

Seattle Public Schools
Contracting Services
2445 Third Avenue South
Seattle, WA 98134
Telephone: (206) 252-0562
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Request For Proposal No. RFP11970

Website and Content Management Solution Upgrade

Submittal Deadline:

Date: January 29, 2010

Time: 2:00 p.m.

Instructions

Table of Contents

Proposal Certification Form	Page 4
I. Introduction	Page 5
II. Background	Page 7
III. Project Information	Page 7
1. Deliverables	
2. Overall Requirements	
IV. Selection Process	Page 14
1. Schedule	
2. Method of Selection	
3. Notifications	
4. District Right to Reject	
5. Other Requirements	
V. Submittal Requirements	Page 16
VI. Contract and Contracting Provisions	Page 18

ATTACHMENTS:

Attachment No. 1: Standard Form of Contract

(9 pages)

END OF ATTACHMENTS

REQUEST FOR PROPOSAL NO. RFP11970

PROPOSAL CERTIFICATION FORM

TO: Debra Kuhn, Buyer - Purchasing/Contracting Services

The undersigned provider hereby certifies as follows:

- 1. That he/she has read the Seattle School District's Request for Proposal No. RFP11970 and the following Addenda and to the best of his/her knowledge has complied with the mandatory requirements stated herein:

Addenda Number	Issue Date
_____	_____
_____	_____
_____	_____

- 2. That he/she has had the opportunity to ask questions regarding the Request for Proposal, and that if such questions have been asked they have been answered by the District.
- 3. That the proposer's response is valid for 90 days.

Dated at _____, this _____ of _____ 2010.

(Signature)

(Title)

(Print Name)

(Email Address)

(Company Name)

(Telephone Number)

(Address)

(Fax Number)

(City)

(State)

(Zip)

I. Introduction

The Seattle School District No. 1 (District) is requesting proposals from companies interested in providing either an application package or a hosted solution to replace our existing web content management system currently used to power the District's website (www.Seattleschools.org) and individual school websites.

This Request for Proposal describes the selection process and the documentation required for submitting proposals for this project. Any firm failing to submit its proposal in accordance with the procedures set forth in the Request for Proposal may be considered nonresponsive.

The selection of the firms for these services will proceed in the following manner:

- Proposals shall be received by Seattle Public Schools no later than **2:00 p.m. on January 29, 2010. Please Note: The District will be closed on January 18 and February 15, 2010.**
- An evaluation by the Selection Committee will follow, and a short-list of qualified firms will be determined.
- In order to select the best proposal, interviews may be conducted with the short-listed firms in accordance with a schedule to be determined by the Selection Committee.
- Vendors selected as finalists will be expected to provide a live demonstration of their product on-site at the John Stanford Center for Educational Excellence at a time and date to be determined by the District. The District reserves the right to reject any vendor who is unable to comply with the District's request for a live demonstration at the date and time determined by the District.
- The District reserves the right to seek clarifications about the proposals.
- The District may award a contract based solely on the written proposals and a live demonstration. However, the District may elect to engage in negotiations with a selected short list of Vendors, in order to improve the proposals and obtain the best contract(s) for the District. The District reserves the right to request post-proposal modifications, including best and final offers and considerations.
- The final selection will be based upon the criteria set forth below. The District reserves the right to negotiate with the successful firm on pricing and scheduling.

Interested firms are encouraged to attend a pre-proposal conference at which the particulars of the project, the selection process, schedule, and elements of the contract will be discussed.

The District will select the successful firm based on the best interests of the District, all factors considered. The District reserves the right to reject any or all proposals, waive informalities, and make the award in its best interest.

PRE-PROPOSAL CONFERENCE

Date: January 15, 2010
Time: 10:00 a.m. Pacific Standard Time
Where: John Stanford Center
Address: 2445 Third Avenue South
Seattle, WA 98134

All information shall be submitted at the dates and dates indicated herein to:

U.S. Mail: Debra Kuhn, Buyer
Purchasing/Contracting Services
Seattle Public Schools
MS 23-376
PO Box 34165
Seattle, WA 98124-1165
Telephone No. (206) 252-0562

Federal Express: Debra Kuhn, Buyer
United Parcel: Purchasing/Contracting Services
In-person delivery: Seattle Public Schools
MS 23-376
2445 Third Avenue South
Seattle, WA 98134
Fax No. (206) 252-0505

Proposals must be submitted in a sealed package or box with the Request For Proposal Number RFP11970, deadline date and time included on the bottom left-hand corner of the response, along with the firm's name and address.

LAST DAY FOR QUESTIONS: January 20, 2010 at 2:00 p.m.

All questions must be submitted in writing by either fax or U. S. Mail and addressed to the above. The District will consider no telephone inquiries regarding the Request for Proposal, and will consider no in-person inquiries except at the pre-proposal conference and at the interview for those firms making the short-list.

In the event that a firm attempts to contact any official, employee, or District representative in any manner contrary to the above requirements, said firm may be disqualified for further consideration.

This prohibition does not apply to:

- Telephone calls to the District to request copies of this proposal, to confirm attendance, or request directions
- Discussion at the pre-proposal conference
- Delivery of written questions about the proposal
- Delivery of the firm's proposal
- Discussion at the short list demos and interview, if required

II. Background

The District has approximately 88 locations, 8,000 staff, and 45,000 students within the City of Seattle. There are currently approximately 100+ staff members who contribute content and support towards the overall District user community.

The CMS upgrade and website redesign effort will advance academic achievement by ensuring that the District's Internet presence provides content-rich pages where content providers and visitors can consistently create and receive accurate, clearly presented information targeted for a variety of audiences. The intended result of this project will be a significant improvement in the District's on-line presence, unification of the design and content management practices throughout the District and school websites, and a reduction in the operational cost, time, and effort required to maintain and update the overall system.

III. Project Information

This project will involve:

1. Defining the needs and requirements necessary to bring about a successful change in the existing content management application and website.
2. A review and selection of a product and/or vendor solution that best meets the needs of the District and the community it serves.
3. A thorough and timely implementation of the selected product/solution that accounts for all aspects of the solution deployment including: planning, design, development, deployment, launch, post launch support, training, and on-going maintenance and feature development.

The objectives and scope of the project include:

- Communications and Public Affairs, in collaboration with the Department of Technology Services (DoTS) will facilitate a team of professionals to review the proposed CMS products and vendor solutions. The review committee will conclude its findings by providing a recommendation to the Superintendent for the purchase and implementation-related services related to this content management solution.
- Implement an easy-to-use Content Management Solution that will enhance the experience of the various School District content providers and the recipients (parents, students, job seekers, government officials, industry leaders) within our community. The upgraded solution will:
 - Improve the frequency and timely publication of key information
 - Improve the quality of the web content to our key recipients and stakeholders
 - Improve content publishing efforts via the use of shared and reusable content and design components
 - Improve the end-user experience by revamping, organizing, or renaming any existing site elements, content, or brand resources.
 - Improve search, user experience, and information retrieval through the implementation of advanced technologies and features
 - Meet or exceed State and Federal Compliance laws

The successful vendor will have experience in strategic and technical implementation of Content Management Systems for Schools, school districts, government, or equivalent industries. The successful vendor will be expected to adhere to project milestones and project costs. The project

is expected to run approximately 6 - 8 months with completion anticipated in September, 2010. Some on- and off-site work will be necessary. The successful vendor will provide a plan for how to achieve the project within the desired timeline.

Deliverables

Following are deliverables that the District expects from the successful vendor:

1. Deliver a proposal response.
2. Provide a detailed plan and project road map identifying expected activities, durations, and critical path elements.
3. Full solution consulting effort working directly with District staff, stakeholders, content managers.
4. Demonstration of successful CMS deployment solution customized and branded to reflect the requirements and needs as defined by the District.
5. Regular submittal of Project Status Reports and meetings.
6. Support documentation, training materials, and a training environment for use during and post project deployment.
7. Formal test plans and user scenarios for unit and user acceptance testing.

In Scope

1. Deploy and implement content management system to support/replace www.seattleschools.org.
2. Redesign and apply look/feel to site using existing brand elements (master pages, layouts, banner displays) for www.seattleschools.org.
3. Design and create templates and features for individual school web sites. A major intention of this project is to provide a common content management solution that integrates all Seattle school locations, is centrally hosted and supported, and is easy for content managers to update. Although some schools may continue to create or maintain 'stand-alone' websites, each school must have a minimal web presence within the new CMS solution platform. Vendors may choose how and what types of content and feature elements to include. At a minimum, the following items must be included:
 - a. School address and contact information.
 - b. Principal name, photo, and direct contact info.
 - c. Alerts and announcements.
 - d. School calendar, summary, logo, picture of school/activity
 - e. Links to additional school resources.
4. Configure key CMS features that enhance overall end-user experience including: search, targeted content, RSS notifications, calendar integration, enhanced information architecture, integration with advanced Web 2.0 technologies, and support for video streaming, etc...
5. Demonstrate approach for displaying news, reports, and notices for alternative languages (Note: Site shell/navigation default is English, but system must support the needs of non-English speaking users.)

6. Demonstrate approach for conveying immediate ‘alert notices’ to all school sites and school district home page.
7. Deliver training and training materials for 100+ District Content Publishers.

Out of Scope

1. Full content migration from existing source to new target system. Some content migration or reuse should be used to verify functionality, workflows, and functionality; however, overall content migration should not be included in your proposal budget.
2. Creation of new brand or style guide. The District has approved branding and style guidelines.
3. There are several web applications within the District’s website. Those web applications are denoted with either “dataflow” or “securedataflow” within the URL. Development or creation of any custom code, business logic, stored procedures, or database tables is out of scope. However, if your solution provides pre-built/configured elements such as credit card processing, page rating, survey tools, or other value-added/enhancing web applications, vendors are encouraged (but not required) to describe, demo, or deploy appropriate elements.

Overall Requirements

1. Platform

- 1.1. System must provide fully documented and supported Application Program Interface (API) for integration with other third party systems.
- 1.2. System must be able to support both HTTP and HTTPS capabilities.
- 1.3. System end-user web page rendering and presentation supports all 2.0 compliant browsers including: Internet Explorer 7.0, Netscape Navigator, Firefox, Google Chrome, Opera, and Safari on both MAC and PC platforms.
- 1.4. System content authoring and editing tools are compatible with Microsoft Internet Explorer 7.0.
- 1.5. System configuration can support minimum of 1000 concurrent users.
- 1.6. System manages authentication via LDAP, Radius or Active Directory.
- 1.7. System supports mixed authentication (i.e. ability to manage users and accounts using Active Directory/LDAP as well as additional forms-based authentication and user account management).
- 1.8. System must provide authorized administrators with direct access to tables, stored procedures, views, and other database objects.
- 1.9. System will not place undisclosed cookies on user’s computers.
- 1.10. System must be compatible with Windows 2008r2 Servers, SQL 2008, and .NET or system must be compatible with current versions of Apache, Solaris and MySQL.
- 1.11. System supports ability to deploy HTML iFrames.

2. Content Management

- 2.1. System supports ability to post a news article to the web with an automatic “publish” and “drop” date function that only allows the viewing of posted articles between these dates.
- 2.2. System supports the individual uploading and publishing of web/HTML and rich text-based custom pages.
- 2.3. System supports preview plan, allowing content managers to review content before publishing.
- 2.4. System supports the creation of multiple content storage objects (i.e. calendars, contact lists, file libraries, image libraries, videos, etc).
- 2.5. System content objects/libraries and individual records support granular security settings and workflow processes for viewing, adding, editing, deleting, reviewing, or approving content.
- 2.6. System provides news and event publishing objects that can be scheduled to activate and expire based on date publishing or other conditional logic.
- 2.7. System provides ability to integrate with other blog, wiki, podcast, video, or social networking applications.
- 2.8. System supports spellchecking, inline http submissions, and ability to detect and/or repair broken links.
- 2.9. System supports social learning capabilities such as online classroom, shared calendars, photo libraries, and digital lockers for all students, faculty, and school district administrators.
- 2.10. System supports or integrates with on-line testing, surveys, and web-based form submittals or form registrations.
- 2.11. System has the ability to push and pull content from a centralized publishing location (example, school closure notifications created centrally and pushed to individual school sites). Push notification can be email or text-based.

3. Security

- 3.1. System supports customizable and granular user security.
- 3.2. System integrates with virus or intrusion detection systems.
- 3.3. System tracks and reports on changes to user security settings. System has ability to track user logon/logoff, activities, and actions (auditing).
- 3.4. System permissions can be configured for groups and individual users who contribute or edit content.
- 3.5. System form-based security has ability to for smart password management (i.e. cannot reuse passwords, passwords cannot equal user name, etc.). System has ability to automatically lock after multiple logon attempts if it interprets the attempt as intrusion.
- 3.6. System supports server side scripting for defined developer security-group.

4. Integration

- 4.1. System solution (designs, templates, content, etc.) is entirely owned by Seattle Public School District.
- 4.2. System provides crisis management and event notification capabilities (i.e. notifications via website, email, or text messaging).

- 4.3. System supports or integrates with enterprise calendar objects that can display district or individuals school events and activities. This enterprise calendar functionality would support customized filtering and event export and integrate with client-side calendars.
- 4.4. System has revision enabled libraries for storing and various file formats especially Microsoft Office and Adobe formats. System support file locking features when file is checked out or actively being edited.
- 4.5. A single system will support district, school, and teacher websites. If expanded, the same system can also support additional websites including internal content management system.

5. Search

- 5.1. System support built in search filtering based on user's location within the system including search teachers, scholarly content, or within alternative languages.
- 5.2. Search results can be grouped and categorized by key words, file types, relevancy, or custom groupings based on metadata elements.
- 5.3. System's search engine utility will return security-trimmed results that reflect the permissions and access controls applied to the crawled content.
- 5.4. System pages and content objects can support the integration of searchable metadata values.
- 5.5. System's search engine can provide full text search of all Microsoft Office file types, HTML pages, and Adobe PDF file formats.
- 5.6. Systems search tool is capable of external search targeting including file shares, Exchange folders, and external websites.

6. Productivity

- 6.1. System support automatic time and date stamp updating during content publishing and tracking.
- 6.2. System, users, accounts, and objects can be managed via a centralized administrative utility. Secondary (web-based administration) can be granted to secondary admin group.
- 6.3. System supports online transactions for on-line applications, forms, activity registration, fees, PTA volunteering, donations, school store, or district lunch programs.
- 6.4. System provides or integrates with language checker software (that automatically locates or notified when inappropriate language, terms, or comments are added to the system).
- 6.5. System supports forms development and direct writing to database tables. Additionally, system supports ability to view and display form collected data.
- 6.6. System has ability to create online forms that accept anonymous or authenticated user feedback and support back-end workflow and notification processing.
- 6.7. System must support server side browser sniffing capabilities in order to determine browser types or disability settings. If determined, system is capable of serving pages for ADA compliant browsers.

7. User Centered Design and Branding

- 7.1. System will provide fully customizable access to code/web pages for overriding cascading style sheets, layouts, and end-user navigational elements for define sub-group of system designers and developers (and prohibit changes to these core elements for all other system users).
- 7.2. System can dynamically push updates to site or sites when updates are applied to master pages or enterprise wide-web controls (web parts or mash up utilities).
- 7.3. System support multiple master page designs and layout options. System supports multiple master page designs for supporting the branding requirements of individual school websites, department pages, or individual (login required) dashboards for parents, teachers, or students.
- 7.4. System can accommodate the display/presentation of content in multiple languages via search, content/files, and alternative navigation/UI elements.
- 7.5. System supports web 2.0 standard components and W3C standards for XML.
- 7.6. System supports advanced content design and presentation by enabling the use of standard HTML editing applications including Dreamweaver.
- 7.7. System supports mobile browser compatibility and automatically adjusts rendering for that user audience.

8. Reporting and Monitoring

- 8.1. System support real-time monitoring for viewing tasks, workflows, review status, content expiration, as well as overall governance and policies embedded within the application.
- 8.2. System has defined 'solution' for web analytics and reporting. Integration of any web analytics tracking code will be managed by the system.
- 8.3. System support ability to integrate third-party reporting tools directly into database such as MS Access, Crystal Reports, or Cognos, or MS SQL.
- 8.4. Ability to schedule automated report distribution.
- 8.5. Ability to schedule conditional based report distribution when select system thresholds are exceeded.
- 8.6. System integrates with commercial server monitoring solutions.
- 8.7. All content for entire external facing website can be stored and managed via a centralized database repository solution.
- 8.8. System will provide reports or notifications for content objects based on expired review or update dates.

9. Performance and Availability

- 9.1. System will support 99.9% uptime for either internal or hosted deployment solutions.
- 9.2. System has a defined storage backup and recovery process for content and configuration settings.
- 9.3. System support network load balancing for multiple front-end web servers.
- 9.4. System provides a defined migration process and corresponding tools for moving content from development, to testing, to production environments.
- 9.5. System network and server topology can be sufficiently defined for the proposed solution.

10. Service and Support

- 10.1. Vendor can provide manuals or on-line tutorials.
- 10.2. Vendor can provide end-to-end implementation, training, consulting, and adoption services.
- 10.3. Vendor has extensive client track record, references, and relevant experience.
- 10.4. Vendor has extensive track record working with school districts.
- 10.5. Vendor can provide performance metrics and case studies of previous engagements.
- 10.6. Vendor is recognized as an industry leader.
- 10.7. Vendor is able to provide road map for new features and well as defined approach for service pack upgrades.
- 10.8. Vendor is able to provide preliminary/proposed project plan that identifies key milestones, phases, activities, and anticipated Staff and Consulting resources.
- 10.9. Vendor is available to provide 24-support and services via online chats, virtual meetings, or onsite meeting facilitation sessions.

11. Compliance

- 11.1. System complies with American Disabilities Act (Section 508) and allows for multiple font sizing preferences.
- 11.2. System renders web pages in ADA Compliant systems (text only or brail).
- 11.3. System complies with Children's Online Privacy Protection Act.
- 11.4. System complies with Federal or local school laws policies or programs.

12. Additional Features

- 12.1. System has the ability to export data to Excel.
- 12.2. System supports calendar data downloads and automated pushes/notifications (individual objects that support popular client calendars including Outlook, Google and mobile devices).
- 12.3. System has ability to add policies or confidentiality statements to all web pages.
- 12.4. System has print-friendly formats for printing in black and white and for extracting master page navigation elements.
- 12.5. System user account creation settings that, once authenticated, allows for personalization of content, feeds, or events based on preset filters (i.e. a parent can establish unique filters and alters based on school, news, or events.)

13. Hosting (If Applicable)

- 13.1. Acceptable reliability of network connections.
- 13.2. System data must remain entirely separated from other hosted clients (not security views, but separate compartmentalized database repository that can be easily decoupled and reestablished in an in-house environment if requested).
- 13.3. All hosted data, custom developmental, or custom integration remains the exclusive property of Seattle Public Schools (i.e. The District).

IV. Selection Process

A. Schedule

Date	Selection Process
Jan 7, 2010	Advertisement for Request for Proposal Published (First Notice)
Jan 14, 2010	Advertisement for Request for Proposal Published (Second Notice)
Jan 15, 2010	Pre-Proposal Conference at 10:00 a.m.
Jan 20, 2010	Last day for vendor questions at 2:00 p.m.
Jan 22, 2010	Response to vendor questions
Jan 29, 2010	Request for Proposal due at 2:00 pm.
Feb 1 -Feb 24, 2010	Review and Evaluation, and short list demos
Feb 25- Mar 1, 2010	Negotiations with recommended vendors (if needed)
Mar 2 – Mar 9, 2010	Final vendor selection process

B. Method of Selection

1. An initial screening of the proposals will be conducted based on the criteria set forth below. Proposals that do not meet the criteria will not be considered further.
2. The District reserves the right to select a single vendor for award of a contract based solely on the written proposals, and not to enter into any further discussions or negotiations.
3. The District reserves the option to meet with two or more vendors and conduct negotiations based on the proposals in order to select the best proposal(s), all factors considered. As part of such negotiations, the District may require key personnel to be assigned to the contract to be present, and to discuss the firm's approach to management of the project based on their understanding of the contract for policy process and procedure definitions.

Selection Factors

A selection committee will evaluate each proposal. The proposals will be evaluated against the following criteria:

Qualifications: – 80%

- Vendor's approach, where shown in the submittal (20 points)
- References with similar or larger organizations, preferably in an education environment (15 points)
- A proven track record in providing enterprise architecture solutions within project guidelines, resulting in high value to the customer in relation to the cost. (15 points)

- Qualifications and experience of vendor's personnel, including proposed contract representative and any technical consultants; number and names of consultants that are currently employed to support the District must be listed (20 points)
- Willingness to accept the District's terms and conditions as noted in the Standard Form of Contract (10 points).

Price of services – 20% (please see Section V. B. 8. Pricing)

D. Notifications

The District will provide timely notifications of the following actions to firms responding to the Request for Proposal upon selection of recommended firm.

E. District Right to Reject

The District reserves the right to reject any and all proposals and re-advertise the project at any time prior to final approval of the recommended firm and the negotiated agreement. All costs incurred in the preparation of the Request for Proposal process shall be borne by the proposing firm. **Proposals submitted in response to this Request for Proposal shall become the property of the District and be considered public documents under applicable Washington State laws.**

F. Other Requirements

Any proposal received after the time specified will not be considered. Modification of proposals after the deadline for submission will not be allowed, except through the optional negotiation process described above. Any firm failing to submit information in accordance with the procedures set forth herein may be considered nonresponsive at the District's discretion.

Submittal Requirements

A. The submittal requirements shall be as follows:

The proposing firm, joint venture or other form of association (“firm”) shall submit four (4) copies of its Proposal for the project. Each copy shall be provided in a white 3-ring, loose leaf, one-and-one half-inch (1 1/2”) binder with the firm name and the Request For Proposal name and number on both cover and spine. The proposal portion of the submittal shall be limited to a maximum of twenty (25) pages (8-1/2” x 11”) single sided, not smaller than 12 point type.

1. The cover letter (including the Statement of Qualifications), table of contents, and tabs do not count toward the page limits.
2. Project cut sheets, including photos, are included in the page limits. Submittals exceeding the page limits may be considered non-responsive.
3. **Please Note:** In preparing the firm’s cover letter (including the Statement of Qualifications), the proposing firm shall clearly identify the designated person of record responsible for the referenced project. If the proposing firm is representing an individual’s experience while employed at another firm, the firm of record for the project and the individual’s role shall be clearly identified.

B. Proposal Contents

Table of Contents (maximum 1 page).

1. Separate section with a tab: Executive Summary.

Provide a summary highlighting the firm’s qualifications and special expertise to provide the services requested in the Request for Proposal.
2. Separate section with a tab: Company Profile.
 - a. Identification of firm including address, telephone number, email address and date firm(s) were established.
 - b. Areas of specialization of the firm.
 - c. Provide total size and breakdown of firm personnel by category. Please provide an organization chart.
3. Separate section with a tab: Experience.
 - a. Describe relevant experience. Provide examples of the firm’s work, expressed both in number of projects and in contract dollars.

- b. For references, provide the client name, address, email address, and client's project representative and telephone number for the firm's three most recent projects that most closely relate to the services being proposed.

4. Separate section with a tab: Team Organization.

Explain your proposed team organization, roles and responsibilities, and personnel qualifications in the following manner:

- (a) **Organization:** Provide an organization chart for the team, indicating principal or owner and individual technicians who would be assigned to this work. Give a brief description of the roles of the personnel on the team listing their location.
- (b) **Experience:** In narrative form, briefly discuss each of the key team members' relevant professional experience and education.

5. Separate section with a tab: Capabilities.

- (a) **Capability:** Briefly describe your team's general understanding of the project. Include any special issues that affect the project, as they relate to reliability and delivery.
- (b) Address the team's experience in delivering expertise and consultation to an enterprise content management systems balanced against a limited budget and timelines.

6. Separate section with a tab: Availability and Capacity.

Briefly discuss the availability of all key personnel, and identify their proposed location during provision of the requested services. Additionally, discuss the capacity of the proposed team, as a whole, to accomplish the work.

7. Separate section with a tab: Approach.

Briefly discuss the approach your firm would use in undertaking this work. Include Project milestones, your communication plan, and how you would provide the deliverables expected by the District.

8. Separate Section with a tab: Pricing.

The District anticipates awarding this contract on a time and materials basis, and expects this project to take from 900-1100 hours. Please provide cost information showing the total amount, the names and hourly rates of the people proposed for this project, and the specific tasks that would be included in time and materials.

Please provide detailed pricing breakdown and provide specific details with respect to time and costs for: Training, Consulting, Help Desk/Support, Software or Hosted Solution Renewals (Your estimates should account for all costs and

expenses, including travel and lodging. Also, for annual service or licensing fees, assume this system will remain in service for 5 years.)

9. Separate Section with a tab: Terms and Conditions.

Include any comments or proposed changes to the standard form of contract.

VII. Contract and Contracting Provisions

A. Standard Form of Contract

The District's standard form of contract is included on Attachment 1. The proposal should include any comments or requested changes. **Please note: The District reserves the right to reject any firm that is not willing to accept the District's terms and conditions as noted in the standard form of contract.**

B. Protest Procedures

1. Any actual or prospective vendor who is aggrieved in connection with the solicitation or award of this contract may protest to the District in accordance with the procedures set forth herein. Protests based on the terms in this Request for Proposal, which are apparent prior to the date established for submitting the proposal must be received seven (7) days prior to the submittal deadline. Protests based on other events must be received within three (3) working days after the aggrieved person knows, or should have known, of the facts and circumstances upon which the protest is based; provided, however, that in no event shall a protest be considered if all proposals are rejected or if the protest is received after the award for this contract.
2. In order to be considered, a protest shall be in writing and shall include: the name and address of the aggrieved person; the contract title under which the protest is submitted; a detailed description of the specific grounds for protest and any supporting documentation; and the specific ruling or relief requested. The written protest shall be addressed and delivered to:

Bob Westgard
Seattle School District No.1
2445 3rd Avenue South
P.O. Box 34165
Seattle, WA 98124

And shall be labeled: "Protest"

3. Upon receipt of a written protest, the District shall promptly consider the protest. The District may give notice of the protest and its basis to other persons, including Vendors involved in or affected by the protest; such other persons may be given an opportunity to submit their views and relevant information. If the protest is not

resolved by mutual agreement of the aggrieved person and the District, the District will promptly issue a decision in writing stating the reasons for the action taken. A copy of the decision shall be mailed by certified mail, return receipt requested, or otherwise promptly furnished to the aggrieved person and any other interested parties. The District's decision may be appealed to the Superintendent by written notice together with all supportive evidence, received at the address set forth in paragraph 2, not more than two (2) working days after receipt of the decision. The Superintendent's decision shall be final and conclusive.

4. Strict compliance with the protest procedures set forth herein is essential in furtherance of the public interest. Any aggrieved party that fails to comply strictly with these protest procedures is deemed, by such failure, to have waived and relinquished forever any right or claim with respect to alleged irregularities in connection with the solicitation or award. No person or party may pursue any action in court challenging the solicitation or award of this contract without first exhausting the administrative procedures specified herein and receiving the District's final decision.
5. Any vendor submitting a proposal shall be deemed to have accepted these procedures.

End of Request for Proposal