



# REQUEST FOR PROPOSAL

## WEBSITE REDESIGN AND DEVELOPMENT

RFP Issue Date: November 1, 2022  
RFP Responses Due: February 28, 2023

Send any questions on the RFP to:  
Trevor Rice, Marketing and Air Service Development Manager, [trice@triflight.com](mailto:trice@triflight.com)

Send proposals to:

Tri-Cities Airport Authority  
Attn: Trevor Rice  
2525 Highway 75, Suite 301  
Blountville, TN 37617



# Request Overview

The Tri-Cities Airport Authority (TCAA) is soliciting proposals from qualified and recognized web development and design firms (“Proposer” or “Respondent”) for the planning, design, development, and/or migration of the TCAA’s existing website – [www.triflight.com](http://www.triflight.com), including the implementation of an airport staff controlled Content Management System (CMS), along with ecommerce capabilities, as specified in this Request for Proposal (RFP).

## About the Tri-Cities Airport

Tri-Cities Airport (TRI) is the leading air transportation provider for Northeast Tennessee, Southwest Virginia, portions of Western North Carolina, and Eastern Kentucky. TRI features wide-ranging services for scores of diverse travelers and offers nonstop flights to five hubs (Atlanta, Charlotte, Dallas Fort Worth, Orlando Sanford, and St. Pete-Clearwater) on Allegiant, American, and Delta.

Located in Blountville, TN, TRI is situated between the Tennessee cities of Bristol, Johnson City, and Kingsport. The airport is managed and operated by the Tri-Cities Airport Authority. The TCAA is tax exempt, and a regional airport authority organized under Tenn. Code Ann. 42-3-104. The facility houses nearly 30 businesses that employ more than 400 individuals. The team at TRI takes pride in maintaining a sparkling clean facility to prioritize the health and comfort of all passengers. Reviews of the airport frequently referred to TRI as “a hidden gem,” “easy to get around, very clean and very hospitable,” and “super friendly and helpful to the public.” TRI is also home to Aerospace Park, a fixed base operator (FBO), government services, a flight school, helicopter maintenance, and private hangars.

With an annual economic impact (2019) of over \$233 million, \$109 million in visitor spending, and \$80.6 million in payroll, TRI is one of the leading economic generators in the region.

## Our Audience

We look to reach our local communities of Northeast Tennessee and Southwest Virginia, as well as inbound travelers from around the country to educate and excite them about air travel to and from TRI. Key website user groups include the following:

1. Business to Customer (“B2C”) Audience
  - a. Commercial aviation travelers (e.g., business, leisure, individuals, families, domestic, international, origin-destination, first-time, persons with disabilities)
  - b. Private aviation travelers
  
2. Business to Business (“B2B”) Audience
  - a. Current and potential tenants, vendors, contractors, and business partners
  - b. Community members (with focus on TCAA’s surrounding communities)
  - c. TCAA current and future employees
  - d. Local elected officials and public agencies
  - e. Key stakeholders such as TCAA Board
  - f. The media

It is crucial to provide our audience with a customer/passenger-focused design so they can quickly find the information they need. It will also be very important to provide easy access to certain airport business related items for those looking to do business with TCAA.

## Current Website

The current Word Press-based site has reached the end of its useful life, and the TCAA is looking for a seasoned, design/development team to deliver a robust, content management system–based solution that is more consistent with the TCAA's organizational vision, better aligns with the communications strategy, and fully embraces the brand values.

## New Website Objectives

The rebuilt website will be easier for users to navigate, focused on key audience segments, and more efficient for TCAA staff to manage. The primary objective of our new website is to provide a customer-centric experience by informing travelers about their options at TRI, while also serving as an introduction to our region for inbound visitors. From airlines to routes, from arrivals to departures, we want to provide travelers with an easy-to-use resource for all their airport needs.

The new website will need to incorporate a user-friendly content management system that allows staff to post and update documents, receive and respond to inquiries, upload media alerts and press releases, and make design changes when needed. In addition to engaging constituents, pilots, policymakers, and media, this redesigned, interactive

mobile-first website will need to have a graphically appealing and engaging design to convey the organization's latest information.

## New Website Functionality Requirements

In keeping with current design best practices, TCAA requires the website:

- Design for mobile use first (70% of the site's audience navigates on their phone)
- Consolidate and improve existing content through thoughtful page design and concise copy
- Emphasize clear calls to action
- An easy-to-use content management system (CMS)
- Improve user experience ("UX") design with streamlined, intuitive navigation
- Clean and focused responsive web design
- Simplify site architecture to serve both passengers and key business stakeholders
- Design with accessibility as a priority and ensure ADA compliance
- Website should conform to all current cyber security best practices
- Integration of analytics program such as Google analytics, with configuration and goals to be defined with staff.
- Media room (blog, news, press releases)
- Social media integration
- Career Opportunities - Job Portal
- Trip Cost Calculator
- Email sign-up form
- Flight Information Display System (FIDS) integration
- Real-time flight tracker (Flight Map)
- SEO fields populated (researched and approved)
- Contact forms
- Shopping cart
- FAQ section
- Dark website (for emergencies)
- Nonemergency alerts
- All applicable content from current site, with necessary redirects
- E-newsletter capability or the ability to complement existing CMS with an external direct mail program such as – Mailchimp
- Password protected area for uses that include audience specific information (integrated with a CMS), board packets, calendar of events, and other interactive elements.

## **Content Management System**

The Proposer shall recommend a content management solution that will enable staff to easily maintain and update content after website deployment. If needed, Proposers shall outline a transition plan from the current to recommended CMS.

## **Information Design**

The Vendor shall use Information Architecture (“IA”) best practices and shall support SEO keywords. The result will be documentation of the IA via sitemap or tree diagram illustrating structure, groupings and nomenclature. The documentation shall also include a plan for URL updates and redirects. TCAA shall have final review and approval of the information design before site development begins.

## **Visual Design**

Using TCAA’s style and brand guidelines along with website design best practices, the Vendor shall develop creative and engaging elements for the website. Design ideas should include the following elements: icons, colors, layouts, forms, fonts, headings, links, lists, tables, text, tone of voice, headers, footers, navigation, listings (e.g., news, events, etc.), and breadcrumbs. TCAA shall review templates or mock-ups for key page types.

The Vendor shall utilize a design review process to allow TCAA’s project team to assess and validate the direction of the conceptual design. As part of the Design Review Process, the Vendor shall provide detailed scenarios, preliminary navigation models, and design concepts or schematics. TCAA targets no more than three rounds of conceptual design review

## **Browser Support**

The website shall be compatible with the latest versions of the standard internet browsers for PC, Mac, tablet, and mobile devices (including but not limited to: Brave, Chrome, Edge, Firefox, Opera, Safari, and Vivaldi). The Vendor shall evaluate and recommend compatibility with distinct browser versions based on industry best practices.

## **Backup, Resiliency and Disaster Recovery**

The Proposer shall recommend protocols for backup, resiliency, and disaster recovery including but not limited to frequency and type of backup, up time, geographic

distribution, and/or other measures to maximize up time and minimize recovery time in the event of an outage.

### **Website Monitoring and Tracking**

The Vendor shall ensure that Google Analytics and/or other relevant tracking tools are properly configured to track user behavior and monitor site traffic, trends, SEO, and overall website health.

### **Support for Future Enhancements**

The Authority's website shall be flexible and scalable to support deployment of potential future functionality and/or integrations which could include but not be limited to:

- Ecommerce applications
- Advertising and page sponsorships
- Hiring portal – give job applicants the ability to upload resumes and complete application through a fillable form

The website must be designed and constructed in such a way that staff may easily add, remove, and modify content in-house and not be dependent on the Vendor to perform edits.

### **Testing Plan**

The Vendor shall submit a Testing Plan for TCAA approval. The Testing Plan shall address all requirements from the Website Design and Functional Specification, Website Technical Specification, and subsequent documents provided by the Vendor and accepted by TCAA. The Testing Plan shall be a “high level” plan and designed to test the performance of every functional and operational aspect of the website.

Upon review of the Draft Testing Plan and/or Draft Test Scripts, TCAA may require additions or refinements for inclusion in the Final Testing Plan. The Vendor shall modify the Draft Test Plan based on TCAA feedback and shall be responsible for maintaining all Testing documents based on discoveries made during prototyping and testing.

The Testing Plan shall lay out how the Vendor will engage a reputable agency that specializes in web accessibility to certify that the website meets the accessibility requirements documented herein. The Testing Plan shall also explain the tools and methods the Vendor will use to identify and engage non-TCAA users for End User Testing. The Vendor shall inform TCAA of the intent to utilize testing tools and/or automated software testing programs for unit testing, integration testing, quality assurance testing, accessibility testing and/or user acceptance testing.

All testing shall be conducted in the Test environment.

### **Production Deployment, Business Continuity Plan and Training**

The Vendor shall develop a clear plan for deploying the new site to Production and ensuring business continuity. The plan shall include all tasks necessary for smooth transition to the new site including but not limited to: phasing, URL updates and redirects, CMS transition, and hosting transition if applicable. TCAA shall have the right to approve or reject the Plan, and the Vendor must revise the Plan based on specifics identified by TCAA during the website testing process. The Vendor shall also provide training for TCAA employees on the use of configured website monitoring tools and on best practices of SEO analytics, website health, and campaign driven traffic.

### **Warranty**

The Vendor shall warranty correct operations of the website for a period of 90 days from full production deployment. For the duration of the warranty, the Vendor shall provide on-call support Monday through Friday 8:00am-5:00pm EST with an emergency contact available nights and weekends.

## Ecommerce Details

TCAA would like the website to house the TRI fan shop, which features fan-favorites like t-shirts, socks, hats, travel packs, water bottles, etc.

Our TRI Fan Shop will need:

- Clean and focused design
- Editable product section to upload images, product names, descriptions, and pricing
- Basic Inventory management tool
- Shopping cart
- Promo code features
- Payment processing
- SEO fields populated (researched and approved)

## Proposal Submission

All responses shall adhere to the format outlined below. The proposal must address all of the requirements in this RFP and provide a complete and concise description of how the Proposer will perform the required project work.

The required content and format of the proposal are as follows:

#### Title Page

1. Table of Contents
2. Executive Summary (2-page maximum)
3. RFP Response
  - a. Project Scope and Approach
  - b. Proposer's Background
  - c. Estimated Schedule
  - d. Specific Experiences and References
  - e. Team Qualifications
  - f. Creative Portfolio of Work
  - g. Quote for Services
  - h. Signature Page
  - i. Additional Information (optional)
4. Exhibits

#### **Table of Contents**

The Table of Contents section is self-explanatory.

#### **Executive Summary**

The Executive Summary should present a clear and concise summary of the Proposer's background, level of expertise, and direct relevant experience, and should make a case as to why the Proposer and the proposed services are best suited for the Project.

#### **RFP Response**

The response to this RFP shall describe the following: Proposer's specific scope of services to be provided and approach to service delivery; background or description of the Proposers' organization; estimated schedule; specific experience relevant to the Project; team qualifications; compensation proposal; and any other pertinent information.

##### **A. Project Scope and Approach**

This section shall describe the methodology that the Proposer will use to ensure that the Project is compliant with the requests provided in this proposal and shall be completed on time and within the amount of the proposed costs.

##### **B. Proposer's Background**



The Proposer shall present an introduction that details the firm's principal business(es), company size, structure, and firm ownership. If a local office is proposing, the Proposer shall describe the attributes of the local office. In particular, the Proposer should describe how its firm's professional background and expertise is most suited toward meeting TCAA's requirements. The proposer must also disclose if they plan to outsource any portions of the project. In that event, the proposer shall include which portions would be outsourced and the aforementioned information for the third party.

### **C. Estimated Schedule**

The Proposer shall provide an estimated schedule of the work identifying milestones for the entire project. This schedule will be used for planning purposes only.

### **D. Specific Experiences and References**

The Proposer should generally describe three (3) relevant projects performed by the firm within the last five (5) years. Please provide names and contact information for client references for those projects. TCAA is especially interested in firms who have provided similar website design services for organizations in the travel industry, complexity, and size as TCAA.

### **E. Team Qualifications**

The Proposer shall provide an organization chart identifying the personnel the Proposer plans to assign to the project, their intended roles, and the experience and skills that make them appropriate for this work. Clearly identify who will be the lead person representing your firm in contract negotiations and in managing the subsequent contract with TCAA. Include brief resumes for each of the individuals identified above. Include in those resumes the specific relevant projects on which those individuals have worked or are presently working.

### **F. Creative Portfolio of Work**

The Proposer shall provide links to websites that the Proposer has created and shall highlight how each link demonstrates key design objectives documented herein.

### **G. Quote for Services**

Provide line-item description of cost to the airport for design and implementation of website as described in the RFP.

#### **H. Signature Page**

Signature on the included Signature Page (Exhibit A) will serve as an acknowledgment that the proposer is willing to enter the agreement if awarded the contract. *The Signature Page (Exhibit A)*, also includes a non-collusion statement, non-discrimination statement and agreement to insurance requirements.

The RFP submission shall not exceed thirty (30) pages, excluding cover page, table of contents and dividers.

#### **I. Additional Information**

Additional information which the company may deem necessary to provide relevant to a successful website redesign.

#### **Exhibits:**

A company representative authorized to bind the firm contractually must complete and sign each of the included Exhibits.

**A. Signature Page** (*Exhibit A of this RFP*)

**B. Insurance Requirements** (*Exhibit B of this RFP*)

## Evaluation Criteria

All properly completed proposals will be reviewed by an airport selection committee who will recommend a successful proposal for final approval of the Board of Commissioners. The selection committee may request a formal presentation prior to accepting any proposal.

The following criteria shall be considered by the airport selection committee upon the evaluation of proposals. Selection will be based on the best judgment of the selection committee in seeking the highest and best quality of services utilizing the following criteria as a guide:

**Responsiveness to the Request for Proposal**

- Requested information was provided by Proposer in a clear and concise manner and evidences a clear understanding of the nature and scope of services being requested
- Overall quality of the written proposal

**Design and Concept**

- Quality of Proposer's recommendations for improving, upgrading, and developing a new website
- Execution plan for proposed service
- Estimated schedule

**Experience**

- Firm qualifications and relevant experience
- Recent projects of similar nature and scope
- Ability to work within a team framework – this project requires close coordination between TCAA and the selected Proposer's team in order to be successful
- Qualifications of personnel who shall be assigned and the relevance of each person's experience to the work to be performed

**Price**

- The proposer should provide detailed project cost information for all software and services proposed. Price will play a role in the decision-making process but will not be the ultimate determination of selected proposer.

TCAA reserves the right to request additional information it may deem necessary after the submissions are received.

As part of the evaluation process, Respondents may be requested to make an oral presentation, at the Respondent's expense, to an evaluation committee. Key staff to be assigned to this project must participate in this presentation unless otherwise waived by TCAA. The presentation may be followed by a question-and-answer session. However, proposals may be accepted and approved without such discussion, at the Authority's discretion.

The TCAA will select the proposal that, in the Authority's sole judgement, is deemed the best and most advantageous for the public and for the TCAA. The decision of the Authority will be final and conclusive, subject to successful negotiation and execution of an Agreement.

TCAA reserves the right to reject any and all submissions and to waive an informality in the RFP process to the extent permitted by applicable law, and to accept any proposals, which in its sole discretion, is in the best interest of the Airport, if permitted by applicable law. Any omission, inaccuracy, or misstatement may be cause for rejection of a proposal. The TCAA further reserves the right to modify or incorporate additional steps in the evaluation process in the interest of having a thorough and comprehensive body of information in order to make a recommendation.

The Website Redesign and Development Proposal is anticipated to be awarded following selection committee approval by Friday, March 31, 2023. Submitting organizations will be notified of proposal status via email by 5:00 PM Eastern Time on Tuesday, April 4, 2023, and subsequently by written letter sent via the U.S. Postal Service.

The award will not be final and effective, nor shall the Tri-Cities Airport Authority be legally bound, until the fully executed contract is returned to the successful Proposer following the TCAA June 29, 2023 meeting. In the event of a default of any of the successful bidders or his/her refusal to enter into an agreement with TCAA, TCAA reserves the right to accept the bid of the next qualified bidder.

## Solicitation & Project Schedule

ACTIVITY	DATE
RFP Issue Date	Tuesday, November 1, 2022
Pre-Submission Conference	Tuesday, January 10, 2023 at 2:00 PM
Question Deadline	Tuesday, January 17, 2023 – by 3:00 PM
Submission Due Date	Tuesday, February 28, 2023 – by 3:00 PM
Firm Interviews <i>(if necessary)</i>	Week of March 20, 2023
Selected Firm Notified	Tuesday, April 4, 2023
Contract Negotiations	April 10 – May 31, 2023
Contract Approved	Thursday, June 29, 2023
Commencement of Contract	July 1, 2023

*NOTE: All times are in Eastern Time*

TCAA reserves the right to modify the schedule set forth in the above table at its sole discretion. Any such modifications will be stated in an addendum.

## Pre-Submission Conference

DATE: Tuesday, January 10, 2023

TIME: 2:00 PM Eastern Time

LOCATION: Tri-Cities Airport, 2525 Highway 75, Blountville, TN 37617 – TCAA Board Room (Room 302) located in the Administrative Offices on the 2<sup>nd</sup> floor.

A voluntary pre-submission conference is scheduled for this request. Parking is available in the short-term lot and parking tickets will be validated at the pre-proposal meeting. Equal opportunity will be provided for all Respondents to ask questions.

The pre-submission conference purpose is to provide equal opportunity for Respondents to inspect the location, if applicable, and seek clarification to the solicitation. Attendees shall have fully reviewed all solicitation documents and correspondence prior to the pre-submission conference. The TCAA will respond to post pre-submission conference material inquiries at its sole discretion and in writing to respondents.

Attendees requiring special services are asked to provide their requirements to the TCAA at least forty-eight (48) hours in advance to allow for accommodations.

## Request for Information

For more information or an alternate format of this RFP, please contact Trevor Rice at [trice@triflight.com](mailto:trice@triflight.com).

Questions regarding this solicitation are to be submitted in writing to [trice@triflight.com](mailto:trice@triflight.com) prior to 3:00 PM Eastern Time on Tuesday, January 17, 2023.

TCAA reserves the right to publish and respond to an inquiry, respond directly to the inquirer without publishing, or not respond to the inquiry at its sole discretion.

It is the Respondent's responsibility to completely examine, understand, become familiar with and fully informed of the terms, conditions, and specifications of this solicitation. Lack of understanding or misinterpretation of any portions of this solicitation shall not be cause for withdrawal after opening or for subsequent protest of award.

Addendums will only be published by the TCAA Marketing Department and available for review under the Public Documents section of the Doing Business with TRI webpage: <https://triflight.com/about/business-with-tri/>.

# Request for Proposal Submission

Responses may be delivered physically or electronically. To be considered, complete submissions must be received in the Tri-Cities Airport Authority office located in the Administrative Offices on the second floor of the terminal building prior to Tuesday, February 28, 2023 by 3:00 PM Eastern Time.

- Hard copy responses may be mailed or otherwise delivered to the address noted below.

Tri-Cities Airport Authority  
ATTN: Trevor Rice, Marketing & Air Service Development Manager  
2525 Highway 75, Suite 301  
Blountville, TN 37617

Hard copy submissions shall be submitted in a sealed envelope, clearly labeled TRI Website RFP, Respondent's name, telephone number, and company name.

- Electronic responses may be sent via email (24 MB limit), Dropbox, Microsoft 365 OneDrive, or other method for sharing documents.

Email Address: [trice@triflight.com](mailto:trice@triflight.com)

Electronic submissions shall be named TRIWebsiteRFP\_ (insert portion of firm's name here). Example: TRIWebsiteRFP\_WebsiteDesignFirm

Submissions may be withdrawn by written request only if the request is received prior to the proposal closing time. Negligence or mistake on the part of the Proposer shall not constitute a right to withdraw after closing time.

Late responses will not be considered. Corrections and/or modifications received after the closing time specified will not be considered.

If more than one proposal is offered by one party, all such proposals shall be returned unopened. If duplicate proposals are not discovered until after opening, such duplication shall be cause for immediate rejection of such proposals. A party who has quoted prices to a proposer is not thereby disqualified from quoting prices to other proposers or from submitting a direct proposal on his/her own behalf.

Sales and marketing material beyond the scope of this request will not be used to determine the award and is not desired. Each submission should be simply and economically prepared, providing a concise description of the Respondent's ability to perform the product or services requested. Emphasis should be on the completeness and clarity of content.

All submitting firms must be properly licensed to conduct business in the State of Tennessee.

Submissions that are incomplete, conditional, obscure or which contains additions not called for, or irregularities of any kind, may be cause for rejection of the bid.

TCAA is not liable for any costs incurred by any prospective Respondent prior to the awarding of a contract, including any costs incurred in addressing this solicitation.

Each submission must be signed by a person authorized to sign contracts on the behalf of the Respondent. The name of the person signing must be followed by title and date.

All proposals, including attachments, supplementary materials, addenda, etc. shall become the property of the TCAA and will not be returned.

## Agreement

The top ranked firm will be invited to negotiate an agreement with the TCAA. A detailed scope of work will be developed and agreed to by the selected consultant and the TCAA. This detailed scope of work and associated fee(s) will be incorporated as part of the agreement.

## Terms & Conditions

The selected firm will be required to enter into a written agreement with the TCAA on a form approved by the Authority's legal representative. The selected Proposer will be required to comply with all the requirement of the Agreement, which will be prepared in accordance with the successful proposal. Signature on the included *Signature Page* (Exhibit A) will serve as an acknowledgment that the proposer is willing to enter the agreement if awarded the contract.

TCAA reserves the right to require that its standard terms and conditions apply to any actual order placed in response to a Respondent's submission. No attempt to modify TCAA's Standard Terms and Conditions shall be binding, absent agreement on such modification in writing and signed by TCAA.

No payment shall be made to the Respondent for any extra material or services, or of any greater amount of money than stipulated to be paid in the contract, unless changes in or additions to the contract requiring additional outlay by the Respondent shall first have been expressly authorized and ordered in writing by contract amendment or otherwise furnished by the TCAA.

The intention of the Request for Proposals specifications is to promote the properly designed and all-inclusive responses. Any requirements not in the specifications, but which are needed for such a response, are to be included in the submission.

The Respondent shall not discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment, because of race, color, religion, national origin, age, sex, height, weight, marital status, or disability that is unrelated to the individual's ability to perform the duties of a particular job or position.

The Respondent shall observe and comply with all applicable federal, state, and local laws, ordinances, rules, and regulations at all times during the completion of any contract with TCAA.

The terms of this request shall be interpreted, construed, and enforced pursuant to the laws for the State of Tennessee, and the parties irrevocably consent to the jurisdiction of the federal and state courts presiding in Tennessee.

Vendor Representation and Warranty Regarding Federal Excluded Parties List: The Respondent acknowledges that the TCAA may be receiving funds from or through the Federal Government; such funds may not be used to pay any Respondent on the Federal Excluded Parties List (EPLS). The Respondent represents and warrants to the TCAA that it is not on the Federal EPLS. If the Respondent is in non-compliance at any time during execution or term of this agreement (including any extensions thereof), the Respondent shall be in breach and the TCAA shall be entitled to all remedies available to it at law or equity, specifically including but not limited to recovery of all moneys paid to the Respondent, all consequential damages (including the loss of grant funding or the requirement that grant funding be returned; and attorney fees (including the costs of in-house counsel) sustained as a result of the Respondent's non-compliance with this warranty and representation.

Each bidder will be required to maintain minimum insurance requirements as detailed in the *Insurance Requirements* provision attached as Exhibit F.



Termination For Cause: Should the Respondent fail to perform the work as required by and in accordance with the schedule or time requirements, or otherwise violate any of the terms set forth in the Solicitation Request, it shall constitute breach of the Contract. Other than in force majeure situations, Respondent shall have thirty (30) calendar days to cure a breach of the Contract (the "Cure Period") following issuance of TCAA written notice. Failure to cure a breach of the Contract within said Cure Period shall allow the TCAA to, without further notice to the Respondent, declare the Contract terminated and proceed with the replacement of the Respondent and the TCAA shall be entitled to all remedies available to it at law or in equity including a claim against any required payment/performance bonds.

Termination Without Cause: Notwithstanding any other provision, at any time and without cause, TCAA shall have the right, in its sole discretion, to terminate the contract by giving sixty (60) days written notice.

Although it is the intent to contract with one provider, the TCAA reserves the right to contract with alternate sources if the Respondent is unable or unwilling to service its obligation, or it is deemed by TCAA to be in its best interest to use alternate sources.

Assignment: Neither party shall assign or delegate any of its rights or obligations under this Agreement without the prior written consent of the other party.

Respondent warrants that they are an authorized provider of products or services of his/her submission.

## Equal Opportunity

The Authority is an Equal Opportunity Employer in accordance with Title VI of the Civil Rights Act of 1964. Proposers are required to certify that the firm does not discriminate against any employee or applicant for employment on the grounds of race, color, national origin, or sex. The Proposer shall submit a completed and signed Certificate of Non-Discrimination with the contract document.

Minority and Woman Owned Businesses are encouraged to submit proposals.

The Authority will make every effort to ensure that all proposers are treated fairly and equally throughout the entire advertisement, evaluation, and selection process. The procedures established herein are designed to give all parties reasonable access to the same basic information.

# Disadvantaged Business Enterprise (DBE) Participation

This Agreement is subject to the requirements of the U.S. Department of Transportation's regulations, 49 CFR Part 23, Subpart F pertaining to the participation of Disadvantaged Business Enterprises ("DBEs") in Airport contracting opportunities. The Company agrees that it will not discriminate against any business owner because of the owner's race, color, national origin, or sex in connection with the award or performance of any concession agreement covered by 49 CFR Part 23, Subpart F.

The Authority is required to submit to the FAA a DBE Concession Plan every three years. The DBE goal for companies providing concessions for FY 2020 has been established at 1.4%.

# Exhibit A

## Signature Page

In Response to: Website Redesign and Development Request for Proposal

- (1) The individual executing this Signature Page, on behalf of the Respondent, in the above named process represents and warrants that he/she is authorized by the Respondent’s Board of Directors or other concerned parties who have an interest in the business. Further, he/she certifies by their signature that the information contained in the response is true and accurate to the best of their knowledge, that the response meets or exceeds the requested specifications that the Respondents will comply with all provisions and conditions specified, and that all requested information has been submitted.
  
- (2) \_\_\_\_\_(name); \_\_\_\_\_(title); deposes and warrants that \_\_\_\_\_(firm) has not, either directly or indirectly, entered into any contract or participated in any collusion or otherwise taken any action in restraint of free competition in connection with the response submitted to the request named above. Further, that the response has been independently produced, void of collusion with any other proposer, competitor, or potential competitor. No information contained in this response has been knowingly disclosed prior to the official opening of the response. Lastly, no attempt has been made to induce any person or company to submit or not submit a response to the above named request. This statement is made under penalty of perjury.
  
- (3) By providing a response to this solicitation, the Proposer certifies that he/she does not discriminate against any employee or applicant for employment on the grounds of race, color, religion, national origin, age, sex, height, weight, marital status, or disability that is unrelated to the individual’s ability to perform the duties of a particular job or position. He/she further agrees that he/she will obtain identical certifications from proposed sub-contractors prior to the award of sub-contracts and that he/she will forward a notice of this requirement to such proposed sub-contractors.
  
- (4) Insurance Requirements – Exhibit B of this process details the insurance requirements for this project. The individual executing this signature page warrants that upon winning selection in this process that the Respondent will supply TCAA with a certificate or certificates from the Proposer’s insurance carrier listing TCAA as additional named insureds.

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Company or Corporation Name

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Name (*signature*)                      Date

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Name (*printed*)

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Title

## Exhibit B

### Insurance Requirements

General Liability coverage (which includes Premises and Property Damage) of at least \$1,000,000.00 combined single limit (CSL).

Operator shall furnish TCAA with a certificate or certificates from Operator's insurance carrier, executed on TCAA's standard form, showing such insurance to be in full force and effect, with said certificate or certificates to contain a provision that written notice of cancellation or any material change in said policy by the insurer shall be delivered to TCAA at least thirty (30) days in advance of the effective date thereof. In the event that Operator shall at any time fail to furnish TCAA with the certificate or certificates required, TCAA, upon written notice to Operator of its intention to do so, shall have the right to secure the required insurance, at the cost and expense of Operator, and Operator hereby agrees to reimburse TCAA promptly for the cost thereof plus Ten Percent (10%) for expenses of administration. All such insurance policies shall be maintained with an insurance company satisfactory to TCAA and shall include TCAA, and TCAA's officers, agents and employees as additional named insureds, as their interests may result from this Agreement.

Operator shall, upon request, furnish to TCAA adequate evidence of provision for Workers' Compensation Insurance, Social Security and Unemployment Compensation, to the extent such provisions are applicable to Operator's operations hereunder.

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