

**CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY**

**REQUEST FOR PROPOSALS
RFP NO. 44-035**

FOR THE

DEVELOPMENT OF A NEW LIBRARY WEBSITE

CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY
630 W 5th Street
Los Angeles, CA 90071

Web: <https://www.lapl.org>

**CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY
REQUEST FOR PROPOSALS (RFP)**

FOR THE DEVELOPMENT OF A NEW LIBRARY WEBSITE

DATE RFP ISSUED: April 27, 2023

TITLE: RFP No. 44-035
For the Development of a new Library Website

DESCRIPTION: THE LOS ANGELES PUBLIC LIBRARY (“LAPL” or “Library”) is seeking a qualified individual or organization to oversee the development of a new Library website.

The Library is committed to providing an inclusive and robust outreach process for disadvantaged, marginalized, and local businesses and individuals. Our goal is to create a diverse pool of candidates to provide services and support to the Library and our patrons. We welcome and encourage submissions from a wide range of participants.

ELIGIBILITY TO APPLY: A minimum of five years of experience developing websites for municipal libraries, schools, or large organizations.

WEBSITE ADDRESS: <http://www.rampla.org>
Proposers must register at the Regional Alliance Marketplace for Procurement (RAMP) website (www.rampla.org) before they can access the Request for Proposals (RFP) and updates.

PLEASE NOTE: PROPOSERS MUST BOOKMARK THE OPPORTUNITY ON RAMP (IN THE UPPER LEFT CORNER OF THE OPPORTUNITY) TO RECEIVE UPDATES OF ADDENDA AND QUESTION & ANSWER POSTINGS.

Proposers should review the RAMP FAQ section at:
<https://bit.ly/RAMPfaqs>

TERM: Two years with one one-year options to renew at the discretion of the City Librarian or designee.

KEY DATES AND SUBMISSION: All times listed in this RFP are Pacific Standard Time (PST).

Highly Recommended
Pre-Proposal Conference:

Wednesday, May 24, 2023, at 10:00 a.m.
Virtual Conference via Zoom

RSVP by Tuesday, May 23, 2023, 5:00 p.m.
Details available on Section E.1 of this RFP

Proposal Due:

Wednesday, June 14, 2023, at 11:59 p.m.
All revisions will be posted as an addendum on
www.rampla.org

Submission Google Drive
Address:

laplbids submissions@lapl.org

Project Manager:

Jené Brown
Director of Emerging Technologies & Collections

RFP Administrator:

Deirdre Gomez
Email: dgomez@lapl.org

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ATTACHMENTS

A.	Standard Provisions for City Contracts (Rev. 9/22 [v.1])
B.	Sample Contract for Development of a new Library Website
C.	Electronic Signature Policy 03/20
D.	Library Information Sheet
E.	Summary of Website Deliverables and Design Requirements

EXHIBITS

(All Exhibits will be found on www.rampla.org)

E.1	Declaration of Non-Collusion Affidavit (<u>must be notarized</u>)
E.2a	Contractor Responsibility Ordinance (CRO) Questionnaire
E.2b	CRO Pledge of Compliance
E.3	Certification Regarding Compliance with the Americans with Disabilities Act Form
E.4	Certification of Compliance with Child Support Obligations Form
E.5	City of Los Angeles Contract History Form
E.6	City of Los Angeles Residence Information Form
E.7	Municipal Lobbying Ordinance – Bidder Certification CEC Form 50
E.8	Restrictions on Campaign Contributions and Fundraising in City Elections – Prohibited Contributors – Bidders CEC Form 55
E.9	Iran Contracting Act of 2010 Affidavit
E.10	Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) Sample Affidavit – Online Submission
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E.12	Business Inclusion Program (BIP) Walkthrough Manual (WAIVED, NOT APPLICABLE FOR THIS RFP)
E.13a	Local Business Preference Program (LBPP)
E.13b	LBPP Certification Information
E.14a	Living Wage Ordinance (LWO) Employee Information Form (Form LW-6)
E.14b	LWO Subcontractor Information Form (Form LW-18)
E.14c	LWO Exemption Application (Form LW-10)
E.14d	LWO Small Business Exemption Application (Form LW-26)
E.14e	LWO 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28)
E.14f	LWO Non-Coverage Determination Application (Form OCC/LW-29)
E.15	Insurance Requirements and Instructions (<i>For information only at this time – Not required for submission of proposal</i>)

A. PURPOSE OF REQUEST FOR PROPOSALS

1. Introduction

The Library is issuing this Request for Proposals (RFP) to select an experienced and qualified individual or organization to oversee the development of a new Library website.

The Library desires to develop and launch a new institutional website to better meet the needs of Library patrons and provide resources and services the Library has to offer to more people through the use of the most current standards and technologies.

The current LAPL website has an outdated visual design, a bloated and confusing information architecture, and an obsolete content management system.

2. Goals

The selected Contractor will develop a new website for the Library to meet the following goals:

- Create a modern, elegant website to serve the library's patrons and staff, and to support the library's mission:

“The Los Angeles Public Library provides free and easy access to information, ideas, books and technology that enrich, educate and empower every individual in our city’s diverse communities.”

- Significantly improve the performance and usability of the library's website.
- Provide easy access to, and increased awareness of, the library's resources, and information about the library's facilities, programs, services, and events.
- Facilitate ongoing development, content creation, and updates to design and architecture in order to adapt and respond to the ever-changing and ever-growing needs of the Library and its community.

3. About the Los Angeles Public Library

The Los Angeles Public Library provides free and easy access to information, ideas, books and technology to enrich and empower the lives of all the City’s residents and their diverse communities. The Library serves the largest and most diverse population in the country through the Central Library, 72 branch libraries, electronic resources, programs and initiatives. The Library is governed by a five-person Board of Library Commissioners that sets policies and controls all Library funding.

Proposers are instructed to read Attachment D (“Library Information Sheet”) of this RFP to better understand important information pertaining to the New Library Website project.

B. SCOPE OF WORK

The selected Contractor will work directly with the Library's Project Manager to lead a Library Website Development Project, which will consist of input from Library staff who provide traditional library operations, numerous public educational and social programs, collections (print and digital), information technology (IT), marketing and public relations, and administrative support.

The selected Contractor will: develop a multi-phase plan in cooperation with a Library web-design team; provide for the input of Library operations and IT staff, community groups, and other stakeholders; prepare a beta site for presentations, staff testing, and comments; provide staff training on the use and maintenance of the finished product; and, participate in the implementation and marketing of the finished product. The selected Contractor will also provide limited technical and administrative support upon completion of the project.

The following is a tentative website development project plan that is anticipated to be completed within eighteen months of contract execution:

- Phase I - Discovery and Research
- Phase II - Design and Architecture
- Phase III - Development/Building
- Phase IV - Testing and Quality Control
- Phase V - Launch, Post-Launch, Iteration & Support

The selected Contractor will guide the Library in meeting the goals previously stated in Section A.2 of this RFP using the following guidelines:

1. Together with Library staff, conduct extensive user research and develop a comprehensive content strategy for the new website which will form the basis for the website's design and development.
2. Create a modern website for the Library which is user-friendly, easy to navigate and allows a variety of users to access information easily and efficiently.
3. Develop an information architecture for the site which affords easy access to various pieces of content with minimal friction, as well as robust search capabilities.
4. Create a front-end design that is visually appealing, consistent throughout the site, and adheres to the Library's brand guidelines and other relevant standards, or informs revisions to those guidelines if deemed necessary.
5. Facilitate the ongoing creation, editing, and updating of content on the website by Library staff with a minimum of friction or difficulty.
6. Create a 100% responsive site which works flawlessly on a variety of devices with no reduction in functionality or accessibility.
7. Include support for the integration of multimedia content including images, video, audio (podcasts), and other formats.
8. Convert content on the existing website to the new website according to an agreed-upon migration plan.

9. Optimize functionality and integration with the current and potential future Integrated Library Systems.
10. Include calendar functionality for listing in-person and virtual events, allowing patrons to register/RSVP for events.
11. The new website should prioritize accessibility for all users, meeting or exceeding both regulatory requirements and best practices for accessible design.
12. The site will facilitate easy access to content in multiple languages, through machine translation, human-generated translation, or a combination of the two.
13. Allow for the collection of usage data and analytics while respecting user privacy to the greatest extent possible.
14. Provide the necessary software, licenses, training, and documentation to maintain the site internally to the maximum extent possible.

Deliverables and Design Requirements

Proposers are instructed to read Attachment E (“Summary of Website Deliverables and Design Requirements”) of this RFP to better understand the expectations of the Library. The deliverables and design requirements should be used to assist Proposers in preparing their best proposals.

Notes:

Upon completion of the website and the written acceptance by the City Librarian, all aspects of the project (e.g., design, content, coding, graphics, software, and architecture, etc.) become the sole property of the Library and the City of Los Angeles.

Work Schedule

The contractor will work the hours that meet the demands of the project. However, there is no guarantee of the number of hours that will be required. The contractor’s schedule will be discussed with the Project Manager as the schedule and activities are developed.

Work Site

The contractor will be provided work space on an as-needed basis in the Central Library facility at 630 W. Fifth Street, Los Angeles, CA, 90071, to perform the requested duties, hold meetings with staff and the public. Space will also be provided at the branch libraries to hold staff and public meetings.

C. CONTENTS OF THE PROPOSAL

The following items must be included in the proposal:

1. Cover Letter

Proposers shall provide a cover letter introducing the proposing entity signed by the person or persons authorized to bind the proposer to all commitments made in the proposal. The cover letter should also include the title, address, telephone number, email address, and other contact information of the person or persons authorized to represent the proposing entity.

If a proposing entity is a consortium, joint venture, partnership, or team, its proposal must establish that all contractual responsibility rests solely with one proposer or legal entity.

2. Executive Summary

Proposers shall provide an executive summary that summarizes key points of the proposal and provides a detailed description of the organization, not to exceed three pages.

3. Proposer's Qualifications and Experience

- a. Proposers shall provide a description of their qualifications and experience. Proposers must have a minimum of five years of experience developing websites for municipal libraries, schools, or large organizations
- b. Proposers shall include a list of three of their website projects within the last five years that resemble the work described in the scope of work as described in Section B of this RFP. This list shall include a detailed description of the work, the dates the work commenced and ended, and the contact information for the organizations (i.e., contact name, telephone number, address, email address). This information will be used by the Library as references. Proposers shall be prepared to provide samples of each website.

4. Work Plan Description

Proposers shall provide a description of the planned approach to be taken by the Proposer to meet the goals of the Library as described in Section A.2 and the scope of work as described in Section B of this RFP, which includes: a description of the methodology, a draft timeline with key milestones, methods for achieving stakeholder "buy-in," and a description of implementing the final product.

5. Proposed Fee Schedule

Proposers shall provide a list of fees to meet the requirements in Section B ("Scope of Work") of this RFP.

- a. Contractor Fees: The fees must be stated as hourly, project-based, or a combination thereof. There will be no minimum amount of work or compensation guaranteed in the proposed contract.
- b. Project Fees: Provide an estimate and details on the cost to complete this project. Include labor (contractor fees), materials, software, licensing, etc.

D. MANDATORY CITY REQUIREMENTS AND COMPLIANCE DOCUMENTS

Proposals must include the completed compliance documents required by Items 1 through 14, else the proposal may be deemed non-responsive.

1. Declaration of Non-Collusion Affidavit

In accordance with Section 10.15(d) of the Los Angeles Administrative Code, each proposal must include an affidavit by the proposer that (i) such proposal is genuine and not a sham or collusion, or made in the interest or on behalf of any person, firm, or corporation not herein named; (ii) the proposer has not directly or indirectly induced or solicited any other proposer to submit a sham proposal or directly or indirectly induced or solicited any other person, firm, or corporation to refrain from submitting a proposal; and (iii) the proposer has not sought by collusion to secure for themselves an advantage over any other proposer.

Instructions: Proposers shall complete and include a signed and **notarized** “Declaration of Non-Collusion” Affidavit (Exhibit E.1) with the proposal. No other form will be accepted.

2. Contractor Responsibility Ordinance (CRO)

Proposers are advised that any contract awarded pursuant to this proposal process shall be subject to the provisions of Los Angeles Administrative Code Section 10.40 et seq., Contractor Responsibility Ordinance (CRO). This requires that a determination be made by the City, via the CRO Questionnaire, that prospective contractors are responsible and capable of fully performing the requested work before a contract is awarded.

Proposers may refer to PSC-31 (“Contractor Responsibility Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration website for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: Proposers shall complete and include both the Contractor Responsibility Ordinance Questionnaire (Exhibit E.2a) and the Pledge of Compliance Form (Exhibit E.2b) with the proposal.

3. Certification Regarding Compliance with the Americans with Disabilities Act (ADA) Form

The City requires that contractors and subcontractors that perform work for the City shall comply with the requirements of the Americans with Disabilities Act (ADA), a federal civil rights law designed to ensure equal access, full inclusion, and participation for people with disabilities or impairments. In addition, the State of California has its own disability rights law, codes, and regulations.

Under both federal and state laws, people with disabilities or impairments are entitled to full and equal access to places of public accommodation, transportation carriers, lodging, recreation and amusement facilities, and other business establishments where the general public is invited.

Proposers may refer to Section PSC-30 (“Access and Accommodations”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information.

Instructions: Proposers shall complete and include the Certification Regarding Compliance with the Americans with Disabilities Act Form (Exhibit E.3) with the proposal.

4. Certification of Compliance with Child Support Obligations Form

In accordance with Los Angeles Administrative Code Section 10.10 et seq., contractors and subcontractors performing work for the City must comply with all reporting requirements and wage and earning assignment orders and acknowledge the City's cooperation with efforts to collect legally mandated child support.

Proposers may refer to Section PSC-27 ("Child Support Assignment Orders") of Attachment A ("Standard Provisions for City Contracts [Rev 9/22] [v.1]") of this RFP for additional information.

Instructions: Proposers shall complete and include the Certification of Compliance with Child Support Obligations Form (Exhibit E.4) with the proposal.

5. City of Los Angeles Contract History Form

On July 21, 1998, the Los Angeles City Council passed a resolution requiring that all proposed contractors supply in their proposal a list of all City of Los Angeles contracts held by the proposer, or any affiliated entity, during the preceding ten years. If the proposer has held no City of Los Angeles contracts during the preceding ten years, this must be stated on the form.

Instructions: Proposers shall complete and include the City of Los Angeles Contract History Form (Exhibit E.5) with the proposal.

6. City of Los Angeles Residence Information Form

The Los Angeles City Council, in consideration of the importance of preserving and enhancing the economic base and well-being of the City, encourages businesses to locate to or remain within the City of Los Angeles.

To that end, on January 7, 1992, the Los Angeles City Council adopted a motion that requires proposers to state their headquarters address as well as the percentage of their workforce residing in the City of Los Angeles.

Instructions: Proposers shall complete and include the City of Los Angeles Residence Information Form (Exhibit E.6) with the proposal.

7. Municipal Lobbying Ordinance

The City's Municipal Lobbying Ordinance No. 169916 requires certain individuals and entities to register with the City Ethics Commission and requires public disclosure of certain lobbying activities, including money received and spent.

Additionally, for construction contracts, public leases, or licenses of any value and duration; and goods or services contracts with a value greater than \$25,000 and a term of at least three months, each proposer must submit with its proposal a certification, on a form prescribed by the City Ethics Commission (CEC Form 50), that the proposer acknowledges and agrees to comply with the disclosure requirements and prohibitions

established in the Los Angeles Municipal Lobbying Ordinance, if the proposer qualifies as a lobbying entity.

A copy of CEC Form 50 may be found at the following website:

<https://ethics.lacity.org/forms/>

Instructions: Proposers shall complete and include the Bidder Certification CEC Form 50 (Exhibit E.7) with the proposal.

Note: Should proposer use an electronic signature for CEC Form 50, the document must be signed via software that is accepted by the City and the Library (i.e., DocuSign or Adobe) (See Attachment C of this RFP, “Electronic Signature Policy [03/20]”).

8. Restrictions on Campaign Contributions and Fundraising in City Elections

Under Los Angeles City Charter Section 470(c)(12), proposers for contracts projected to be worth \$100,000 or more and that require City Council approval may not make campaign contributions to any elected City official, candidate for elected City office, or City Committee controlled by an elected City official or candidate. Contributions are prohibited throughout the proposal process and through the resulting contract.

Proposers and their principals that meet the criteria stated above must register with the City Ethics Commission. To do so, each proposer must submit with its proposal a certification, on a form prescribed by the City Ethics Commission (CEC Form 55). By doing so, the proposer acknowledges and agrees to comply with the requirements and prohibitions established in the Los Angeles City Charter.

In addition, any subcontractor who is projected to perform at least \$100,000 worth of work on the contract is required to adhere to the same requirements. Said subcontractors and their principals must be notified by the proposer of the City Charter requirements and prohibitions and must be included on Schedule B of CEC Form 55.

A copy of CEC Form 55 may be found at the following website:

<https://ethics.lacity.org/forms/>

Proposers may refer to PSC-37 (“Restrictions on Campaign Contributions and Fundraising in City Elections”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information.

Instructions: Proposers that meet the criteria stated above shall complete and include the Prohibited Contributors – Bidders CEC Form 55 (Exhibit E.8) with the proposal.

Note: Should proposer use an electronic signature for CEC Form 55, the document must be signed via software that is accepted by the City and the Library (i.e., DocuSign or Adobe) (See Attachment C of this RFP, “Electronic Signature Policy [03/20]”).

9. Iran Contracting Act of 2010

In accordance with California Public Contract Code Sections 2200-2208, proposers submitting proposals for, entering into, or renewing contracts with the City of Los Angeles for \$1 million or more of goods and services are required to complete, sign, and submit the “Iran Contracting Act of 2010” Compliance Affidavit (Exhibit E.9).

Proposers may refer to PSC-36 (“Iran Contracting Act”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information. Proposers may also visit the State of California Department of General Services, Office of Policies, Procedures and Legislation (OPPL) website for additional information and forms regarding this matter: www.dgs.ca.gov/pd/Resources/PDLegislation.aspx

Instructions: Proposers shall complete and include the Iran Contracting Act of 2010 Affidavit (Exhibit E.9) with the proposal **only if** the proposal is for \$1 million or more of goods and services.

10. Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) (Online Submission)

Equal Benefits Ordinance (EBO)

Proposers are advised that any contract awarded under this RFP process shall be subject to the applicable provisions of the Equal Benefits Ordinance (EBO) (Los Angeles Administrative Code Section 10.8.2.1).

Proposers shall complete and submit the combined Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO) Affidavit onto the City of Los Angeles’ Regional Alliance Marketplace for Procurement (RAMP) website at www.rampla.org, which shall be valid for a period of three years from the date it is first uploaded. Proposers do not need to submit supporting documentation with their proposals. However, the City may request supporting documentation to verify that the benefits are provided equally as specified on the Equal Benefits Ordinance Affidavit.

Proposers may refer to PSC-26 (“Mandatory Provisions Pertaining to Non-Discrimination in Employment”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration website for additional information, forms and documents: <https://bca.lacity.org/ordinances>

First Source Hiring Ordinance (FSHO)

Proposers are advised that any contract awarded under this RFP process shall be subject to the applicable provisions of the First Source Hiring Ordinance (FSHO) (Los Angeles Administrative Code Sections 10.44, et seq).

Proposers shall complete and submit the combined Equal Benefits Ordinance / First Source Hiring Ordinance (FSHO) Affidavit onto the RAMP website at www.rampla.org, which shall be valid for a period of three years from the date it is first uploaded. Proposers do not need to submit supporting documentation with their proposals. However, the City may request supporting documentation to verify information provided on the First Source Hiring Ordinance Affidavit.

Proposers may refer to PSC-34 (“First Source Hiring Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions:

Proposers shall complete and upload the combined Equal Benefits Ordinance (EBO / First Source Hiring Ordinance (FSHO) Affidavit available on RAMP prior to submission of the proposal. Exhibit E.10 is a sample affidavit. The RAMP website may be found at: www.rampla.org

11. Disclosure Ordinances Affidavit (On-Line Submission)

Proposers are advised that any contract awarded under this RFP process shall be subject to the applicable provisions of both the Slavery Disclosure Ordinance (SDO) (Los Angeles Administrative Code Section 10.41) and the Disclosure of Border Wall Contracting Ordinance (DBWCO) (Los Angeles Administrative Code Section 10.50).

Proposers may refer to PSC-33 (“Slavery Disclosure Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: Proposers shall complete and upload the Disclosure Ordinance Affidavit available on RAMP prior to submission of the proposal. Exhibit E.11 is a sample affidavit. The RAMP website may be found at: www.rampla.org

12. Business Inclusion Program Requirements – WAIVED, NOT APPLICABLE FOR THIS RFP.

13. Local Business Preference Program

This RFP is subject to the policies and requirements established by Ordinance No. 187121 and Los Angeles Administrative Code Section 10.25, et seq. The Local Business Preference Program (LBPP) aims to increase opportunities for local businesses and, encourage local businesses to locate and operate in Los Angeles County (County). To be eligible for participation in this program, proposers must submit a LBPP affidavit on the RAMP website: www.rampla.org

Proposers may refer to Exhibit E.13a and Exhibit E.13b of this RFP for additional information. Proposers may also refer to PSC-35 (“Local Business Preference Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information.

Instructions: Proposers who wish to apply for a Local Business Preference shall complete the LBPP affidavit available on RAMP (www.rampla.org), and both upload it to RAMP prior to the proposal due date, as well as include a copy of the completed affidavit with the proposal.

14. Living Wage Ordinance (LWO) and Worker Retention Ordinance (WRO)

Unless approved for an exemption by the Department of Public Works Bureau of Contract Administration, contractors shall comply with the provisions of the Living Wage Ordinance (LWO) (Los Angeles Administrative Code Section 10.37 et seq.) and Worker Retention Ordinance (WRO) (Los Angeles Administrative Code Section 10.36 et seq.).

It is the responsibility of proposers and contractors to understand their responsibilities and obligations under the LWO and WRO.

Proposers may visit the website of the Department of Public Works Bureau of Contract Administration for additional information, exemption forms and information, and other applicable forms and documents: <https://bca.lacity.org/ordinances>

Proposers may also refer to PSC-28 (“Living Wage Ordinance”) and PSC-29 (“Service Contractor Worker Retention Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information.

Instructions: Proposers shall complete and include the Employee Information Form LW-6 (Exhibit E.14a) and the Subcontractor Information Form LW-18 (Exhibit E.14b) with the proposal.

LWO Exemption:

Proposers who believe that they meet the criteria for exemption shall complete and submit the appropriate application form with the proposal.

Exemption Application Forms:

- (a) Exemption Application (Form LW-10) (Exhibit E.14c);
- (b) Small Business Exemption Application (Form LW-26) (Exhibit E.14d);
- (c) 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28) (Exhibit E.14e);
- (d) Non-Coverage Determination Application (Form OCC/LW-29) (Exhibit E.14f).

THE PROPOSER AWARDED A CONTRACT BY THE BOARD OF LIBRARY COMMISSIONERS WILL BE REQUIRED TO COMPLY WITH ITEMS 15 THROUGH 17 DURING THE TERM OF THE CONTRACT.

15. City’s Insurance Requirements

The selected contractor(s) shall not commence work under any contract with the City until all insurance required under this section of this RFP has been obtained and approved by the City.

At its own expense, the selected contractor(s) and any of its subcontractors shall procure and maintain at least the minimum insurance required by Exhibit E.15 for the term of the contract, including any extensions.

Proposer shall purchase policies of general liability and worker's compensation from companies authorized to transact business in the State of California by the Insurance Commissioner. The required insurance must be filed with City Administrative Office, Risk Management through the City's website, www.kwikcomply.org. No work may be performed pursuant to the proposed contract resulting from this RFP until the specified documents have been approved by the City Administrative Officer, Risk Management Section.

Proposers may refer to PSC-23 (“Insurance”) and PSC-Exhibit 1 (“Insurance Contractual Requirements”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must submit the required insurance prior to the execution of the contract.

16. Business Tax Registration Certificate (BTRC)

In accordance with the City of Los Angeles Municipal Code Section 21.03, persons and entities engaged in business with the City of Los Angeles are required to register and pay required taxes and apply for and obtain a Business Tax Registration Certificate (BTRC) from the Office of Finance.

The Office of Finance's Tax and Permits Division has sole authority in determining a firm's tax requirements and in issuing a BTRC or Business Tax Exemption Number. Accordingly, a firm's current BTRC or Business Tax Exemption Number must be clearly shown on all invoices submitted to the City for payment. The proposer, in submitting this proposal, acknowledges and accepts the above requirements and recognizes that, should a contract be awarded, no invoice will be processed for payment without inclusion of the BTRC or Business Tax Exemption Number.

Proposers may refer to PSC-15 ("Current Los Angeles City Business Tax Registration Certificate Required") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFP for additional information. Proposers may find additional information and forms at the following Office of Finance website: <https://finance.lacity.org>

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must provide a BTRC prior to the execution of a contract.

17. Federal Employer Identification Number

The Internal Revenue Service (IRS) requires the Library to report all payments to an independent consultant or business whenever payments exceed \$600 per calendar year. The contractor is required to furnish the Library with its Social Security number or Federal Employer Identification Number for this purpose.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must provide a Federal Employer ID Number or Social Security number prior to the execution of a contract.

THE PROPOSER AWARDED A CONTRACT BY THE BOARD OF LIBRARY COMMISSIONERS WILL BE REQUIRED TO COMPLY WITH ITEMS 18 THROUGH 22 DURING THE TERM OF THE CONTRACT.

18. Contractor Evaluation Program

At the end of the contract, the City will conduct an evaluation of the selected contractor's performance. The City may also conduct evaluations of the selected contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on several criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the contractor assigns to the contract. Any contractor who receives a "Marginal" or "Unsatisfactory" rating will be provided with a copy of the final evaluation and allowed an opportunity to respond. The City will use the

final evaluation and any response from the contractor to evaluate proposals and to conduct reference checks when awarding other contracts.

Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

19. COVID-19 Vaccination Requirement (Ordinance No. 187134)

Effective October 20, 2021, any new contract executed by the City shall include a clause requiring employees of the contractor, and/or persons working on their behalf, who interact with City employees, are assigned to work on City property for the provision of services, and/or come into contact with the public during the course of work on behalf of the City to be fully vaccinated.

Proposers may refer to PSC-44 (“COVID-19”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information.

Instructions: *No Submission Required.*

20. Contractors’ Use of Criminal History for Consideration of Employment Applications (Ordinance No. 184653)

Any contract awarded pursuant to this RFP will be subject to the Contractors’ Use of Criminal History for Consideration of Employment Applications Ordinance (Los Angeles Administrative Code Section 10.48). The Ordinance provides, among other things, that contractors/subcontractors with at least 10 employees: 1) are prohibited from seeking a job applicant’s criminal history information until after the job offer is made; 2) must post Contractors’ Use of Criminal History for Consideration of Employment Applications Ordinance information in conspicuous places at worksites; and, 3) cannot withdraw a job offer based on an applicant’s criminal history unless a link has effectively been made between the applicant’s criminal history and the duties of the job position.

Proposers may refer to PSC-38 (“Contractors’ Use of Criminal History for Consideration of Employment Applications”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents:

<https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

21. Non-Discrimination / Equal Employment / Affirmative Action Plan

Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of the Non-Discrimination Clause (Los Angeles Administrative Code Section 10.8.2).

Proposers awarded contracts for which the consideration is \$1,000 or more shall comply with the provisions of the Equal Employment Practices Provisions (Los Angeles Administrative Code Sections 10.8.3). By affixing its signature on a contract that is subject to the Equal Employment Practices Provisions, the contractor shall agree to adhere to the provisions in the Equal Employment Practices Provisions for the duration of the contract.

Proposers awarded contracts for which the consideration is \$25,000 or more shall comply with the provisions of the Affirmative Action Program Provisions (Los Angeles Administrative Code Section 10.8.4). By affixing its signature on a contract that is subject to the Affirmative Action Program Provisions, the contractor shall agree to adhere to the provisions in the Affirmative Action Program Provisions for the duration of the contract.

Furthermore, contractors shall include these provisions in all subcontracts awarded for work to be performed under the contract and shall impose the same obligations on the contractors. A copy of the subcontract shall be made available to the Bureau of Contract Administration, Office of Contract Compliance upon request.

Proposers may refer to PSC-26 (“Mandatory Provisions Pertaining to Non-Discrimination in Employment”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents:

<https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

22. Contractor Data Reporting

Proposers are advised that any contract awarded pursuant to this competitive process shall be subject to Executive Directive 35.

If a proposer is selected and awarded a contract, and if the contractor is a for-profit company or corporation, then the contractor shall, within 30 days of the effective date of the contract and on an annual basis thereafter (i.e., within 30 days of the anniversary of the effective date of the contract), report the following information to the City via the RAMP website or via another method specified by City: The annual revenue of contractor and any subcontractor, number of employees, location, industry, race/ethnicity and gender of majority owner (“contractor/subcontractor Information”). On an annual basis, the contractor shall further request that any subcontractor input or update its business profile, including the contractor/subcontractor information, on RAMP or via another method prescribed by the City.

Proposers may refer to PSC-45 (“Contractor Data Reporting”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFP for additional information.

Instructions: *No Submission Required.*

Proposers are strongly advised to read Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) and Attachment B (“Sample Contract”) of this RFP to understand the terms and conditions of a contract with the Library.

E. PROPOSAL SUBMISSION AND REQUIREMENTS

Proposals shall be submitted in accordance with the requirements of this RFP.

1. Highly Recommended Pre-Proposal Conference

A Highly Recommended Pre-Proposal Conference will be conducted to provide an overview of the RFP. To obtain the greatest benefit from the meeting, proposers are strongly encouraged to attend with their direct supervisory personnel/critical project team members (in lieu of business development or sales personnel).

At the Library's discretion, participation in the Highly Recommended Pre-Proposal Conference may be accomplished by Zoom. Questions may be submitted prior to the conference to Deirdre Gomez at dgomez@lapl.org. Any questions related to the RFP received prior to the Highly Recommended Pre-Proposal Conference will be addressed during the conference. They will later be posted online on the City's website www.rampla.org. Additional questions received after the conference must be submitted 14 days prior to the due date of the proposal, as listed on www.rampla.org, by 4:00 p.m. to dgomez@lapl.org and will be posted on www.rampla.org.

Highly Recommended Pre-Proposal Conference will be held as follows:

Registration in advance is required for this meeting.

Topic: RFP 44-035 for the Development of a new Library Website
Highly Recommended Pre-Proposal Conference

When: **Wednesday, May 24, 2023, at 10:00 am**

To RSVP: <https://forms.gle/TaKzD1hYPnwGhz679>
Please RSVP by **Tuesday, May 23, 2023, at 5:00 p.m.** by completing the Google form at the link provided above. After registering, you will receive a confirmation email containing information about joining the meeting.

2. Submission Requirements

Proposals must be submitted electronically and shared with the Library through Google Drive as follows:

2.1 Electronic Submission

- a. Proposers shall create a Google Account or use their pre-existing Good Account to submit their proposals.
- b. All documents must be in a single Portable Document Format (PDF) file that has been converted into a searchable file using Optical Character Recognition.
- c. Proposers shall upload the proposal document to their Google Drive.
- d. Proposers shall share the Google Drive proposal document with the following Library email addresses:

- laplbids submissions@lapl.org

- dgomez@lapl.org
 - ethomsen@lapl.org
 - mlemus@lapl.org
 - claudia.aguilar@lapl.org
- e. Do not password protect the proposal document.
- f. The proposal must include all items stated in Section H (“Proposer Checklist”) of this RFP.
- g. The sections within the proposal document shall be in the order as listed in Section H (“Proposer Checklist”) of this RFP.
- h. Documents requiring signatures shall conform to the “Electronic Signature Policy [03/20]” as stated in Attachment C of this RFP.
- i. Proposers are responsible for ensuring that their proposal document is not compressed, does not contain a virus or malware, is not corrupted, and is able to be opened. The Library may reject proposals that do not meet these requirements.
- j. Library staff shall provide a notice of receipt within two business days of receipt of the electronically-submitted proposal. It is highly recommended that proposers contact the RFP Administrator listed in Section G.11 of this RFP if a receipt is not received within two business days.
- k. Proposers are solely responsible for ensuring that their proposals have been received before the deadline as electronic transmissions are inherently unreliable. Proposers bear all risks associated with the electronic transmission of their proposal, including delays, system failures, and other technical issues.

2.2 Proposal Due Date / Time

- a. The Library reserves the right to revise the submission due date. Any revisions to the due date or time shall be posted on RAMP (www.rampla.org).
- b. Proposers are encouraged to submit proposals prior to the due date and time.

Proposal Due Date: June 14, 2023

Proposal Due Time: 11:59 p.m.

2.3 Submission Responsiveness

- a. Failure to meet the requirements of this RFP may be cause for disqualification of the proposal.

- b. The Library reserves the right to deem a proposal non-responsive if the Library is unable to determine which documents constitute a complete and appropriate response to the RFP.
- c. The Library reserves the right to seek clarification from a proposer to determine responsiveness.
- d. Proposals should not include unnecessary promotional material and should be as succinct as possible.

3. Responsibility for Timely Submission of Proposal

Proposers are solely responsible for ensuring that the Library receives a complete proposal, including all attachments, before the deadline.

4. Acceptance of Terms and Conditions

Submission of a proposal pursuant to this RFP shall constitute acknowledgement and acceptance of the terms and conditions set forth herein, including the Standard Provisions for City Contracts (Attachment A). All or portions of this RFP and the contents of the proposal submitted by the successful proposer may become contractual obligations if a contract is awarded. Failure of the successful proposer to accept these obligations may result in cancellation of the award.

5. Withdrawal by Proposer

A proposer may withdraw its proposal provided that the request is in writing, signed by an authorized representative, and is received by the Library prior to the proposal deadline date. Once submitted, the proposals shall be subject to acceptance by the City for a period of ninety days. Except as previously stated, no proposer may withdraw its proposal, except with the written consent of the Library.

6. The City's Right to Reject Proposals and Withdraw the RFP

The Library reserves the right to reject any and all proposals. Notwithstanding any other provisions of this RFP, the Library also reserves the right to withdraw this RFP at any time without prior notice.

7. Scope of Content

Proposals shall be based only on material contained in the RFP, responses to timely questions submitted by proposers, any addenda thereto, and other materials published by the Library relating to the RFP. Proposers shall disregard any previous draft materials and oral representations that may have been obtained by the proposer.

F. **EVALUATION AND SELECTION PROCESS**

1. **Proposal Responsiveness**

To be considered responsive to this solicitation, proposers must submit completed responses to all items requested in this RFP, including completion and submission of the City's mandatory compliance documents. An incomplete or missing response may result in the rejection of the proposal.

Proposals which, at the discretion of the Library, are incomplete, non-responsive, or non-compliant with content or format requirements may be disqualified without further consideration, and will not be evaluated by the evaluation panel.

The Library reserves the right to conduct investigations with respect to the qualifications of each proposer and any information contained in its proposal.

2. **Proposal Evaluation**

A panel of City staff and subject-matter experts ("evaluation panel") will evaluate the proposals based on the evaluation criteria noted below. The evaluation panel may, at its sole discretion, request additional information, conduct interviews, and solicit presentations. Following any such requests, interviews, and oral presentations, the panel will score proposals in each criterion and rank the proposals accordingly.

3. **Evaluation Criteria**

The following criteria will be used to evaluate proposals:

Evaluation Criteria	Max Points Possible
Cover Letter	Pass / Fail
Executive Summary	5
Proposer's Qualifications and Experience	40
Work Plan Description	35
Proposed Fee Schedule	20
Maximum Points - Total	100

4. **Award**

The Library will notify all proposers of the determinations of the evaluation panel, including its contract award recommendation. The evaluation panel's determinations and recommendation will serve as a basis for a report from the City Librarian to the Board of Library Commissioners, recommending the highest-ranking proposer to be selected for the award of the contract. The Board of Library Commissioners will consider the City Librarian's recommendation during a public Board meeting and may accept or reject the recommendation in making its decision as to the proposer selection, if any, stating publicly the reasons for its action.

G. GENERAL CONDITIONS

1. Acceptance and Disposition of Proposals

The Library reserves the right to reject any and all proposals. The Library also reserves the right to waive any minor administrative irregularities contained in any proposal, when to do so would be in the best interest of the City and pursuant to Los Angeles City Charter Section 371 (c): **“The City shall reserve the right to reject any and all bids or proposals and to waive any informality in the bid or proposal when to do so would be to the advantage of the City.”**

Failure of the proposer to submit the above-required documents with their proposal, to provide all of the information required by the RFP, or to furnish direct and complete answers to RFP prompts may render the proposal non-responsive and result in its rejection.

It is the intent of the Library to award a contract or contracts in a form approved by the City Attorney. The RFP and the proposer's proposal, or any part thereof, may be incorporated into and made part of the contract. The Library reserves the right to further negotiate the terms and conditions of the contract. The Library reserves the right to withdraw this RFP, to reject any proposal for non-compliance with RFP provisions, or not to award a contract altogether due to unforeseen circumstances or if it is determined to be in the best interest of the Library.

2. Public Records Act

All proposals submitted in response to this RFP shall become the property of the Library and will be a matter of public record, subject to the State of California Public Records Act (CPRA) (California Government Code Sections 6250 et seq.). If the proposer claims any information in the proposal to be exempt from disclosure under the CPRA, the proposer must do the following:

A. Identify in writing all copyrighted material, trade secrets, and other proprietary information that the proposer claims to be exempt from disclosure under the CPRA. Any proposer claiming such exemption must identify the specific provision of the CPRA that provides an exemption from disclosure for each item that the proposer claims is not subject to disclosure. Failure to include this identifying information shall be deemed a waiver of any exemption claim.

Exempt information must be specifically identified. Mere use of headers, footers, or other labels bearing designations such as “confidential,” “proprietary,” or “trade secret” on all or nearly all of a proposal is not acceptable and shall be deemed a waiver of any exemption claim as to the designated material.

B. By submitting a response to this RFP, the proposer agrees to be bound by the following language:

The proposer agrees to indemnify the City and its officers, employees, and agents and hold them harmless from any claim or liability and will defend any suits, claims, and causes of action brought against the City for its refusal to disclose to a requestor information that is or that the proposer claims to be copyrighted, a trade secret(s), or otherwise protected from disclosure.

Proposer's obligations under this provision include, but are not limited to, all attorney's fees (both in house and outside counsel), costs of litigation incurred by the City and its attorneys (including all actual costs incurred by the City, not merely those costs recoverable by a prevailing party, and including costs of experts and consultants), as well as all damages or liability of any nature whatsoever arising out of any such suits, claims, and causes of action brought against the City, through and including any appellate proceedings. Proposer's obligations to the City under this indemnification provision shall be due and payable on a monthly, on-going basis within thirty days after each submission to proposer of the City's invoices for all fees and costs incurred by the City, as well as all damages or liability of any nature.

C. Be prepared to submit a second copy of the proposal in which all information claimed to be exempt from disclosure has been redacted.

3. RFP Revisions

Any revision made to this RFP will be posted as an addendum to the RFP at www.rampla.org.

4. Transfers, Joint Ventures, and Use of Subcontractors

Proposers shall not, without written consent of the Library, assign, hypothecate, or mortgage any terms in a contract with the City or sublease or license any portion of the work. Any attempted assignment, hypothecation, mortgage, sublease, or license without consent of the Library shall render a contract null and void. Each and all conditions herein contained to be performed by proposer shall be binding on any consented transferee thereof.

5. Alternatives

Proposers shall not change any wording in the RFP or associated documents. Any explanation or alternatives offered shall be submitted in a letter attached to the front of the proposal's documents. Alternatives that do not substantially meet the Library's requirements cannot be considered. Proposals offered subject to conditions or limitations may be rejected as non-responsive.

6. Proposal Errors

Proposer is liable for all errors or omissions incurred by proposer in preparing the proposal. Proposers will not be allowed to alter proposal documents after the due date for submission.

The Library reserves the right to make corrections or amendments due to errors identified in a proposal by the Library or the proposer. This type of correction or amendment will only be allowed for errors in typing or transposition. All changes must be coordinated in writing with and authorized by the RFP Administrator identified in Section G.11 of this RFP.

7. Interpretation and Clarifications

The Library will consider prospective recommendations or suggestions regarding any requirements before the Highly Recommended Pre-Proposal Conference. All recommendations or suggestions must be in writing and submitted to the RFP

Administrator identified in Section G.11 of this RFP. The Library reserves the right to modify requirements of any RFP if it is in the best interest of the Library.

8. Protest of RFP, Bidding Process, or Proposed Award

Should a proposer object on any ground to any provision or legal requirement set forth in the RFP, or any addendum to the RFP, the proposer must submit a protest within seven calendar days after the RFP or addendum is issued.

Protests based on alleged apparent improprieties in a bid process shall be submitted before bid opening or the closing date for receipt of proposals.

Protests of procedural and technical issues must be submitted within seven calendar days of the transmission of the e-mailed notice of the contract award recommendation.

At a minimum, the protest must include a written document with the following information:

- Name, address, and telephone number of the protesting party.
- Title and number of this RFP.
- Detailed statement of the legal and factual grounds of the protest, including copies of all relevant documents, reference to the specific portion(s) of the documents that form the basis of the protest, and a description of resulting prejudice to the protester.
- Request for a ruling from the Library and statement of the form of relief requested.

The protest and attached documentation must be submitted to the following address by **certified mail or personal delivery**:

Madeleine M. Rackley, Business Manager
Los Angeles Public Library
630 West Fifth Street
Los Angeles, CA 90071

The Board of Library Commissioners, or its designee, shall make a final determination with respect to the protest and, if applicable, shall award or reject the contract accordingly. The decision of the Board, or designee, shall be final.

The procedure and time limits set forth in this section are mandatory and are the proposers' sole and exclusive remedy in the event of a protest. Failure by a party originating a protest to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including by filing a Government Code claim or through other legal proceedings.

9. Cost of Proposal Preparation

The Library is not responsible for any costs incurred by the proposer for preparing and submitting proposals in response to this RFP.

10. Americans with Disabilities Act

As covered under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its proposal, programs, services and activities. If an individual with a disability requires accommodations to attend a Pre-Proposal

Conference, please contact the RFP Administrator identified in Section G.11 of this RFP at least five working days prior to the scheduled event.

11. Contact for Information / RFP Administrator

For answers to questions relating to the content of this RFP, proposers must submit written questions at least 14 days prior to the due date and time of the proposal, as listed on www.rampla.org. via email to:

Deirdre Gomez
Los Angeles Public Library
E-mail: dgomez@lapl.org

The Library shall be the sole judge of whether a response is required for any question. Questions and answers will be posted on www.rampla.org as an addendum to the RFP. Any oral communication between a proposer and a City employee is not binding on the Library or the City of Los Angeles.

Note that this section does not concern protests, which must be submitted pursuant to the requirements and deadlines of Section G.8 of this RFP.

12. Standard Provisions for City Contracts

All contracts entered into as a result of this RFP are subject to the Standard Provisions for City Contracts (Rev. 9/22 [v.1]) which are included as Attachment A of this RFP.

H. PROPOSER CHECKLIST

Proposers are to complete and submit a copy of this Proposer Checklist with the proposal, which must contain the following items to be found responsive to this RFP:

Section	Form / Document Description	Exhibit No.	Initial
RFP C.1	Cover Letter	--	
RFP C.2	Executive Summary	--	
RFP C.3	Proposer's Qualifications and Experience	--	
RFP C.4	Work Plan Description	--	
RFP C.5	Proposed Fee Schedule	--	
RFP D.1	Declaration of Non-Collusion Affidavit (<u>Must be Notarized</u>)	Exhibit E.1	
RFP D.2	Contractor Responsibility Ordinance (CRO) Questionnaire	Exhibit E.2a	
RFP D.2	CRO Pledge of Compliance	Exhibit E.2b	
RFP D.3	Certification Regarding Compliance with the Americans with Disabilities Act (ADA) Form	Exhibit E.3	
RFP D.4	Certification of Compliance with Child Support Obligations Form	Exhibit E.4	
RFP D.5	City of Los Angeles Contract History Form	Exhibit E.5	
RFP D.6	City of Los Angeles Residence Information Form	Exhibit E.6	
RFP D.7	Bidder Certification CEC Form 50	Exhibit E.7	
RFP D.8	Prohibited Contributors – Bidders CEC Form 55	Exhibit E.8	
RFP D.9	Iran Contracting Act of 2010 Affidavit (If Applicable)	Exhibit E.9	
RFP D.10	Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) – Online Submission	Exhibit E.10	
RFP D.11	Disclosure Ordinances – Online Submission	Exhibit E.11	
RFP D.12	Business Inclusion Program (BIP) Walkthrough Manual – WAIVED, NOT APPLICABLE FOR THIS RFP	Exhibit E.12	
RFP D.13	Local Business Preference Program	Exhibit E.13a	

Section	Form / Document Description	Exhibit No.	Initial
RFP D.13	Local Business Preference Program (LBPP) Certification Information (If Applicable)	Exhibit E.13b	
RFP D.14	Living Wage Ordinance (LWO) Employee Information (Form LW-6)	Exhibit E.14a	
RFP D.14	LWO Subcontractor Information (Form LW-18)	Exhibit E.14b	
RFP D.14	LWO Exemption Application (Form LW-10) – If applying for exemption	Exhibit E.14c	
RFP D.14	LWO Small Business Exemption Application (Form LW-26) – If applying for exemption	Exhibit E.14d	
RFP D.14	LWO 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28) – If applying for exemption	Exhibit E.14e	
RFP D.14	LWO Non-Coverage Determination Application (Form OCC/LW29) – If applying for exemption	Exhibit E.14f	