DEBARMENT AFFIDAVIT

State of Washington, County of _____

As an authorized representative of the firm of _____, I do hereby certify that said person(s), firm, association or corporation has (have) not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with the project for which this proposal is submitted.

I further certify that, except as noted below, the firm, association or corporation or any person in a controlling capacity associated therewith or any position involving the administration of federal funds; is not currently under suspension, debarment, voluntary exclusion, or determination of eligibility by any federal agency; has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past 3 years; does not have a proposed debarment pending; and has not been indicted, convicted or had a civil judgment rendered against said person, firm, association or corporation by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past 3 years.

I further acknowledge that by signing the signature page of the proposal, I am deemed to have signed and have agreed to the provisions of this affidavit.

Note: Exceptions will not necessarily result in denial of award, but will be considered in determining bidder responsibility. For any exception noted, indicate above to whom it applies, initiating agency, and dates of action. Providing false information may result in criminal prosecution or administrative sanctions.

"A suspending or debarring official may grant an exception permitting a debarred, suspended, or excluded person to participate in a particular transaction upon a written determination by such official stating the reason(s) for deviating from the Presidential policy established by Executive Order 12549..." (49CFR Part 29 Section 29.215)

The undersigned hereby agrees to pay labor not less than the prevailing rates of wages in accordance with the requirements of the special provisions for this project.

SUBCONTRACTORS PARTICIPATION FORM FOR PROFESSIONAL, TECHNICAL, SUPPLY OR SERVICE PSAS

Check appropriate statement below:

- Our firm will perform all contracted scope of work tasks.**
- Our firm will subcontract a portion of the work tasks.** The following firms were contacted and will be utilized in the performance of the work as indicated below.

List all potential subcontracting firms. Do not mark "N/A" unless the Bidder will perform all work or provide all supplies or services for this contract.

Firm Name/Address/Phone	Work Item(s) Solicited	Proposal Amount	Awarded? (yes/no)

1. List full name, address, and phone number of each firm listed to be utilized.
2. List specific work to be accomplished, supplies to be furnished and the amount proposed for each subcontract.
3. Contact the Pierce County Contract Compliance Officer at (253) 798-7250 if you have questions.

BY: _____ DATE: _____

TITLE: _____ PHONE: _____

Revised (6/99)

PERSONNEL WORKFORCE DATA FORM

FIRM NAME _____

ADDRESS _____

CITY, STATE, ZIP _____

PHONE _____

PROJECT _____

PROJECT # _____

CONTRACT WORK HOURS (if applicable) _____

TYPE OF SERVICE PROVIDED _____

CONTRACTORS AGGREGATE WORK FORCE – if you need additional space, photo copy this section and attach it to this form.

OCCUPATION	TOTAL EMPLOYED		TOTAL MINORITY		NATIVE AMERICIAN		ASIAN		BLACK		HISPANIC		APPRENTICE/ TRAINEE	
	M	F	M	F	M	F	M	F	M	F	M	F	M	F
Management														
Professionals														
Technicians														
Administrative														
Other														
TOTALS														

E-VERIFY DECLARATION

Firm Name: _____

Proposal/Bid/Invitation/Solicitation No. _____

The undersigned declares, under **penalty of perjury** under the laws of Washington that:

1. That the above named firm is currently enrolled in and using the E-Verify system implemented on March 1, 2010 as outlined in PCC 2.106.022 and will continue to use the E-Verify system for so long as work is being performed on the above named project.
2. I certify that I am duly authorized to sign this declaration on behalf of the above named bidder/proposer.
3. I acknowledge that Pierce County reserves the right to require a copy of the Memorandum of Understanding between the contractor listed above and the Department of Homeland Security certifying enrollment in the E-Verify program at any time. Failure to provide the required Memorandum of Understanding within 10 days of request could lead to suspension of this contract.

Dated at _____ Washington

this _____ day of _____, 20_____

Signature _____

Printed Name _____

REQUIRED SIGNATURE PAGE FOR PROPOSAL

I, the undersigned, having carefully examined the Request for Proposals, propose to furnish services in accordance therewith as set forth in the attached proposal.

I further agree that this proposal will remain in effect for not less than sixty (60) calendar days from the date that proposals are due, and that this proposal may not be withdrawn or modified during that time.

STATE OF _____

COUNTY OF _____

Being first duly sworn, on my oath, I hereby certify that this proposal is genuine and not a sham or collusive proposal, or made in the interests or on behalf of any person not therein named; and I have not directly or indirectly induced or solicited any Contractor or supplier on the above work to put in a sham proposal or any person or corporation to refrain from submitting a proposal; and that I have not in any manner sought by collusion to secure to myself an advantage over any other contractor(s) or person(s).

In order to induce the County to consider this proposal, the proposer irrevocably waives any existing rights which it may have, by contract or otherwise, to require another person or corporation to refrain from submitting a proposal to or performing work or providing supplies to Pierce County, and proposer further promises that it will not in the future directly or indirectly induce or solicit any person or corporation to refrain from submitting a bid or proposal to or from performing work or providing supplies to Pierce County.

Signature

Subscribed and sworn before me this ____ day of _____, 20__.

Printed Name

Notary Public in and for the State of _____
residing at _____.
My commission expires _____.

Firm

Address

UBI No: _____

(Area Code) Phone

THIS PAGE MUST BE SIGNED, NOTARIZED, AND RETURNED WITH THE PROPOSAL.

RFPMASTER.DOC rev. 5/2001

APPENDIX A - TABLE 1 - REQUIREMENTS DOCUMENT

TABLE 1 – Requirements

Rank	Description	Compliance Code	Proposer Comment
1	Mandatory - Deal Breaker	N = Does not meet requirement	Describe how the proposed system meets the requirement or does not meet the requirement or how the proposed system exceeds the requirement.
2	Highly Desired	PM = Partially meets requirement	
3	Want	M = Meets requirement	
		E = Exceeds requirement	

Item #	Rank	Requirement/Feature	Compliance Code	Proposer Comment
1	1	The site must be designed for continuous operation 24 hours a day, 7 days a week, with express maintenance windows clearly defined. Host must have adequate redundant equipment to minimize down time. Data center should be SAS 70 certified.		
2	1	The Vendor must commit to regular maintenance, updating of the content management system and associated applications for the purposes of keeping the existing software up-to-date, as well as introducing new functionality and applications.		
3	1	Domain name remains the same.		
4	1	Intranet secured from public.		
5	1	Provide the ability to secure areas of the site for specific web developers. Any password must be stored in encrypted form. Provide the ability to have security roles down to a section on a page.		
6	1	Provide administrators the ability to add, edit, update and move menu items, affecting overall site structure and organization. Keep current structures of departments and “promote” users having rights to edit department templates. Utilize groups to be able to view other department pages (edit and code view) without being able to change them.		
7	1	Provide administrators the ability to lock down styles to maintain brand identity. Department web editors shall have ability to customize interfaces within branding and style guidelines.		
8	1	Provide the ability to centrally add and manage users and groups of users from Microsoft Active Directory.		
9	1	Provide Internet and Intranet security on content not published so only department web editors can view.		
10	1	In all submitted proposals, Vendors shall be able to produce a Service Level Agreement that details guarantees of upgrades and the dedicated process for improvements.		

Item #	Rank	Requirement/Feature	Compliance Code	Proposer Comment
11	1	Provide web interface options that can accommodate individuals with disabilities in accordance with the Americans with Disabilities Act (ADA) and is compliant with ADA/Section 508 standards and regulations.		
12	1	Respondents proposing to host the website must comply with Washington State Public Records Retention and keep historical or archival copies of all web pages. These must be complete and easily searchable by employees needing to recover information.		
13	1	Provide an archive report that shall be filtered by start and end dates, by content time and by action taken.		
14	1	Provide the ability to have separate development and production environments.		
15	1	Support multiple levels of navigation and varying menus for departments.		
16	1	Provide ability to organize content by department or a group.		
17	1	Manage layout and content separately.		
18	1	Offer breadcrumbs and dynamic sitemap.		
19	1	Provide ability to allow multiple templates.		
20	1	The software must be easy to use and geared toward the non-technical professional (HTML tag clean-up should not be necessary and code shall be easy to change without vendor involvement). Flexibility within the portion of the site assigned to a department or function for designated staff to add, remove and update content using tools and templates that do not require extensive knowledge of web development languages or technical structure. WYSIWYG editor.		
21	1	Works with top ten web browsers on Mac, PC and mobile devices. Supports features of mobile and wireless devices, hand-held devices and cell phones. Public access to all of the features on the website is not dependent on specific browser, that is, the web interface is browser agnostic and works with commonly used browsers found on Windows, Linux and Mac computers. E-mail interfaces, if any, are not dependent on a specific e-mail client system.		
22	1	Provide integration of external feeds (other RSS feeds), data and applications and creation of RSS feeds. Allow dynamic content on any page.		
23	1	Provide integration and ability to use current interactive and social networking mediums such as Facebook, Twitter, U-Tube and RSS feeds, as well as flexibility to add these types of features in the future.		

Item #	Rank	Requirement/Feature	Compliance Code	Proposer Comment
24	1	Maintain all functionality of current Intranet portal. CMS will include an internal messaging system that allows employees to message post and upload images (e.g., want ads, surplus items, promotional job opportunities and KUDOS). The message system must allow administrator to delete messages.		
25	1	Provide alerts and reminders interface with county applications on the Intranet site. Manage an inbox feed by multiple County systems (e.g., DOLFIN, My IT).		
26	1	Provide e-mail and text subscription management services for notification of activities including, but not limited to: news releases, emergency notifications and job postings. Other categories can be created by the county.		
27	2	Provide detailed error messages displaying any broken code.		
28	2	Provide a method by which administrators can create friendly URLs (shortcuts).		
29	2	Provide a printable list of referrers and/or "linked to" pages/links/files when editors rename or delete pages. Provide options to select results individually or as groups, and what action to take (update, ignore, etc.).		
30	2	Provide reports detailing broken links on the Internet and Intranet website, including the referring page location.		
31	2	Provide website analysis, statistics and visitor profiling with the ability to use third-party analysis tools if the county prefers.		
32	2	Provide the ability to determine a publishing schedule for specific content.		
33	2	Provide reports detailing all changes and activity taking place on the website. All history shall be exportable.		
34	2	Provide reports detailing user login history, including user type, date and time of the attempted login, IP address of the user and whether or not the login attempt was successful.		
35	2	The permission system shall be divisible into both user administration and group administration, allowing permission levels to be attributed to groups to which users can be added. Provide security options so users may only work on permitted pages.		

Item #	Rank	Requirement/Feature	Compliance Code	Proposer Comment
36	2	Provide multiple level security, completely contained within the website infrastructure, and not reliant on the existing County network security or peer-to-peer connectivity. Security should be comprehensive and include content developer use of the tool, as well as end-user abilities within the site (the public and internal employees).		
37	2	Provide virus scanning on all uploaded content, e.g., uploading resumes.		
38	2	Provide department web editors remote access to edit website.		
39	2	Allow authorized department web editors to make selected pages available only to visitors with user names and passwords supplied by the county.		
40	2	Provide employee access to Intranet from within county network without requiring password.		
41	2	Provide employee access to Intranet from outside county network with username/password.		
42	2	Provide ability to grant promote rights per page.		
43	2	Provide a uniform means of managing web documents, images and files whether posted as web pages or downloadable files. Database needs to include: document/page title, description, posting information, expiration date and whether it is currently being used on a page.		
44	2	Allow for multiple versions of content, including past versions, and the ability to preview page before being posted live. Provide automatic expirations, expiration dating and email alert to department web editor before expiration. Allow for a publisher to review content using workflows before it is posted live to the website.		
45	2	Comply with multi-lingual standards and regulations. Provide ability to be translated into Spanish, Russian, Chinese, Korean, Vietnamese, Cambodian, or whatever our most common languages are.		
46	2	Provide XML/XLST standards-compliant data creation.		
47	2	Provide the ability to display content specific to the user's department upon entry based on the user's department from Microsoft Active Directory.		
48	2	Provide ability to wrap text around an image.		
49	2	Provide easy access to view/manage files on same screen as content editing.		

Item #	Rank	Requirement/Feature	Compliance Code	Proposer Comment
50	2	Provide ability for department web editors to upload resources (spreadsheets, PDFs, presentations, audio and video files, etc.) and make available for download.		
51	2	Provide ability to paste clean text from MS Word and MS Excel. Provide ability to import MS Word and MS Excel file content into CMS.		
52	2	Provide dynamic menus using information entered and generated from CMS.		
53	2	Provide photo galleries to publish and display photos that are consistent in look and feel to the site design.		
54	2	Provide document galleries to organize and publish documents according to subject matter including a way to see multiple thumbnail images at one time.		
55	2	Provide ability to create a hyperlink by browsing to an existing webpage.		
56	2	Maintain Internet front page relationship with Emergency Management news posting during emergencies.		
57	2	Provide video repository for the posting and display of video in any format preferred by the county. Support multiple video players. See SeattleChannel.org and TVW.org for examples of multiple video players.		
58	2	Provide the ability to access data from a third party system (Cornerstone, Facebook, Twitter, etc.).		
59	2	Video requirements: A player with embed code that allows video to be seen. Have HTML5 support. The ability to use HTML5 <object>, <embed>, and <iframe> tags. Provide ability to use JavaScript to create players for video and to modify headers for JavaScript calls.		
60	2	Provide a news and announcements application that allows an unlimited number of news types tagged and assigned by business units. News items must have the ability to include photos, create slideshows, embedded video and link to external supporting documents or hyperlinks. Must create an RSS feed. Provide ability to secure to selected users.		
61	2	Ensure pages and features compatible with limited bandwidth access by the public (areas in the county are on dial up speeds).		
62	2	Provide extended and easy search capabilities for key words or phrases. Provide a site search that offers results on PDFs, Microsoft files, web pages and supporting information via integrated search engine or search application/appliance of organization's choice (i.e., Google). Provide search capabilities for both Internet and Intranet.		

Item #	Rank	Requirement/Feature	Compliance Code	Proposer Comment
63	2	Provide the ability to create content, including a site's framework (template), and editing of existing content. Provide the ability to directly edit the underlying, website code (HTML, CSS3, scripts, etc). Importing/Uploading of files edited outside of the CMS is highly desirable.		
64	2	Provide training before and during implementation for administrators and department web editors.		
65	2	Training will be provided, at a minimum, in an interactive Webinar format. On-site training is preferred. Adequate training manuals must be provided in electronic format. Support materials should include: online manuals, customer support forums, instructional videos, and online education courses.		
66	2	Proposals should include average response time to support and enhancement requests if hosted outside county.		
67	2	Provide home page portal customization by end users of the website (see my.Seattle.gov).		
68	2	Provide technical support available from vendor and Pierce County IT.		
69	2	Provide ability to optimize uploaded pictures and graphic files for quickest page loading.		
70	2	Provide spell-check functionality.		
71	2	Provide undo and redo feature.		
72	2	Provide print-friendly function.		
73	2	CMS generates a text only version of the website.		
74	2	Provide mechanism for members of the public to convey comments, suggestions or questions concerning the county government to appropriate departments through a "Contact Us" e-mail link that goes to a designated email box.		
75	2	Provide an easy form/survey creation tool for collection of data to be sent via e-mail and/or stored in database. Provide online forms/publishing/tracking.		
76	2	Provide integration to internal complaint system including complaint submission and tracking with mobile web device application to submit complaints.		
77	2	Browser address bar needs to display true URL for sending and copying links to web page.		
78	2	Allow share options to be put on a template.		

Item #	Rank	Requirement/Feature	Compliance Code	Proposer Comment
79	2	Provide robust calendaring tool. Meeting/Event calendar system that allows for each department to add content to a department specific calendar that maintains a composite calendar of all business units. Flexibility in scheduling recurring appointments is desirable. ('Second Thursday of each month, except if that date falls on a holiday;' e.g., ability to have one or more exceptions to a string of recurring appointments.) Provide ability to update and publish calendars by both business units and countywide. Provide a calendar view by business units as well as countywide. Provide the ability to add an unlimited number of calendar types and items, import Outlook calendars and add photos. Provide ability to support current functionality of existing calendar/events forum on My Pierce County Intranet home page and Internet home page.		
80	2	CMS keeps structured information in a data base.		
81	2	Provide the ability to flag and publish a web page to both Intranet and Internet (with correct template applied).		
82	3	Provide single account setup for the public to access all interactive features.		
83	3	Provide 128-bit encryption over Secure Socket Layer for displaying specific web pages and for information transmitted to and from the website by county staff.		
84	3	Support employment opportunities with automatic notification to subscribers and the ability to view the status of jobs that have closed.		
85	3	Provide ability for CMS to take XML modification files for dynamic content.		
86	3	Provide mapping function via integrated tools and/or external solutions (i.e., Google Maps).		
87	3	Provide content rotators/sliders/faders feature via either an integrated method or third party scripts of the client's choosing.		
88	3	Provide a blog module that allows an unlimited number of blogs.		
89	3	Provide the ability for live web chats.		
90	3	Provide thesaurus feature.		
91	3	Provide a survey of the day that shows instant results on web page (polling).		

APPENDIX B – COST PROPOSAL FORMAT

**Vendors shall define how the costs are calculated.
 Describe if the costs are based on hours, time and materials or a fixed fee.
 Costs should be easy to understand and complete.
 If additional pages are needed, copy this page.**

	ITEM	DESCRIPTION	Unit Cost	COST
1	Requirement 7	Graphic Design services and deliverables		
2	Requirement 8	Web CMS Software If a hosted solution is proposed include this cost		
3	Requirement 10	Web CMS Implementation services		
4	Requirement 10	Web CMS training services		
5	Requirement 12	Web CMS migration services		
6	Requirement 14	Maintenance and support	Yearly	
			Total	
7	Requirement 13	Optional Services		