



Request for Proposal (RFP) No. 26-RFP-678066-TJL
Title: Metro Transit Website Redesign & Implementation

Solicitation Schedule

Event	Date
RFP Issued	07/22/2026
Pre-Proposal Conference (Optional)	N/A
Deadline for Questions	07/29/2026
RFP Due	08/19/2026
Disadvantaged Business Enterprise (DBE) Goal	N/A
Federal Funds Involved	Yes

Bi-State Development (BSD) may modify this schedule. Changes to the Due Date are posted on the BSD website and by amendment via iSupplier. Proposals must be received by the due date and at the time and location specified in Section 4 "PREPARATION OF PROPOSALS" or as amended.

NOTE: If there is a discrepancy between what is indicated in the solicitation vs iSupplier (i.e. Bid/RFP Due Date), iSupplier will govern.

NOTE: On October 03, 2025, the U.S. Department of Transportation (USDOT) issued an interim final rule (IFR) requiring immediate changes to the Disadvantaged Business Enterprise (DBE) program regulations. All DBE firms previously certified using race or sex-based presumptions of social and economic disadvantage must be reevaluated to determine eligibility under the new standards established in the IFR. Contracts effective on or after October 03, 2025, Bi-State Development cannot set DBE goals until the certification review process is complete. Therefore, a DBE goal will not be set for this contract. For additional information, please contact Rhonetta Brazzill, Supplier Diversity Program Manager, rbrazzill@bistatedev.org.

TABLE OF CONTENTS

1. BACKGROUND AND PURPOSE 3

2. SOLICITATION OBJECTIVES..... 3

3. BASIS OF AWARD 3

4. PREPARATION OF PROPOSAL 4

5. CONTACT WITH BI-STATE DEVELOPMENT STAFF OR CONTRACTED PERSONNEL 4

6. FORM AND CONTENT REQUIREMENTS 5

7. LIST OF PROPOSAL CONTENT..... 5

8. FORMAT 5

9. ACKNOWLEDGEMENT OF AMENDMENTS TO REQUEST FOR PROPOSAL 5

10. SECTION I – INTRODUCTION..... 5

11. SECTION II - EVALUATION CRITERIA 5

12. SECTION III – SUPPORTIVE INFORMATION..... 8

13. CONFIDENTIAL DATA..... 8

14. ADMINISTRATIVE CONSIDERATION..... 8

15. EXPLANATION TO OFFERORS 8

16. SELECTION PROCEDURE 8

17. CONTRACTOR’S SIGNATURE..... 9

18. AMERICANS WITH DISABILITIES 9

19. BI-STATE DEVELOPMENT’S RIGHTS 10

20. BI-STATE DEVELOPMENT FURNISHED PROPERTY 10

21. DISADVANTAGED BUSINESS ENTERPRISE PARTICIPATION..... 10

22. PUBLIC DOCUMENTS..... 10

23. PROTEST 11

24. CONTRACT TYPE 13

25. PERIOD OF PERFORMANCE 13

26. PREVAILING WAGE – NOT APPLICABLE 13

27. SUBCONTRACTS..... 13

28. BUY AMERICA – NOT APPLICABLE 13

29. PROSECUTION OF WORK..... 14

30. AMERICAN WITH DISABILITIES ACT (ADA) SOFTWARE REQUIREMENTS..... 14

31. SUBMITTAL CHECKLIST 15

32. DOCUMENTS INCORPORATED INTO CONTRACT 16

33. SCOPE OF WORK..... 17

APPENDIX A2. PROPOSAL FORM 24

1. BACKGROUND AND PURPOSE

This Request for Proposals (RFP) is issued by Bi-State Development (BSD) to obtain proposals from potential firms to provide the product and/or service as outlined in this solicitation.

Bi-State Development (BSD) operates Metro Transit, the bi-state region's public transportation system serving the City of St. Louis and St. Louis County in Missouri, and St. Clair County in Illinois. It includes MetroLink, the 46-mile light rail system; MetroBus, a fleet of clean-diesel, hybrid and electric buses operating across a 600 square-mile service area; and Metro Call-A-Ride, a wheelchair lift-equipped paratransit service. Each day, tens of thousands of residents and visitors rely on Metro Transit to connect with the important destinations in their lives. Metro Transit is BSD's largest enterprise.

Metro Transit's current website, MetroStLouis.org, received over 2.4 million visits from customers and stakeholders in CY2025. Due to its widespread use, concentration of information, and implementation of real-time updates, the website is Metro's most fundamental communication tool for customers of MetroBus, MetroLink, and Call-A-Ride, as well as community stakeholders.

The current version of MetroStLouis.org launched in 2016. With significant advances in web design and technology over that last decade, the Metro website lacks the technical ability and performance needed to meet the expectations of our customers, internal team, and federal rules.

2. SOLICITATION OBJECTIVES

BSD is seeking an experienced developer to build a new Metro website which provides its internal team and customers with a better experience for sharing and receiving information, as well as offering modern digital transit tools.

Preference will be given to vendors who propose using a Software as a Service (SaaS) model or a modular, out-of-the-box framework that prioritizes affordability, fast deployment, and supports ongoing improvement of core site features or a Software as a Service (SaaS) solution to provide and maintain digital transit tools.

3. BASIS OF AWARD

Award will be made to the responsible firm whose proposal is most advantageous to Bi-State Development with price and other factors considered. Accordingly, Bi-State may not necessarily make an award to the Proposer with the highest technical ranking nor award to the Proposer with the lowest Price Proposal if doing so would not be in the overall best interest or best value to Bi-State.

- A. The contract will be awarded to that responsible firm whose proposal is most advantageous to Bi-State Development with price and other factors considered. A responsible offeror is one who affirmatively demonstrates to Bi-State Development that the offeror has adequate financial resources and the requisite capacity, capability, and facilities to perform the contract within the delivery period or period of performance, has a satisfactory record of performance on other comparable projects, has a satisfactory record of integrity and business ethics, and is otherwise qualified and eligible to receive award under the solicitation and laws or regulations applicable to the procurement.
- B. Bi-State Development reserves the right to make award within ninety (90) calendar days from the date of receipt of proposals. During the ninety (90) day period, proposals shall not be withdrawn. Bi-State Development reserves the right to accept any proposal or any part or parts thereof or to reject any and all proposals. Should award in whole or part be delayed beyond a period of ninety (90) days, such extension shall be conditioned upon Offeror's acceptance.

- C. Bi-State Development reserves the right to delay making an award in order to respond to a protest, permit proper study and analysis of all proposals received, make multiple awards, award in whole or part, reject any or all proposals and to make a pre-award determination to evaluate the capability of the Offeror (s).
- D. Award may be subject to approval by the Bi-State Development's Board of Commissioners. Responsiveness will be determined on the basis of the Offeror's adherence to all proposal requirements. Such determination shall be made after receipt of proposals.
- E. Bi-State Development reserves the right not to award to a bidder/proposer based on unsatisfactory performance as a contractor or subcontractor or if such parties are involved in threatened or pending litigation with Bi-State Development .

4. PREPARATION OF PROPOSAL

ALL OFFERS MUST BE SUBMITTED VIA ISUPPLIER. NO OTHER SUBMITTAL METHOD WILL BE ACCEPTED unless the requirement is changed by amendment. If you are not familiar with the Oracle iSupplier system, click here [iSupplier](#) to find out more or become a registered supplier and gain access to BSD solicitations.

- A. **Offerors shall submit one original of the Proposal via iSupplier ONLY. NO OTHER SUBMITTAL METHOD WILL BE ACCEPTED** unless the requirement is changed by amendment.
- B. Unnecessarily elaborate proposals and/or lengthy presentations are not desired or required by Bi-State Development.
- C. Proposal documents should be prepared in single-spaced type, 10 or 12-pitch font, on 8-1/2" x 11" pages using one side of the paper only. Pages should be numbered at the bottom to show the page numbers and total number of pages in the proposal; e.g. Page 1 of 15, Page 2 of 15, etc.
- D. A proposal from an individual, sole proprietorship, or a proposed operation under a trade name, shall be signed by the owner.
- E. A proposal by a partnership shall be executed in the partnership name and signed by all partners; the official address of the partnership shall be shown below the signatures.
- F. A proposal by a corporation shall be executed in the corporate name by the president or vice-president (or other corporate officer accompanied by the evidence of authority of sign) and attested by the corporate secretary or assistant secretary.
- G. A proposal submitted by a joint venture shall list the names of all joint venture members and each mailing address and shall be executed by all joint venture members in the same manner as if they were individually submitted proposal(s). The signature portion of the proposal form shall be altered as appropriate for execution by the joint venture. Joint Ventures must also complete Section [C4. Statement of Joint Venture](#).
- H. All names and applicable titles shall be typed and printed below the signatures.
- I. Late proposals will not be considered. Proposals that are not submitted through iSupplier/Sourcing by the stated time will not be accepted. If submitted after the specified closing date/time, the on-line system will not be accessible. This requirement may only be changed by Amendment by a Bi-State authorized representative.
- J. All aspects of the evaluations of the proposals and any discussions/negotiations, including documentation, correspondence and meetings, will be kept confidential during the evaluation and negotiation process.

5. CONTACT WITH BI-STATE DEVELOPMENT STAFF OR CONTRACTED PERSONNEL

Following the issuance of this Request for Proposal, and until the Notice of Intent to Award, Offerors and Offeror's subcontractors shall communicate only with Bi-State Development's Director of Contracting & Strategic Sourcing, or authorized representatives as prescribed in these instructions. The authorized representative regarding this RFP is Tonya Lewis, Contracting Officer at 314-982-1448 or tjlewis@bistatedev.org. During this period, any other communications regarding this RFP with members of Bi-State Development's Board of Commissioners, staff, or contracted personnel shall result in disqualification of the involved Offeror and proposed subcontractors.

6. FORM AND CONTENT REQUIREMENTS

To be considered complete, the proposal shall be organized according to the Request for Proposal (RFP) requirements. The proposal documents shall be sectionalized as described below. At a minimum, the items described in each section below should be addressed.

7. LIST OF PROPOSAL CONTENT

Section I - Introduction

Introduction Letter

Section II - Evaluation Criteria– (See #11 below)

Section III - Supportive Information

Graphs, Charts, Photos, References, etc.

8. FORMAT

Please limit your submission to a maximum of 50 pages (not including resumes). A maximum two (2) page introduction letter may be submitted within the 50 page limitations. Pages of supportive information may include graphs, charts, photos, references, etc., and are at your discretion, provided the total 50 page limits is maintained. Only the first 50 pages will be evaluated.

9. ACKNOWLEDGEMENT OF AMENDMENTS TO REQUEST FOR PROPOSAL

Amendments must be acknowledged and submitted with the proposal.

No technical assistance or aid will be given by the Bi-State Development in the preparation of the Proposal.

10. SECTION I – INTRODUCTION

The introduction letter should include an introduction of all diverse team members of a joint venture if a joint venture relationship is involved, and/or an introduction of all major subcontractors who may be involved in the performance of the work. For each joint venture member and/or major subcontractor described herein discuss primary business experience, the offerors' overall mission statement, length of time in business, ownership, the location of offices, pertinent telephone numbers and other matters offerors might deem pertinent and introductory in nature. The letter must be signed by an authorized representative of the firm.

11. SECTION II - EVALUATION CRITERIA

Proposals will be analyzed for conformance with the instructions and requirements of the RFP and Contract documents. Proposals that do not comply with these instructions and do not include the required information may be rejected as insufficient or not be considered for the competitive range. Bi-State reserves the right to request an Offeror to provide any missing information and to make corrections. Offerors are advised that the detailed evaluation criteria and procedures will follow the same proposal format and organization specified below. Therefore, Offerors shall pay close attention to and strictly follow all instructions. Submittal of a proposal will signify that the Offeror has accepted the whole of the Contract documents, except such conditions, exceptions, reservations or understandings explicitly, fully and separately stated in Paragraph 14, Administrative Considerations. Any such conditions, exceptions, reservations or understandings which do not result in the rejection of the proposal are subject to evaluation under the criteria listed below.

Technical Proposal (80%)

Proposals shall be initially evaluated and ranked on the basis of the evaluation factors shown below listed in order of importance.

1. Front-End Features and Functionality

Please provide details of how your solution satisfies each of the following needs, and if not provided, please indicate so:

- Mobile browser-friendly, fully responsive design with all core tools functional and easy to find on mobile.
- Trip-planning tool, integrated into the site, that is quick, accurate, and easy for riders to use.
- Intuitive customer experience with easy-to-navigate, modern interface with user-friendly internal site search functionality.
- Consistent and thorough presence of Metro Transit's brand identity.

Responses should include any additional features not listed above that could be considered beneficial to Bi-State Development.

2. Back-End Features and Functionality

Please provide details of how your solution satisfies each of the following needs, and if not provided, please indicate so:

- GTFS integration for routes, schedules, real-time arrivals/departures, vehicle positions, and service alerts.
- Modular CMS allowing non-technical staff to publish alerts and content updates independently.
- Integration with existing systems such as Quik web chat and analytic tools including Tag Manager, Google Analytics, and Meta Pixel
- Developer functions including SEO-preserving redirect strategy, environments, and monitoring/logging tools.
- Performance, error, and accessibility monitoring capabilities.

Responses should include any additional features not listed above that could be considered beneficial to Bi-State Development.

3. Accessibility, Security, and Performance

Please provide details of how your solution satisfies each of the following requirements, and if not provided, please indicate so:

- WCAG 2.1 Level AA compliance, with documented testing and remediation.
- 99.9% uptime service level agreement.
- United States data residency and GDPR-aligned data protection.
- HTTPS (TLS 1.2+), OWASP Top 10 mitigations, and an administrative access/authorization process.
- Lighthouse scores of 90+ for mobile and 95+ for desktop.
- Browser support for the last two major versions of all popular browsers.

4. Implementation and Project Approach

Please provide each of the following:

- Description of implementation process, including stakeholder sessions, GTFS data audit, and content migration.
- Details on training and onboarding model for administrative users.
- Details on support model for implementation and launch, including a commitment to regular meetings with Metro Transit staff, hours of availability, escalation, and on-call launch support.
- Brief narrative demonstrating your understanding of the scope of work.
- Perspective on Metro Transit's greatest needs and challenges to be addressed through the project.
- Example timeline for project, including individual stages and steps needed to achieve a launch by June 2027.

5. Relevant Experience

Please provide a description of your experience as it relates to the scope of work, including but not limited to:

- At least three references from existing clients with individual contact information.
- Years of experience with related services as a firm and examples of similar work and resumes of individual staff who would be involved as part of this proposal.
- Perspective on working alongside a client's team.

6. Ongoing Support, and Maintenance

Please provide details of how your solution satisfies each of the following requirements, and if not provided, please indicate so:

- Ongoing maintenance, hosting, and account management under a renewable annual agreement.
- Content ownership and exit capability, including export in standard formats.
- Support model for ongoing needs post launch, including maintenance of digital transit tools features, hours of availability, escalation, and on-call support.

Cost Proposal (20%)

All cost proposals will be evaluated separately from the technical proposals and will be ranked on the basis of lowest overall cost to Bi-State Development.

iSupplier Upload Instructions

Please upload your firm's response in three (3) submittals:

- Technical Proposal
- Cost Proposal
- Required Forms

12. SECTION III – SUPPORTIVE INFORMATION

Provide Graphs, Charts, Photos, References, etc. as needed.

13. CONFIDENTIAL DATA

Each offeror may clearly mark each page of the offer that contains trade secrets or other confidential commercial or financial information which the offeror believes should not be disclosed outside Bi-State Development.

14. ADMINISTRATIVE CONSIDERATION

The terms and conditions contained in this RFP are intended to be incorporated into any resulting contract. The offeror shall explain any area requiring further discussion or make a statement of acceptance of these terms and conditions. Please review the terms and conditions at [I. General Provisions Terms & Conditions](#). Federal Funded contracts will contain terms and conditions under [H. General Terms & Conditions Federal](#). Please note that Federal Provisions Terms and Conditions are required by the Federal Transit Administration and are non-negotiable. Should the Vendor take any exception to the General Provisions Terms & Conditions; they shall submit their exceptions with their proposal. This is the only opportunity to submit exceptions. Any failure to clearly object to the language contained in the above-mentioned documents shall be construed as acceptance of the terms verbatim.

15. EXPLANATION TO OFFERORS

Any explanation desired by a Proposer regarding the meaning or interpretation of the solicitation, drawings, specifications, etc., must be requested **via iSupplier using On-Line Discussions** no later than **July 29, 2026, 2:00 p.m. St. Louis Time**. Oral explanations or instructions given before the award of any contract, at any pre-proposal conferences or otherwise, will not be binding on Bi-State Development. Any information given to a proposer concerning an interpretation of the solicitation, with the exception of time extensions, will be furnished to all proposers as an amendment to the solicitation no later than three working days prior to receipt of proposals. Extensions in the proposal due date and time will be changed through iSupplier. Offerors will receive notice of the change via iSupplier. Any questions not submitted in strict accordance may not be accepted. ***If a Site Visit is required; Bi-State Development/Metro highly encourages all vendors to attend the site visit in order to obtain a better understanding of the service or product to be provided. Bids/Proposals submitted by vendors who did not attend the site visit may not be considered.***

16. SELECTION PROCEDURE

The Evaluation Committee, comprised of Bi-State Development staff consisting of members from the Public Affairs Department and Information Technology Department, will rank the written proposals based on the evaluation criteria outlined herein.

The objective of the selection process is to select for award the highest scoring qualified firm or the firm that provides the best value to Bi-State.

Responsiveness: All Technical Proposals received will be reviewed for completeness and responsiveness. Responsive proposals will be referred to the Evaluation Committee. For non-responsive proposals, Bi-State Development will advise the offeror in writing that the non-responsive proposal will not receive further consideration. Technical proposals will be evaluated against the evaluation criteria listed in Paragraph 11. References may be contacted to document past performance which is a part of the technical evaluation process.

Price Evaluations: All cost proposals will be evaluated separately from the technical proposals and will be ranked on the basis of lowest overall cost to Bi-State Development.

Competitive Range: The technical rankings will be analyzed with proposed pricing and a competitive range established. The competitive range will be based on proposals that have a reasonable chance for selection

based on the evaluation criteria in Paragraph 11. Bi-State Development reserves the right to award to the highest-ranking Offeror without further discussion and negotiations.

Oral Presentations: Offerors within the competitive range may be requested to give formal oral presentations on their proposals to the Evaluation Committee at a scheduled meeting and/or may be requested to provide written clarifications or additional details. Following oral presentations and upon the review of written supplementary material, technical rankings and the competitive range will be further reviewed to assess if any change in the rankings or competitive range will be further reviewed to assess if any change in the rankings or competitive range is warranted and a shortlist will be prepared of those Offerors to be invited for discussions/negotiations.

Discussions/Negotiations: Bi-State Development may conduct discussions with each Offeror within the competitive range. If discussions are conducted, they will center on clarifying price and/or technical questions and working out solutions to contractual problems, which may have surfaced during the evaluation process. After the conclusion of discussions, Bi-State Development will conduct any required negotiations and will update the combined technical and cost scores and ranking. Bi-State Development may then invite those Offerors whose combined technical and cost scores are still within the “competitive range” to submit Best and Final Offers. However, Bi-State Development reserves the right to award on initial proposals without discussions/negotiations.

No Offeror shall have any rights against Bi-State Development arising at any stage of the solicitation from any discussions or negotiations that take place, or from the fact that Bi-State Development does not select an Offeror for discussions/negotiations.

17. CONTRACTOR’S SIGNATURE

Offeror’s signatory requirements:

- A. Individuals: A contract with an individual shall be signed by that individual. A contract with an individual doing business as a firm shall be signed by that individual, and the signature shall be followed by the individual’s typed, stamped, or printed name and the words, “an individual doing business as [insert name of firm]”.
- B. Partnerships: A contract with a partnership shall be signed in the partnership name. All individuals(s) signing for the partnership shall have authority to bind the partnership.
- C. Corporations: A contract with a corporation shall be signed in the corporate name, followed by the word “by” and the signature and title of the person authorized to sign. The person signing for the corporation shall have authority to bind the corporation.
- D. Joint Ventures: A contract with joint ventures may involve any combination of individuals, partnerships, or corporations. The contract shall be signed by each participant in the joint venture in the manner prescribed in paragraphs A-C above for each type of participant.
- E. Agents: When an agent is to sign the contract, other than as stated in paragraph A-D above, the agent’s authorization to bind the principal must be established by evidence satisfactory to Bi-State Development.

18. AMERICANS WITH DISABILITIES

Bi-State Development is committed to providing fully accessible public transportation services to the citizens in the St. Louis metropolitan region. In accordance with the requirements of the Americans with Disabilities Act of 1990 (ADA), as a public provider of fixed route transportation services, Bi-State Development is required to

ensure that its rail, bus and paratransit services are operated so as not to discriminate against persons with disabilities. In connection with the performance of this Contract, the Contractor will ensure that all goods and services provided as part of this contract adhere to this standard.

19. BI-STATE DEVELOPMENT’S RIGHTS

The RFP does not commit Bi-State Development to enter into a contract nor shall Bi-State Development pay for any costs incurred in the preparation and submission of proposals or in the anticipation of a contract.

No technical assistance or aid will be given by Bi-State Development in the preparation of the Bid.

20. BI-STATE DEVELOPMENT FURNISHED PROPERTY

No material, labor, or facilities will be furnished by Bi-State Development unless otherwise provided for in the solicitation.

21. DISADVANTAGED BUSINESS ENTERPRISE PARTICIPATION

A Disadvantaged Business Enterprise (DBE) Goal is 0% for this project. The Bi-State Development is committed to maximizing DBE participation. All bidders are strongly encouraged to afford DBE firms the maximum opportunity to participate as partners. All DBE firms are invited to fully participate in this procurement as a primary Bidder or as a partner with another firm. If the Bidder’s contract price includes any services and/or work to be provided by DBE firms, the Bidder shall demonstrate to Bi-State Development how the DBE goal percentage of the Contract Price and as specified in the Contract Documents in Section G-1 and G-2 shall be achieved and [G.2 Disadvantaged Business Enterprise \(DBE\) Terms & Conditions](#). For your convenience, a fillable copy of [G.1 DBE Requirements & Forms](#) is attached at the end of this document.

The Missouri Department of Transportation has a Memorandum of Understanding partnering with DBE certifying agencies in the State of Missouri, including Bi-State Development, the City of St. Louis/St. Louis Lambert Airport, Kansas City Area Transportation Authority and the City of Kansas City. The partnering agencies form the Missouri Regional Certification Committee (MRCC).

Under the Memorandum of Understanding, the MRCC members agree that any and all firms certified as a DBE by any MRCC member shall be recognized as being certified in accordance with 49 CFR Part 26 and such certification will be accepted by all MRCC members. For a list of MRCC certified firms please visit the website [MRCC Certified Firms](#).

Illinois UCP— Firms certified by Illinois Unified Certification Program [UCP](#) shall be recognized as being certified for projects that are undertaken in the State of Illinois.

22. PUBLIC DOCUMENTS

It is Bi-State Development’s policy to generally respond to requests for documents that are defined as “public documents”. Sealed proposals and related documents or any documents related to a negotiated contract cannot be provided until a contract is executed or all proposals are rejected.

23. PROTEST

A. Policy

Formal protest of any Agency procurement must be in writing and an original and ten (10) copies of the protest must be sent to the Executive Vice President of Administration, Bi-State Development, One Metropolitan Square, 211 North Broadway, Ste. 700, Mailstop 133, St. Louis, Missouri 63102-2595 via certified mail. The Executive Vice President of Administration shall refer the formal protest to the appropriate Bi-State Development official for the preparation of the recommended initial decision. Appeals of the decision by the Executive Vice President of Administration shall be made in writing to the President of Bi-State Development. Protests and appeals shall be made within the time frames required herein. All protests and appeals shall clearly state the name of the protestor, the solicitation, bid or contract title and number, and provide a statement of the grounds for the protest, or appeal, along with any supporting documentation. Failure to comply with these requirements of these procedures is sufficient grounds for the dismissal of the protest.

1. The outside of the transmittal envelope must be clearly marked "PROTEST." Formal written protests must be received in the offices of Bi-State Development within the designated time limits. All protests and appeals must be sent to Bi-State Development by certified mail.
2. Bi-State Development's objective is to resolve all formal protests as soon as practical. Nothing in this procedure should be construed as requiring a formal protest if a vendor wishes to clarify or discuss standards or procedures relating to the procurement process with procurement officials. Bi-State Development will attempt to informally resolve issues raised by such inquiries and will notify all Bidders of any material clarifications or discussions.
3. The Contracting Officer will keep Bi-State Development fully informed of any protest actions, both oral and written, and other Agency officials.
4. All Bidders who are affected by the protest will be given written notice that a formal written protest has been received and will be provided with a copy of the protest. If a formal protest is filed prior to bid due date, Bi-State Development may extend the due date in accordance with the standards set out herein. If the formal protest is filed after bid due date, but before award of a contract, all Bidders may be requested to extend their offer acceptance periods.
5. The Grants Department will be informed of protests involving grant-funded projects.
6. Agency personnel involved in protest actions may seek advice regarding the protest from Agency counsel.
7. Wherever the term "bid" is used in this procedure shall also include proposals and other methods of procurement.

B. Protest Before Awards

1. Any protests based upon (i) restrictive specifications, or (ii) challenges to the bid or proposal specifications or (iii) the evaluation procedure, or (iv) terms and conditions of the solicitation package must be filed in writing at least five (5) workdays (exclusive of Saturday, Sunday and holidays observed by Bi-State Development) prior to bid opening date, or the closing date of receipt of proposals. Any protest based on such allegations filed later than said five (5) days may be summarily dismissed. The certified mail postmark date will be used to determine compliance with the filing deadline.
2. All other protests made prior to award must be filed in writing with the Director of Contracting & Strategic Sourcing and post marked no later than five (5) work days, exclusive of Saturday, Sunday and holidays observed by Bi-State Development, after the protester knows or should have known the alleged basis of protest.
3. When protest prior to bid opening or award of a contract is made the bid opening or award may be postponed until the protest is resolved. Bi-State Development reserves the right to proceed with the bid opening and award, if necessary, in accordance with the standards set out herein. All written correspondence to Bi-State Development regarding the protest must be addressed to the Executive Vice President of Administration and not to other officers or managers of Bi-State Development, including the Board of Commissioners. Every reasonable effort will be made by the appropriate Agency Procurement Managers, with such assistance as is appropriate; to resolve the protest issues in the shortest possible time.

C. Withholding of Award

1. Changes to the formal bid opening or award and notification of award are at the discretion of Bi-State Development. Bi-State Development may proceed with bid openings and awards prior to the resolution of protest issues, if the Executive Vice President of Administration has determined that:
 - a) the item or items to be procured are urgently required;
 - b) delivery or performance will be unduly delayed by failure to make the award promptly; or
 - c) failure to make prompt award will otherwise cause undue harm to Bi-State Development, FTA or other affected party.
2. The Executive Vice President of Administration will advise all affected Agency managers, including the Chief Financial Officer, of the intent to award a contract under any of the above circumstances.

D. Protests After Award

1. Any protest filed after award of the contract must be filed in writing and post marked within five (5) work days (exclusive of Saturday, Sunday and holidays observed by Bi-State Development) of award with the Executive Vice President of Administration or be subject to summary dismissal. With respect to protests after the award, the Executive Vice President of Administration will inform Bi-State Development officials concerning the elements of the protest. Goods, construction and/or services being performed under the protested contract will generally not be suspended pending the resolution of the protest.

E. Initial Protest Decision Making

1. The Executive Vice President of Administration will render Bi-State Development's initial decision on the protest providing, however, the Chief Executive Officer may at his/her discretion direct the protest to be investigated by another Agency official who would then issue the decision. The protester may appeal the initial decision to the President, as provided herein. Copies of the initial decision will be provided to all bidders affected by the protest.

F. Appeal of Initial Decision

1. Any appeal of the initial Agency decision must be filed in writing with the Chief Executive Officer within five (5) work days (exclusive of Saturday, Sunday or holidays observed Bi-State Development) after receipt of the initial decision. An original and ten (10) copies of the appeal must be provided to Bi-State Development. The President may designate another Bi-State Development manager to review and make a final decision on an appeal of the initial protest decision.
2. The decision rendered by the President, or Bi-State Development official designated by the President, or Board as may be provided under the duly adopted policy, shall be the final decision of Bi-State Development. Copies of the final decision will be provided to all bidders affected by the protest.

G. Reconsideration

1. Any requests for reconsideration of Bi-State Development's final decision must be based on information not previously known or available, or on the discovery of an error of law or regulation. Any such request for reconsideration must be made within five (5) days after the date that the information becomes available or the error of law or regulation is known or should have been known. Requests for reconsideration shall not constitute grounds for Bi-State Development to withhold award or suspend performance, nor shall a request alter time limitations for appeal of final decisions to the FTA.

Bi-State Development Holidays are:

1. New Year's Day
2. Dr. Martin Luther King's Birthday
3. President's Day
4. Memorial Day
5. Juneteenth Day
6. Independence Day
7. Labor Day
8. Thanksgiving Day
9. Day After Thanksgiving
10. Christmas Day

H. FTA Review of Grantee Protest Decisions

Bi-State Development shall in all instances disclose information regarding protests to the FTA. Any appeal to the FTA must be received by the cognizant FTA Regional Officer or Headquarters Office within five (5) days of the date the protester learned or should have learned of an adverse decision by Bi-State Development or other basis of appeal to FTA. Reviews of protests by FTA will be limited to 1) grantee's failure to have or follow its protest procedure, or its failure to review a complaint or protest; or 2) violations of Federal law or regulation.

24. CONTRACT TYPE

The contract is Firm Fixed Price.

25. PERIOD OF PERFORMANCE

The Contractor shall commence performance of the work under this contract within ten (10) calendar days from the date of receipt of the NTP for a period of five (5) years.

26. PREVAILING WAGE – NOT APPLICABLE

27. SUBCONTRACTS

- A. Except as required in Bi-State Development's insurance section and Item 4.B. below, the prime Contractor is not required to provide copies of all subcontract agreements. Agreements shall be available for Bi-State Development's review during regular business hours.
- B. DBE Subcontracts
Copies of DBE subcontracts shall be submitted so that Bi-State Development can verify compliance with DBE program requirements.

28. BUY AMERICA – NOT APPLICABLE

29. PROSECUTION OF WORK

The Contractor shall not proceed with any work required under this contract without a written Notice to Proceed (NTP) from Bi-State Development. Any work performed or expense incurred by the Contractor prior to receipt of NTP shall be entirely at the Contractor's risk.

- A. The Contractor shall prosecute the work diligently so as to meet the contract milestones.
- B. In case completion of work under this contract shall be necessarily delayed because of strikes, injunctions, and governmental controls or by reason of any cause or circumstance beyond the control of the contractor, the time of completion shall be extended by a number of days to be determined in each instance by Change Order/Modification.
- C. Time Extension - Notwithstanding any other provisions of this contract, it is mutually understood that the time extensions for changes in the work will depend upon the extent, if any, by which the changes cause delay in the completion of the various elements of the work. The change order/modification granting the time extension may provide that the contract completion date will be extended only for those specific elements so delayed and that the remaining contract completion dates for all other portions of the work will not be altered and may further provide for an equitable readjustment of liquidated damages under the new completion schedule.

30. AMERICAN WITH DISABILITIES ACT (ADA) SOFTWARE REQUIREMENTS

All procurement documents for digital services must include requirements for WCAG 2.1 Level AA accessibility standards. This includes specifying the level of compliance required and referencing the relevant accessibility standards. ***The contractor will be required to certify that pursuant to [ADA Title II](#), any information systems, tools, or information content produced for (AGENCY) under this contract (such as but not limited to PDFs, Word documents, images, or videos) shall comply with Web Content Accessibility Guidelines (WCAG) 2.1 level A, AA compliance.***

31. SUBMITTAL CHECKLIST

This checklist summarizes each form required to complete and submit your proposal to Bi-State via iSupplier via Upload.

Note: The Links below are to provide the document in a fillable format. Proposers please save the document and then complete to submit with your proposal response.

Submittals	Instructions
Introduction Letter	See Paragraph 10 above. The letter must be uploaded via iSupplier and included with Offeror's proposal.
Evaluation Criteria	See Paragraph 11 above. The letter must be uploaded via iSupplier and included with Offeror's proposal.
Appendix A2. Proposal Form (Below)	Complete and Return
B. Certification of Compliance City of St. Louis Business Requirements (If applicable)	Complete and Return. This form must be completed and returned if work is to be performed in the City of St. Louis. Form contained in the attached link. B. Certificate of Compliance City of St. Louis Business License Requirements
C.1 Lobbying Restrictions	Complete and Return. Form contained in the attached link C-1 Lobbying Restrictions
C.2 Conflict of Non-Restrictive Competition	Complete and Return Form contained in the attached link. C.2 Conflict of Non-Restrictive Competition
C.3 Debarment, Suspension, Ineligibility and Voluntary Exclusion	Complete and Return. Form contained in the attached link. C.3 Debarment, Suspension, Ineligibility and Voluntary Exclusion
C.4. Statement of Joint Venture (If applicable)	Complete and Return Form contained in the attached link. C4. Statement of Joint Venture
D. Representations and Certifications of Prime	Complete and Return Form contained in the attached link. D. Representations And Certifications Of Prime
E. Buy America Requirements	NOT APPLICABLE
F. Affirmative Action/Equal Employment Opportunity	Complete and Return Form contained in the attached link. F. Affirmative Action/Equal Employment Opportunity
G. DBE Requirements and Forms (Complete and submit at time of proposal due date)	G.1 DBE Requirements & Forms
H. ADA Software Requirements	Submit with Proposal proof of WCAG 2.1 Level AA accessibility standards https://www.ada.gov/resources/2024-03-08-web-rule/

32. DOCUMENTS INCORPORATED INTO CONTRACT

The following documents are included and part of in this solicitation and potential contract. To open, click the link of each requirement.

Document	Hyperlink
Paragraph 32 - Scope of Work	Included in RFP
Appendix A1 – Negotiated Contract Award Form (To be completed by the successful firm only)	Appendix A Negotiated Contract Award Form
Appendix A2 - Proposal Form	Included in RFP
B. Certification of Compliance City of St. Louis Business Requirements (If applicable)	B Certification of Compliance City of St Louis Business License Requirements
C.1 Lobbying Restrictions	C-1 Lobbying Restrictions
C.2 Conflict of Non-Restrictive Competition	C.2 Conflict of Non-Restrictive Competition
C.3 Debarment, Suspension, Ineligibility and Voluntary Exclusion	C.3 Debarment, Suspension, Ineligibility and Voluntary Exclusion
C.4. State of Joint Venture (If applicable)	C4. Statement of Joint Venture
D. Representations and Certifications of Prime	D. Representations And Certifications Of Prime
E. Buy America Requirements	NOT APPLICABLE
F. Affirmative Action/Equal Employment Opportunity	F. Affirmative Action/Equal Employment Opportunity
G.1 Disadvantage Business Enterprise Requirements DBE Requirements and Forms (Complete and submit at time of proposal due date)	G.1 DBE Requirements & Forms
G.2 Disadvantage Business Enterprise Terms & Conditions	G.2 Disadvantaged Business Enterprise (DBE) Terms & Conditions
H. Federal General Provisions Terms & Conditions (If applicable – Must contain Federal Transit Administration Funding)	H. General Terms & Conditions Federal
I. General Provisions Terms and Conditions	I. General Provisions Terms & Conditions
J. Insurance Requirements	J Insurance - Including Professional Liability

33. SCOPE OF WORK

INTRODUCTION

Bi-State Development (BSD) operates Metro Transit, the bi-state region's public transportation system serving the City of St. Louis and St. Louis County in Missouri, and St. Clair County in Illinois. It includes MetroLink, the 46-mile light rail system; MetroBus, a fleet of clean-diesel, hybrid and electric buses operating across a 600 square-mile service area; and Metro Call-A-Ride, a wheelchair lift-equipped paratransit service. Each day, tens of thousands of residents and visitors rely on Metro Transit to connect with the important destinations in their lives. Metro Transit is BSD's largest enterprise.

1. PROJECT BACKGROUND

Metro Transit's current website, MetroStLouis.org, received over 2.4 million visits from customers and stakeholders in CY2025. Due to its widespread use, concentration of information, and implementation of real-time updates, the website is Metro's most fundamental communication tool for customers of MetroBus, MetroLink, and Call-A-Ride, as well as community stakeholders.

The current version of MetroStLouis.org launched in 2016. With significant advances in web design and technology over that last decade, the Metro website lacks the technical ability and performance needed to meet the expectations of our customers, internal team, and federal rules.

Metro is seeking a developer to build a new website which provides its internal team and customers with a better experience for sharing and receiving information, as well as offering modern digital transit tools.

Preference will be given to vendors who propose using a Software as a Service (SaaS) model or a modular, out-of-the-box framework that prioritizes affordability, fast deployment, and supports ongoing improvement of core site features or a Software as a Service (SaaS) solution to provide and maintain digital transit tools.

2. GOALS AND OBJECTIVES

2.1 Project Goals

The objective of this project is to build an attractive, engaging Metro Transit website which improves the ease-of-use of transit information and trip planning tools while adhering to federal accessibility standards with a launch date no later than June 2027.

2.2 Specific Objectives

- **Modern, Easy-To-Use Interface:** Simple, easy-to-navigate front pages and resources.
- **Mobile-First Optimization:** Deliver a responsive design that prioritizes "on-the-go" utility, ensuring all core transit tools are fully functional on mobile device browsers.
- **Top-Quality Trip Planning:** Implement a quality trip-planning tool integrated to the website that is quick, accurate, and easy for riders to utilize.
- **Accessibility:** Achieve and maintain **WCAG 2.1 Level AA** compliance. Additional merit will be given to proposals that exceed this standard.
- **GTFS Data Integrity:** Integrate GTFS feeds to provide real-time synchronization.

- **Easy Content Management:** Implement a modular CMS that allows Metro Transit’s internal team to publish service alerts and content updates independently while reducing time and resources for ongoing maintenance.
- **Performance and Security:** Ensure 99.9% website uptime through a secure, hosted environment.

3. PROJECT PHASES

Phase 1: Discovery & Platform Alignment

- **Stakeholder Briefings:** Targeted initial sessions with Metro departments including Public Affairs, Information Technology, Operations, Customer Service, and ADA coordinators to align platform capabilities with Metro Transit’s needs. To be followed with regular meetings with Public Affairs and Information Technology teams no less frequently than monthly until website launch.
- **Data Audit:** Evaluation of Metro’s GTFS feeds for compatibility with the vendor’s platform and consultation about any recommended improvements to Metro’s GTFS feed or data hygiene.
- **Sitemap Optimization:** Vendor-led revision and validation of the information architecture to streamline the rider journey and prioritize core, high-traffic site tools (such as trip planning, routes and schedules, and alerts).

Phase 2: Platform Integration & Technical Configuration

- **Website Design and Prototyping:** A walkthrough of the planned website design to show the expected user experience. Vendor shall provide documented design artifacts (e.g., wireframes, high-fidelity mockups, or design system) sufficient to support development effort estimation and sign-off.
- **Core CMS Setup:** Deployment and configuration of a transit-optimized Content Management System (CMS), including role-based access, templates/modules, and administrative training sufficient to allow non-technical staff to manage routine content updates independently.
- **GTFS Integration:** Configuration of standardized modules for:
 - **Routes & Schedules:** Secure, API-based integrations developed by the vendor to publish MetroBus and MetroLink routes and schedules from GTFS and GTFS-RT feeds to the website, with automated updates and appropriate error handling.
 - **Real-Time Data:** Display of real-time arrivals/departures, trip updates, and real-time vehicle positions.
 - **Service Alerts:** Real-time integration of service alerts across relevant site areas, in addition to display on a dedicated rider alerts page.
- **Trip Planning:** Implementation of a module allowing on-demand trip planning.
- **Visual Identity:** Application of Metro Transit’s brand identity, color palettes, and typography to website styles and modules.
- **WCAG 2.1 AA Compliance:** Ensure accessibility features for all site visitors, including those with visual or motor impairments.
- **Define Objective Testability:** Work with Metro Transit to produce test cases that check the continuing operation of website functions.

Phase 3: Content Migration & Staff Training

- **Content Migration:** Transitioning essential high-value content and active news archives.
- **Admin Training:** Comprehensive onboarding for Metro staff on CMS tools, including content management and alert publishing.

Phase 4: Data Validation & Compliance Audit

- **System Testing:** Rigorous verification that website arrival times match physical station signage and third-party apps.
- **Internal Beta:** A controlled testing and feedback period for Metro employees.
- **ADA Audit:** Targeted manual and automated testing to ensure compliance with WCAG standards, including assistive technology and keyboard-only navigation, including a log of test results.

Phase 5: Launch & Deployment

- **Go-Live:** Public launch on MetroStLouis.org with a target of June 2026, including implementation of redirects supporting information architecture changes and removal of outdated content. Vendor shall provide go-live and post-launch support, including defined hours of availability, escalation procedures, and on-call support during the launch period.
- **Post-Launch Testing:** Review and comprehensive testing of the production website to ensure functionality and SEO.

Phase 6: Ongoing Maintenance & Support

- **Services:** Ongoing support or provision for trip planning and other transit tools.
- **Updates:** Automated delivery of security patches, platform improvements, and browser compatibility updates.
- **Disclosures:** Timely notification on any security vulnerabilities or incidents.
- **Support model:** On-call availability with clear hours of operation for urgent issues and ongoing support for website improvements or additions as requested.

4. TECHNICAL REQUIREMENTS

4.1 Standards (Non-Negotiable)

The Metro Transit website must meet the following requirements upon full implementation:

Requirement	Standard / Threshold
Accessibility	WCAG 2.1 Level AA
HTML	Valid, semantic HTML5
Performance – Mobile	Lighthouse score 90+; all Core Web Vitals 'Good'
Performance – Desktop	Lighthouse score 95+
Security	HTTPS (TLS 1.2+), OWASP Top 10 mitigations
Browser Support	Last 2 major versions of Chrome, Firefox, Safari, Edge; iOS Safari; Android Chrome
Mobile	Fully responsive; mobile browser-first design approach
Uptime SLA	99.9% or higher
User Data Protection	Compliance with GDPR requirements
Data Residency	United States

4.2 Website Format

The website shall function as a standard, browser-navigable website, using native hyperlinks (<a href>). All primary navigation shall result in browser-managed page loads, not JavaScript-only view switching. Each page shall have a unique, stable URL that supports bookmarking, deep linking, and sharing. Links shall support standard browser behaviors including back/forward navigation and opening in a new tab.

The site shall not be implemented as a single-page application or containerized shell unless explicitly approved by Metro Transit.

4.3 CMS Platform

Metro Transit is familiar with and therefore prefers the existing site's CMS platform (WordPress) but will use a different CMS platform if appropriate. Vendor will recommend the platform they believe best meets the stated requirements for app for Metro Transit's approval. Vendor must identify:

- The licensing model, and total cost of ownership.
- The track record in comparable public sector implementations.
- Data migration and portability capabilities.
- The vendor's ability to provide training and support for that platform.

The CMS platform must:

- Support role based permissions (author, editor, publisher).

- Support draft, review, and publish workflows as well as templates/modules.
- Provide basic version history and rollback for content.
- Enable staff to publish service alerts and content updates independently and efficiently.
- Come with administrative training sufficient to allow non-technical staff to manage routine content updates independently.

4.4 Integrations

Metro Transit's existing systems include the following integration points. Vendor is expected to propose integration approaches and flag any concerns:

System	Type	Notes
GTFS Feed	Static + GTFS-RT	Synchronize information shown on website via Metro Transit's public GTFS feeds, including routes, schedules, service alerts, and real-time data
Trip Planner	Web tool	Vendor to propose and integrate tool for displaying transit directions between user-selected destinations/addresses
User analytics	JavaScript tag	Vendor to assist with migration and initial connection of the new site with Metro Transit's existing analytics tools such as Tag Manager, Google Analytics (GA4), and Meta Pixel
Quiq	Web-based chat	Incorporate existing web chat script/platform

4.5 SEO Redirects & Search

- Vendor shall develop and implement an SEO-preserving redirect strategy for all changes to information architecture, validated against current high-traffic URLs.
- Vendor shall implement user-friendly internal site search form and results page.

4.6 Performance & Monitoring

- Vendor must configure performance monitoring (e.g., Lighthouse CI, Datadog, or equivalent) as part of the delivery.
- Automated accessibility checks (e.g., axe-core) must be integrated into the CI/CD pipeline.
- Error monitoring and alerting must be configured and transferred to Metro Transit staff as the user of monitoring capabilities and receiver of alerts.

4.7 Security & Privacy

- Vendor shall establish a vulnerability disclosure process.
- Vendor shall notify Metro Transit of any security or privacy incidents which may impact Metro Transit as they are discovered.
- Vendor must provide an authentication/authorization process for assigning administrative access.
- Vendor will share backup and restore processes and expectations.
- Vendor shall maintain all platform, framework, and dependency updates.
- Critical security patches shall be applied within a timeline defined by Metro Transit after being notified by vendor.

4.8 Content Ownership & Exit Strategy

- Metro Transit must maintain sole ownership over its content and data.
- Vendor will ensure the ability to export content in standard formats.
- Vendor will offer transition assistance in the event of any service or provider change to ensure little to no interruption of website availability of Metro Transit

4.9 Hosting Architecture

- Vendor shall document hosting architecture, including:
 - Cloud provider and region
 - Runtime environment
 - Caching and CDN usage
- The site shall not require a proprietary runtime, client application, or closed container to operate.

4.10 Performance Architecture

- Vendor shall implement and document a caching strategy (browser, server, and/or CDN).
- Vendor shall utilize a CDN for public assets unless explicitly waived.

4.11 Logging & Diagnostics

- Vendor shall implement application and access logging sufficient for operational troubleshooting and security review.
- Logs shall be retained for a minimum period agreed upon by Metro and the vendor.
- Metro Transit staff shall be provided read access to monitoring and logging tools.

4.12 Accessibility Validation

- Vendor shall provide documented accessibility test results.
- Critical accessibility violations must be remediated prior to go-live.
- Vendor shall provide guidance for maintaining WCAG 2.1 AA compliance as content changes.

4.13 Integration Transparency

- All integrations shall use documented, standards-based APIs where available.
- Vendor shall not introduce proprietary data dependencies that prevent future replacement or reuse.

4.14 Environments

- Vendor shall provide at minimum development, staging, and production environments.
- Deployments to production shall follow a defined release process recommended by vendor and approved by Metro Transit.

4.15 Third-Party Scripts

- All third-party scripts must be disclosed and approved by Metro Transit.
- No tracking or analytics scripts may be added without approval by Metro Transit.

APPENDIX A2. PROPOSAL FORM

Bi-State Development is exempt from all Federal, State and Local sales taxes.

This contract will be awarded as a firm-fixed price contract.

I / We _____ of _____

The undersigned, having carefully investigated the conditions affecting the work, and the Contract Documents, offer to furnish all necessary services and insurance and *if applicable* all labor, materials, equipment, facilities, warranty, transportation required to complete **26-RFP-678066-TJL Metro Transit Website Redesign & Implementation** for Bi-State Development in accordance with the Paragraph 26, including any and all amendments issued prior to date of bid opening, for the following items:

For all work complete, the sum of Dollars (\$_____).
(Total Contract Amount, including options if applicable)

DBE dollar amount of above amount (\$_____)

Percentage of DBE participation _____%

ADDITIONAL CONSIDERATIONS

The undersigned agrees that this proposal shall remain in effect for a period of ninety (90) calendar days from the date of the receipt of proposals, and further agrees to enter into a firm fixed price contract for the performance of the work covered by the proposal provided that BI-STATE DEVELOPMENT, within such ninety (90) day period, issues a letter of intent to award a contract or a Notice to Proceed to the undersigned.

The undersigned agrees to assume all increases in labor rates and/or material prices, taxes, costs indexes, or any other rates that may develop during the term of this contract.

IN SUBMITTING A PROPOSAL, THE CONTRACTOR CONFIRMS THAT THE STATED PRICES INCLUDE ALL MATERIAL, LABOR, DELIVERY, OVERHEAD AND PROFIT.

If this proposal is accepted, in compliance with the above, the undersigned offers and agrees to furnish any and all of the goods and services at the proposed negotiated price, delivered to the designated point(s) within the time specified in this contract document. BI-STATE DEVELOPMENT reserves the right to award as a single proposal.

Authorized Signature

Printed Name

Job Title

PROPOSAL FORM (CONTINUED)

Award will be made to the responsible firm whose proposal is most advantageous to Bi-State Development with price and other factors considered.

Bi-State Development is exempt from all Federal, State and Local Sales Taxes.

Please fill in the grid as much as possible. DO NOT SKIP. If there are any other items or outline of packages and/or pricing structure, please attach. Note such attachment on this page.

****Total cost fields must be completed.**

One-time Implementation/Professional Services	One-Time Cost
Personalized Account Initialization/Discovery and platform alignment	\$
Platform Integration & Technical Configuration	\$
Content Migration & Staff Training	\$
Data Validation & Compliance Audit	\$
Launch & Deployment	\$
Additional One-Time Services (Please list and attach)	\$
**Total One-Time Cost	\$

Recurring annual cost for the following:	Year 1	Year 2	Year 3	Year 4	Year 5	Five-Year Total
Annual subscription/ licensing	\$	\$	\$	\$	\$	\$
Ongoing Hosting & Maintenance	\$	\$	\$	\$	\$	\$
Ongoing Technical support	\$	\$	\$	\$	\$	\$
Ongoing End-user support and Dedicated Account Management	\$	\$	\$	\$	\$	\$
Additional Services (Please list and attach)	\$	\$	\$	\$	\$	\$
**Total Cost per year	\$	\$	\$	\$	\$	\$

**Total Lump Sum Price for Five (5) Contract Years	\$
---	----