

**EXHIBIT A**

Standard Provisions for City Contracts (Rev. 9/22) [v.1]

# STANDARD PROVISIONS FOR CITY CONTRACTS

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## STANDARD PROVISIONS FOR CITY CONTRACTS

### PSC-1. Construction of Provisions and Titles Herein

All titles, subtitles, or headings in this Contract have been inserted for convenience, and shall not be deemed to affect the meaning or construction of any of the terms or provisions of this Contract. The language of this Contract shall be construed according to its fair meaning and not strictly for or against **CITY** or **CONTRACTOR**. The word "**CONTRACTOR**" includes the party or parties identified in this Contract. The singular shall include the plural and if there is more than one **CONTRACTOR**, unless expressly stated otherwise, their obligations and liabilities shall be joint and several. Use of the feminine, masculine, or neuter genders shall be deemed to include the genders not used.

### PSC-2. Applicable Law, Interpretation and Enforcement

Each party's performance shall comply with all applicable laws of the United States of America, the State of California, and **CITY**, including but not limited to, laws regarding health and safety, labor and employment, wage and hours and licensing. This Contract shall be enforced and interpreted under the laws of the State of California without regard to conflict of law principles. **CONTRACTOR** shall comply with new, amended, or revised laws, regulations, or procedures that apply to the performance of this Contract with no additional compensation paid to **CONTRACTOR**.

In any action arising out of this Contract, **CONTRACTOR** consents to personal jurisdiction, and agrees to bring all such actions, exclusively in state or federal courts located in Los Angeles County, California.

If any part, term or provision of this Contract is held void, illegal, unenforceable, or in conflict with any federal, state or local law or regulation, the validity of the remaining parts, terms or provisions of this Contract shall not be affected.

### PSC-3. Time of Effectiveness

Unless otherwise provided, this Contract shall take effect when all of the following events have occurred:

- A. This Contract has been signed on behalf of **CONTRACTOR** by the person or persons authorized to bind **CONTRACTOR**;
- B. This Contract has been approved by the City Council or by the board, officer or employee authorized to give such approval;
- C. The Office of the City Attorney has indicated in writing its approval of this Contract as to form; and
- D. This Contract has been signed on behalf of **CITY** by the person designated by the City Council, or by the board, officer or employee authorized to enter into this Contract.

#### **PSC-4. Integrated Contract**

This Contract sets forth all of the rights and duties of the parties with respect to the subject matter of this Contract, and replaces any and all previous Contracts or understandings, whether written or oral, relating thereto. This Contract may be amended only as provided for in the provisions of PSC-5 hereof.

#### **PSC-5. Amendment**

All amendments to this Contract shall be in writing and signed and approved pursuant to the provisions of PSC-3.

#### **PSC-6. Excusable Delays**

Neither party shall be liable for its delay or failure to perform any obligation under and in accordance with this Contract, if the delay or failure arises out of fires, floods, earthquakes, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by the party or any of the party's Subcontractors), freight embargoes, terrorist acts, insurrections or other civil disturbances, or other similar events to those described above, but in each case the delay or failure to perform must be beyond the control and without any fault or negligence of the party delayed or failing to perform (these events are referred to in this provision as "Force Majeure Events").

Notwithstanding the foregoing, a delay or failure to perform by a Subcontractor of **CONTRACTOR** shall not constitute a Force Majeure Event, unless the delay or failure arises out of causes beyond the control of both **CONTRACTOR** and Subcontractor, and without any fault or negligence of either of them. In such case, **CONTRACTOR** shall not be liable for the delay or failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit **CONTRACTOR** to perform timely. As used in this Contract, the term "Subcontractor" means a subcontractor at any tier.

In the event **CONTRACTOR'S** delay or failure to perform arises out of a Force Majeure Event, **CONTRACTOR** agrees to use commercially reasonable best efforts to obtain the goods or services from other sources, and to otherwise mitigate the damages and reduce the delay caused by the Force Majeure Event.

#### **PSC-7. Waiver**

A waiver of a default of any part, term or provision of this Contract shall not be construed as a waiver of any succeeding default or as a waiver of the part, term or provision itself. A party's performance after the other party's default shall not be construed as a waiver of that default.

## **PSC-8. Suspension**

At **CITY'S** sole discretion, **CITY** may suspend any or all services provided under this Contract by providing **CONTRACTOR** with written notice of suspension. Upon receipt of the notice of suspension, **CONTRACTOR** shall immediately cease the services suspended and shall not incur any additional obligations, costs or expenses to **CITY** until **CITY** gives written notice to recommence the services.

## **PSC-9. Termination**

### **A. Termination for Convenience**

**CITY** may terminate this Contract for **CITY'S** convenience at any time by providing **CONTRACTOR** thirty days written notice. Upon receipt of the notice of termination, **CONTRACTOR** shall immediately take action not to incur any additional obligations, costs or expenses, except as may be necessary to terminate its activities. **CITY** shall pay **CONTRACTOR** its reasonable and allowable costs through the effective date of termination and those reasonable and necessary costs incurred by **CONTRACTOR** to effect the termination. Thereafter, **CONTRACTOR** shall have no further claims against **CITY** under this Contract. All finished and unfinished documents and materials procured for or produced under this Contract, including all intellectual property rights **CITY** is entitled to, shall become **CITY** property upon the date of the termination. **CONTRACTOR** agrees to execute any documents necessary for **CITY** to perfect, memorialize, or record **CITY'S** ownership of rights provided herein.

### **B. Termination for Breach of Contract**

1. Except as provided in PSC-6, if **CONTRACTOR** fails to perform any of the provisions of this Contract or so fails to make progress as to endanger timely performance of this Contract, **CITY** may give **CONTRACTOR** written notice of the default. **CITY'S** default notice will indicate whether the default may be cured and the time period to cure the default to the sole satisfaction of **CITY**. Additionally, **CITY'S** default notice may offer **CONTRACTOR** an opportunity to provide **CITY** with a plan to cure the default, which shall be submitted to **CITY** within the time period allowed by **CITY**. At **CITY'S** sole discretion, **CITY** may accept or reject **CONTRACTOR'S** plan. If the default cannot be cured or if **CONTRACTOR** fails to cure within the period allowed by **CITY**, then **CITY** may terminate this Contract due to **CONTRACTOR'S** breach of this Contract.
2. If the default under this Contract is due to **CONTRACTOR'S** failure to maintain the insurance required under this Contract, **CONTRACTOR** shall immediately: (1) suspend performance of any services under this Contract for which insurance was required; and (2) notify its employees and Subcontractors of the loss of insurance coverage and Contractor's obligation to suspend performance of

services. **CONTRACTOR** shall not recommence performance until **CONTRACTOR** is fully insured and in compliance with **CITY'S** requirements.

3. If a federal or state proceeding for relief of debtors is undertaken by or against **CONTRACTOR**, or if **CONTRACTOR** makes an assignment for the benefit of creditors, then **CITY** may immediately terminate this Contract.
4. If **CONTRACTOR** engages in any dishonest conduct related to the performance or administration of this Contract or violates **CITY'S** laws, regulations or policies relating to lobbying, then **CITY** may immediately terminate this Contract.
5. Acts of Moral Turpitude
  - a. **CONTRACTOR** shall immediately notify **CITY** if **CONTRACTOR** or any Key Person, as defined below, is charged with, indicted for, convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, any act which constitutes an offense involving moral turpitude under federal, state, or local laws ("Act of Moral Turpitude").
  - b. If **CONTRACTOR** or a Key Person is convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, an Act of Moral Turpitude, **CITY** may immediately terminate this Contract.
  - c. If **CONTRACTOR** or a Key Person is charged with or indicted for an Act of Moral Turpitude, **CITY** may terminate this Contract after providing **CONTRACTOR** an opportunity to present evidence of **CONTRACTOR'S** ability to perform under the terms of this Contract.
  - d. Acts of Moral Turpitude include, but are not limited to: violent felonies as defined by Penal Code Section 667.5, crimes involving weapons, crimes resulting in serious bodily injury or death, serious felonies as defined by Penal Code Section 1192.7, and those crimes referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2); in addition to and including acts of murder, rape, sexual assault, robbery, kidnapping, human trafficking, pimping, voluntary manslaughter, aggravated assault, assault on a peace officer, mayhem, fraud, domestic abuse, elderly abuse, and child abuse, regardless of whether such acts are punishable by felony or misdemeanor conviction.

- e. For the purposes of this provision, a Key Person is a principal, officer, or employee assigned to this Contract, or owner (directly or indirectly, through one or more intermediaries) of ten percent or more of the voting power or equity interests of **CONTRACTOR**.
  6. In the event **CITY** terminates this Contract as provided in this section, **CITY** may procure, upon such terms and in the manner as **CITY** may deem appropriate, services similar in scope and level of effort to those so terminated, and **CONTRACTOR** shall be liable to **CITY** for all of its costs and damages, including, but not limited to, any excess costs for such services.
  7. If, after notice of termination of this Contract under the provisions of this section, it is determined for any reason that **CONTRACTOR** was not in default under the provisions of this section, or that the default was excusable under the terms of this Contract, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to PSC-9(A) Termination for Convenience.
  8. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.
- C. In the event that this Contract is terminated, **CONTRACTOR** shall immediately notify all employees and Subcontractors, and shall notify in writing all other parties contracted with under the terms of this Contract within five working days of the termination.

#### **PSC-10. Independent Contractor**

**CONTRACTOR** is an independent contractor and not an agent or employee of **CITY**. **CONTRACTOR** shall not represent or otherwise hold out itself or any of its directors, officers, partners, employees, or agents to be an agent or employee of **CITY**.

#### **PSC-11. Contractor's Personnel**

Unless otherwise approved by **CITY**, **CONTRACTOR** shall use its own employees to perform the services described in this Contract. **CITY** has the right to review and approve any personnel who are assigned to work under this Contract. **CONTRACTOR** shall remove personnel from performing work under this Contract if requested to do so by **CITY**.

**CONTRACTOR** shall not use Subcontractors to assist in performance of this Contract without the prior written approval of **CITY**. If **CITY** permits the use of Subcontractors, **CONTRACTOR** shall remain responsible for performing all aspects of this Contract and paying all Subcontractors. **CITY** has the right to approve **CONTRACTOR'S** Subcontractors, and **CITY** reserves the right to request replacement of any

Subcontractor. **CITY** does not have any obligation to pay **CONTRACTOR'S** Subcontractors, and nothing herein creates any privity of contract between **CITY** and any Subcontractor.

#### **PSC-12. Assignment and Delegation**

**CONTRACTOR** may not, unless it has first obtained the written permission of **CITY**:

- A. Assign or otherwise alienate any of its rights under this Contract, including the right to payment; or
- B. Delegate, subcontract, or otherwise transfer any of its duties under this Contract.

#### **PSC-13. Permits**

**CONTRACTOR** and its directors, officers, partners, agents, employees, and Subcontractors, shall obtain and maintain all licenses, permits, certifications and other documents necessary for **CONTRACTOR'S** performance of this Contract. **CONTRACTOR** shall immediately notify **CITY** of any suspension, termination, lapses, non-renewals, or restrictions of licenses, permits, certificates, or other documents that relate to **CONTRACTOR'S** performance of this Contract.

#### **PSC-14. Claims for Labor and Materials**

**CONTRACTOR** shall promptly pay when due all amounts owed for labor and materials furnished in the performance of this Contract so as to prevent any lien or other claim under any provision of law from arising against any **CITY** property (including reports, documents, and other tangible or intangible matter produced by **CONTRACTOR** hereunder), and shall pay all amounts due under the Unemployment Insurance Act or any other applicable law with respect to labor used to perform under this Contract.

#### **PSC-15. Current Los Angeles City Business Tax Registration Certificate Required**

For the duration of this Contract, **CONTRACTOR** shall maintain valid Business Tax Registration Certificate(s) as required by **CITY'S** Business Tax Ordinance, Section 21.00 *et seq.* of the Los Angeles Municipal Code ("LAMC"), and shall not allow the Certificate to lapse or be revoked or suspended.

#### **PSC-16. Retention of Records, Audit and Reports**

**CONTRACTOR** shall maintain all records, including records of financial transactions, pertaining to the performance of this Contract, in their original form or as otherwise approved by **CITY**. These records shall be retained for a period of no less than three years from the later of the following: (1) final payment made by **CITY**, (2) the expiration of this Contract or (3) termination of this Contract. The records will be subject to examination and audit by authorized **CITY** personnel or **CITY'S** representatives at any time. **CONTRACTOR** shall provide any reports requested by **CITY** regarding

performance of this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

In lieu of retaining the records for the term as prescribed in this provision, **CONTRACTOR** may, upon **CITY'S** written approval, submit the required information to **CITY** in an electronic format, e.g. USB flash drive, at the expiration or termination of this Contract.

#### **PSC-17. Bonds**

All bonds required by **CITY** shall be filed with the Office of the City Administrative Officer, Risk Management for its review and acceptance in accordance with Los Angeles Administrative Code ("LAAC") Sections 11.47 *et seq.*, as amended from time to time.

#### **PSC-18. Indemnification**

Except for the active negligence or willful misconduct of **CITY**, or any of its boards, officers, agents, employees, assigns and successors in interest, **CONTRACTOR** shall defend, indemnify and hold harmless **CITY** and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature whatsoever, for death or injury to any person, including **CONTRACTOR'S** employees and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an act, error, or omission by **CONTRACTOR**, Subcontractors, or their boards, officers, agents, employees, assigns, and successors in interest. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

#### **PSC-19. Intellectual Property Indemnification**

**CONTRACTOR**, at its own expense, shall defend, indemnify, and hold harmless the **CITY**, and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature arising out of the infringement, actual or alleged, direct or contributory, of any intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity, and proprietary information: (1) on or in any design, medium, matter, article, process, method, application, equipment, device, instrumentation, software, hardware, or firmware used by **CONTRACTOR**, or its Subcontractors, in performing the work under this Contract; or (2) as a result of **CITY'S** actual or intended use of any Work Product (as defined in PSC-21) furnished by **CONTRACTOR**, or its Subcontractors, under this Contract. The rights and remedies of **CITY** provided in this section shall not be exclusive

and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

#### **PSC-20. Intellectual Property Warranty**

**CONTRACTOR** represents and warrants that its performance of all obligations under this Contract does not infringe in any way, directly or contributorily, upon any third party's intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity and proprietary information.

#### **PSC-21. Ownership and License**

Unless otherwise provided for herein, all finished and unfinished works, tangible or not, created under this Contract including, without limitation, documents, materials, data, reports, manuals, specifications, artwork, drawings, sketches, blueprints, studies, memoranda, computation sheets, computer programs and databases, schematics, photographs, video and audiovisual recordings, sound recordings, marks, logos, graphic designs, notes, websites, domain names, inventions, processes, formulas, matters and combinations thereof, and all forms of intellectual property originated and prepared by **CONTRACTOR** or its Subcontractors under this Contract (each a "Work Product"; collectively "Work Products") shall be and remain the exclusive property of **CITY** for its use in any manner **CITY** deems appropriate. **CONTRACTOR** hereby assigns to **CITY** all goodwill, copyright, trademark, patent, trade secret and all other intellectual property rights worldwide in any Work Products originated and prepared under this Contract. **CONTRACTOR** further agrees to execute any documents necessary for **CITY** to perfect, memorialize, or record **CITY'S** ownership of rights provided herein.

**CONTRACTOR** agrees that a monetary remedy for breach of this Contract may be inadequate, impracticable, or difficult to prove and that a breach may cause **CITY** irreparable harm. **CITY** may therefore enforce this requirement by seeking injunctive relief and specific performance, without any necessity of showing actual damage or irreparable harm. Seeking injunctive relief or specific performance does not preclude **CITY** from seeking or obtaining any other relief to which **CITY** may be entitled.

For all Work Products delivered to **CITY** that are not originated or prepared by **CONTRACTOR** or its Subcontractors under this Contract, **CONTRACTOR** shall secure a grant, at no cost to **CITY**, for a non-exclusive perpetual license to use such Work Products for any **CITY** purposes.

**CONTRACTOR** shall not provide or disclose any Work Product to any third party without prior written consent of **CITY**.

Any subcontract entered into by **CONTRACTOR** relating to this Contract shall include this provision to contractually bind its Subcontractors performing work under this Contract such that **CITY'S** ownership and license rights of all Work Products are preserved and protected as intended herein.

**PSC-22. Data Protection**

- A. **CONTRACTOR** shall protect, using the most secure means and technology that is commercially available, **CITY**-provided data or consumer-provided data acquired in the course and scope of this Contract, including but not limited to customer lists and customer credit card or consumer data, (collectively, the “City Data”). **CONTRACTOR** shall notify **CITY** in writing as soon as reasonably feasible, and in any event within twenty-four hours, of **CONTRACTOR’S** discovery or reasonable belief of any unauthorized access of City Data (a “Data Breach”), or of any incident affecting, or potentially affecting City Data related to cyber security (a “Security Incident”), including, but not limited to, denial of service attack, and system outage, instability or degradation due to computer malware or virus. **CONTRACTOR** shall begin remediation immediately. **CONTRACTOR** shall provide daily updates, or more frequently if required by **CITY**, regarding findings and actions performed by **CONTRACTOR** until the Data Breach or Security Incident has been effectively resolved to **CITY’S** satisfaction. **CONTRACTOR** shall conduct an investigation of the Data Breach or Security Incident and shall share the report of the investigation with **CITY**. At **CITY’S** sole discretion, **CITY** and its authorized agents shall have the right to lead or participate in the investigation. **CONTRACTOR** shall cooperate fully with **CITY**, its agents and law enforcement.
- B. If **CITY** is subject to liability for any Data Breach or Security Incident, then **CONTRACTOR** shall fully indemnify and hold harmless **CITY** and defend against any resulting actions.

**PSC-23. Insurance**

During the term of this Contract and without limiting **CONTRACTOR’S** obligation to indemnify, hold harmless and defend **CITY**, **CONTRACTOR** shall provide and maintain at its own expense a program of insurance having the coverages and limits not less than the required amounts and types as determined by the Office of the City Administrative Officer of Los Angeles, Risk Management (template Form General 146 in Exhibit 1 hereto). The insurance must: (1) conform to **CITY’S** requirements; (2) comply with the Insurance Contractual Requirements (Form General 133 in Exhibit 1 hereto); and (3) otherwise be in a form acceptable to the Office of the City Administrative Officer, Risk Management. **CONTRACTOR** shall comply with all Insurance Contractual Requirements shown on Exhibit 1 hereto. Exhibit 1 is hereby incorporated by reference and made a part of this Contract.

**PSC-24. Best Terms**

Throughout the term of this Contract, **CONTRACTOR**, shall offer **CITY** the best terms, prices, and discounts that are offered to any of **CONTRACTOR’S** customers for similar goods and services provided under this Contract.

**PSC-25. Warranty and Responsibility of Contractor**

**CONTRACTOR** warrants that the work performed hereunder shall be completed in a manner consistent with professional standards practiced among those firms within **CONTRACTOR'S** profession, doing the same or similar work under the same or similar circumstances.

**PSC-26. Mandatory Provisions Pertaining to Non-Discrimination in Employment**

Unless otherwise exempt, this Contract is subject to the applicable non-discrimination, equal benefits, equal employment practices, and affirmative action program provisions in LAAC Section 10.8 et seq., as amended from time to time.

- A. **CONTRACTOR** shall comply with the applicable non-discrimination and affirmative action provisions of the laws of the United States of America, the State of California, and **CITY**. In performing this Contract, **CONTRACTOR** shall not discriminate in any of its hiring or employment practices against any employee or applicant for employment because of such person's race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender identity, age, disability, domestic partner status, marital status or medical condition.
- B. The requirements of Section 10.8.2.1 of the LAAC, the Equal Benefits Ordinance, and the provisions of Section 10.8.2.1(f) are incorporated and made a part of this Contract by reference.
- C. The provisions of Section 10.8.3 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Equal Employment Practices" provisions of this Contract.
- D. The provisions of Section 10.8.4 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Affirmative Action Program" provisions of this Contract.

Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

**PSC-27. Child Support Assignment Orders**

**CONTRACTOR** shall comply with the Child Support Assignment Orders Ordinance, Section 10.10 of the LAAC, as amended from time to time. Pursuant to Section 10.10(b) of the LAAC, **CONTRACTOR** shall fully comply with all applicable State and Federal employment reporting requirements. Failure of **CONTRACTOR** to comply with all applicable reporting requirements or to implement lawfully served Wage and Earnings Assignment or Notices of Assignment, or the failure of any principal owner(s) of **CONTRACTOR** to comply with any Wage and Earnings Assignment or Notices of Assignment applicable to them personally, shall constitute a default by the **CONTRACTOR** under this Contract. Failure of **CONTRACTOR** or principal owner to cure

the default within 90 days of the notice of default will subject this Contract to termination for breach. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

**PSC-28. Living Wage Ordinance**

**CONTRACTOR** shall comply with the Living Wage Ordinance, LAAC Section 10.37 *et seq.*, as amended from time to time. **CONTRACTOR** further agrees that it shall comply with federal law proscribing retaliation for union organizing. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

**PSC-29. Service Contractor Worker Retention Ordinance**

**CONTRACTOR** shall comply with the Service Contractor Worker Retention Ordinance, LAAC Section 10.36 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

**PSC-30. Access and Accommodations**

**CONTRACTOR** represents and certifies that:

- A. **CONTRACTOR** shall comply with the Americans with Disabilities Act, as amended, 42 U.S.C. Section 12101 *et seq.*, the Rehabilitation Act of 1973, as amended, 29 U.S.C. Section 701 *et seq.*, the Fair Housing Act, and its implementing regulations and any subsequent amendments, and California Government Code Section 11135;
- B. **CONTRACTOR** shall not discriminate on the basis of disability or on the basis of a person's relationship to, or association with, a person who has a disability;
- C. **CONTRACTOR** shall provide reasonable accommodation upon request to ensure equal access to **CITY**-funded programs, services and activities;
- D. Construction will be performed in accordance with the Uniform Federal Accessibility Standards (UFAS), 24 C.F.R. Part 40; and
- E. The buildings and facilities used to provide services under this Contract are in compliance with the federal and state standards for accessibility as set forth in the 2010 ADA Standards, California Title 24, Chapter 11, or other applicable federal and state law.

**CONTRACTOR** understands that **CITY** is relying upon these certifications and representations as a condition to funding this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

**PSC-31. Contractor Responsibility Ordinance**

**CONTRACTOR** shall comply with the Contractor Responsibility Ordinance, LAAC Section 10.40 *et seq.*, as amended from time to time.

**PSC-32. Business Inclusion Program**

Unless otherwise exempted prior to bid submission, **CONTRACTOR** shall comply with all aspects of the Business Inclusion Program as described in the Request for Proposal/Qualification process, throughout the duration of this Contract. **CONTRACTOR** shall utilize the Business Assistance Virtual Network (“BAVN”) at <https://www.labavn.org/>, to perform and document outreach to Minority, Women, and Other Business Enterprises. **CONTRACTOR** shall perform subcontractor outreach activities through BAVN. **CONTRACTOR** shall not change any of its designated Subcontractors or pledged specific items of work to be performed by these Subcontractors, nor shall **CONTRACTOR** reduce their level of effort, without prior written approval of **CITY**.

**PSC-33. Slavery Disclosure Ordinance**

**CONTRACTOR** shall comply with the Slavery Disclosure Ordinance, LAAC Section 10.41 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

**PSC-34. First Source Hiring Ordinance**

**CONTRACTOR** shall comply with the First Source Hiring Ordinance, LAAC Section 10.44 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

**PSC-35. Local Business Preference Ordinance**

**CONTRACTOR** shall comply with the Local Business Preference Ordinance, LAAC Section 10.47 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

**PSC-36. Iran Contracting Act**

In accordance with California Public Contract Code Sections 2200-2208, all contractors entering into, or renewing contracts with **CITY** for goods and services estimated at \$1,000,000 or more are required to complete, sign, and submit the "Iran Contracting Act of 2010 Compliance Affidavit."

**PSC-37. Restrictions on Campaign Contributions and Fundraising in City Elections**

Unless otherwise exempt, if this Contract is valued at \$100,000 or more and requires approval by an elected **CITY** office, **CONTRACTOR**, **CONTRACTOR’S** principals, and **CONTRACTOR’S** Subcontractors expected to receive at least \$100,000 for performance under the Contract, and the principals of those Subcontractors (the “Restricted Persons”)

shall comply with Charter Section 470(c)(12) and LAMC Section 49.7.35. Failure to comply entitles **CITY** to terminate this Contract and to pursue all available legal remedies. Charter Section 470(c)(12) and LAMC Section 49.7.35 limit the ability of the Restricted Persons to make campaign contributions to and engage in fundraising for certain elected **CITY** officials or candidates for elected **CITY** office for twelve months after this Contract is signed. Additionally, a **CONTRACTOR** subject to Charter Section 470(c)(12) is required to comply with disclosure requirements by submitting a completed and signed Ethics Commission Form 55 and to amend the information in that form as specified by law. Any **CONTRACTOR** subject to Charter Section 470(c)(12) shall include the following notice in any contract with any Subcontractor expected to receive at least \$100,000 for performance under this Contract:

“Notice Regarding Restrictions on Campaign Contributions and Fundraising in City Elections

You are a subcontractor on City of Los Angeles Contract # \_\_\_\_\_ Pursuant to the City of Los Angeles Charter Section 470(c)(12) and related ordinances, you and your principals are prohibited from making campaign contributions to and fundraising for certain elected City of Los Angeles (“**CITY**”) officials and candidates for elected **CITY** office for twelve months after the **CITY** contract is signed. You are required to provide the names and contact information of your principals to the **CONTRACTOR** and to amend that information within ten business days if it changes during the twelve month time period. Failure to comply may result in termination of this Contract and any other available legal remedies. Information about the restrictions may be found online at [ethics.lacity.org](http://ethics.lacity.org) or by calling the Los Angeles City Ethics Commission at (213) 978-1960.”

**PSC-38.** Contractors’ Use of Criminal History for Consideration of Employment Applications

**CONTRACTOR** shall comply with the City Contractors’ Use of Criminal History for Consideration of Employment Applications Ordinance, LAAC Section 10.48 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

**PSC-39.** Limitation of City’s Obligation to Make Payment to Contractor

Notwithstanding any other provision of this Contract, including any exhibits or attachments incorporated therein, and in order for **CITY** to comply with its governing legal requirements, **CITY** shall have no obligation to make any payments to **CONTRACTOR** unless **CITY** shall have first made an appropriation of funds equal to or in excess of its obligation to make any payments as provided in this Contract. **CONTRACTOR** agrees that any services provided by **CONTRACTOR**, purchases made by **CONTRACTOR** or expenses incurred by **CONTRACTOR** in excess of the appropriation(s) shall be free and without charge to **CITY** and **CITY** shall have no obligation to pay for the services, purchases or expenses. **CONTRACTOR** shall have no obligation to provide any services,

provide any equipment or incur any expenses in excess of the appropriated amount(s) until **CITY** appropriates additional funds for this Contract.

**PSC-40. Compliance with Identity Theft Laws and Payment Card Data Security Standards**

**CONTRACTOR** shall comply with all identity theft laws including without limitation, laws related to: (1) payment devices; (2) credit and debit card fraud; and (3) the Fair and Accurate Credit Transactions Act (“FACTA”), including its requirement relating to the content of transaction receipts provided to Customers. **CONTRACTOR** also shall comply with all requirements related to maintaining compliance with Payment Card Industry Data Security Standards (“PCI DSS”). During the performance of any service to install, program or update payment devices equipped to conduct credit or debit card transactions, including PCI DSS services, **CONTRACTOR** shall verify proper truncation of receipts in compliance with FACTA.

**PSC-41. Compliance with California Public Resources Code Section 5164**

California Public Resources Code Section 5164 prohibits a public agency from hiring a person for employment or as a volunteer to perform services at any park, playground, or community center used for recreational purposes in a position that has supervisory or disciplinary authority over any minor, if the person has been convicted of certain crimes as referenced in the Penal Code, and articulated in California Public Resources Code Section 5164(a)(2).

If applicable, **CONTRACTOR** shall comply with California Public Resources Code Section 5164, and shall additionally adhere to all rules and regulations that have been adopted or that may be adopted by **CITY**. **CONTRACTOR** is required to have all employees, volunteers and Subcontractors (including all employees and volunteers of any Subcontractor) of **CONTRACTOR** working on premises to pass a fingerprint and background check through the California Department of Justice at **CONTRACTOR’S** sole expense, indicating that such individuals have never been convicted of certain crimes as referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2), if the individual will have supervisory or disciplinary authority over any minor.

**PSC-42. Possessory Interests Tax**

Rights granted to **CONTRACTOR** by **CITY** may create a possessory interest. **CONTRACTOR** agrees that any possessory interest created may be subject to California Revenue and Taxation Code Section 107.6 and a property tax may be levied on that possessory interest. If applicable, **CONTRACTOR** shall pay the property tax. **CONTRACTOR** acknowledges that the notice required under California Revenue and Taxation Code Section 107.6 has been provided.

### **PSC-43. Confidentiality**

All documents, information and materials provided to **CONTRACTOR** by **CITY** or developed by **CONTRACTOR** pursuant to this Contract (collectively “Confidential Information”) are confidential. **CONTRACTOR** shall not provide or disclose any Confidential Information or their contents or any information therein, either orally or in writing, to any person or entity, except as authorized by **CITY** or as required by law. **CONTRACTOR** shall immediately notify **CITY** of any attempt by a third party to obtain access to any Confidential Information. This provision will survive expiration or termination of this Contract.

### **PSC-44. COVID-19**

Employees of Contractor and/or persons working on its behalf, including, but not limited to, subcontractors (collectively, “Contractor Personnel”), while performing services under this Agreement and prior to interacting in person with City employees, contractors, volunteers, or members of the public (collectively, “In-Person Services”) must be fully vaccinated against the novel coronavirus 2019 (“COVID-19”). “Fully vaccinated” means that 14 or more days have passed since Contractor Personnel have received the final dose of a two-dose COVID-19 vaccine series (Moderna or Pfizer-BioNTech) or a single dose of a one-dose COVID-19 vaccine (Johnson & Johnson/Janssen) and all booster doses recommended by the Centers for Disease Control and Prevention. Prior to assigning Contractor Personnel to perform In-Person Services, Contractor shall obtain proof that such Contractor Personnel have been fully vaccinated. Contractor shall retain such proof for the document retention period set forth in this Agreement. Contractor shall grant medical or religious exemptions (“Exemptions”) to Contractor Personnel as required by law. If Contractor wishes to assign Contractor Personnel with Exemptions to perform In-Person Services, Contractor shall require such Contractor Personnel to undergo weekly COVID-19 testing, with the full cost of testing to be borne by Contractor. If Contractor Personnel test positive, they shall not be assigned to perform In-Person Services or, to the extent they have already been performing In-Person Services, shall be immediately removed from those assignments. Furthermore, Contractor shall immediately notify City if Contractor Personnel performing In-Person Services (1) have tested positive for or have been diagnosed with COVID-19, (2) have been informed by a medical professional that they are likely to have COVID-19, or (3) meet the criteria for isolation under applicable government orders.

### **PSC-45. Contractor Data Reporting**

If Contractor is a for-profit, privately owned business, Contractor shall, within 30 days of the effective date of the Contract and on an annual basis thereafter (i.e., within 30 days of the annual anniversary of the effective date of the Contract), report the following information to City via the Regional Alliance Marketplace for Procurement (“RAMP”) or via another method specified by City: Contractor’s and any Subcontractor’s annual revenue, number of employees, location, industry, race/ethnicity and gender of majority owner (“Contractor/Subcontractor Information”). Contractor shall further request, on an annual basis, that any Subcontractor input or update its business profile, including the Contractor/Subcontractor Information, on RAMP or via another method prescribed by City.

**EXHIBIT 1**

**INSURANCE CONTRACTUAL REQUIREMENTS**

**CONTACT** For additional information about compliance with City Insurance and Bond requirements, contact the Office of the City Administrative Officer, Risk Management at (213) 978-RISK (7475) or go online at [www.lacity.org/cao/risk](http://www.lacity.org/cao/risk). The City approved Bond Assistance Program is available for those contractors who are unable to obtain the City-required performance bonds. A City approved insurance program may be available as a low cost alternative for contractors who are unable to obtain City-required insurance.

**CONTRACTUAL REQUIREMENTS**

CONTRACTOR AGREES THAT:

- 1. Additional Insured/Loss Payee.** The CITY must be included as an Additional Insured in applicable liability policies to cover the CITY'S liability arising out of the acts or omissions of the named insured. The CITY is to be named as an Additional Named Insured and a Loss Payee As Its Interests May Appear in property insurance in which the CITY has an interest, e.g., as a lien holder.
- 2. Notice of Cancellation.** All required insurance will be maintained in full force for the duration of its business with the CITY. By ordinance, all required insurance must provide at least thirty (30) days' prior written notice (ten (10) days for non-payment of premium) directly to the CITY if your insurance company elects to cancel or materially reduce coverage or limits prior to the policy expiration date, for any reason except impairment of an aggregate limit due to prior claims.
- 3. Primary Coverage.** CONTRACTOR will provide coverage that is primary with respect to any insurance or self-insurance of the CITY. The CITY'S program shall be excess of this insurance and non-contributing.
- 4. Modification of Coverage.** The CITY reserves the right at any time during the term of this Contract to change the amounts and types of insurance required hereunder by giving CONTRACTOR ninety (90) days' advance written notice of such change. If such change should result in substantial additional cost to CONTRACTOR, the CITY agrees to negotiate additional compensation proportional to the increased benefit to the CITY.
- 5. Failure to Procure Insurance.** All required insurance must be submitted and approved by the Office of the City Administrative Officer, Risk Management prior to the inception of any operations by CONTRACTOR.

CONTRACTOR'S failure to procure or maintain required insurance or a self-insurance program during the entire term of this Contract shall constitute a material breach of this Contract under which the CITY may immediately suspend or terminate this Contract or, at its discretion, procure or renew such insurance to protect the CITY'S interests and pay any and all premiums in connection therewith and recover all monies so paid from CONTRACTOR.

- 6. Workers' Compensation.** By signing this Contract, CONTRACTOR hereby certifies that it is aware of the provisions of Section 3700 *et seq.*, of the California Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake

self-insurance in accordance with the provisions of that Code, and that it will comply with such provisions at all time during the performance of the work pursuant to this Contract.

**7. California Licensee.** All insurance must be provided by an insurer admitted to do business in California or written through a California-licensed surplus lines broker or through an insurer otherwise acceptable to the CITY. Non-admitted coverage must contain a **Service of Suit** clause in which the underwriters agree to submit as necessary to the jurisdiction of a California court in the event of a coverage dispute. Service of process for this purpose must be allowed upon an agent in California designated by the insurer or upon the California Insurance Commissioner.

**8. Aggregate Limits/Impairment.** If any of the required insurance coverages contain annual aggregate limits, CONTRACTOR must give the CITY written notice of any pending claim or lawsuit which will materially diminish the aggregate within thirty (30) days of knowledge of same. You must take appropriate steps to restore the impaired aggregates or provide replacement insurance protection within thirty (30) days of knowledge of same. The CITY has the option to specify the minimum acceptable aggregate limit for each line of coverage required. No substantial reductions in scope of coverage which may affect the CITY'S protection are allowed without the CITY'S prior written consent.

**9. Commencement of Work.** For purposes of insurance coverage only, this Contract will be deemed to have been executed immediately upon any party hereto taking any steps that can be considered to be in furtherance of or towards performance of this Contract. The requirements in this Section supersede all other sections and provisions of this Contract, including, but not limited to, PSC-3, to the extent that any other section or provision conflicts with or impairs the provisions of this Section.

## Required Insurance and Minimum Limits

Name: \_\_\_\_\_ Date: 04/06/2023

Agreement/Reference: Development of New Library Website RFP

Evidence of coverages checked below, with the specified minimum limits, must be submitted and approved prior to occupancy/start of operations. Amounts shown are Combined Single Limits ("CSLs"). For Automobile Liability, split limits may be substituted for a CSL if the total per occurrence equals or exceeds the CSL amount.

	Limits
<hr/>	
<input checked="" type="checkbox"/> <b>Workers' Compensation - Workers' Compensation (WC) and Employer's Liability (EL)</b>	WC <u>Statutory</u>
	EL <u>\$1,000,000</u>
<input checked="" type="checkbox"/> Waiver of Subrogation in favor of City <span style="margin-left: 200px;"><input type="checkbox"/> Longshore &amp; Harbor Workers</span> <input type="checkbox"/> Fire Legal Liability _____ <span style="margin-left: 200px;"><input type="checkbox"/> Jones Act</span>	
<hr/>	
<input checked="" type="checkbox"/> <b>General Liability</b> <u>City of Los Angeles must be named as an additional insured</u>	<u>\$1,000,000</u>
<input checked="" type="checkbox"/> Products/Completed Operations <span style="margin-left: 200px;"><input type="checkbox"/> Sexual Misconduct _____</span> <input type="checkbox"/> _____ <input type="checkbox"/> _____	
<hr/>	
___ <b>Automobile Liability</b> (for any and all vehicles used for this contract, other than commuting to/from work)	_____
<hr/>	
<input checked="" type="checkbox"/> <b>Professional Liability</b> (Errors and Omissions)	<u>\$1,000,000</u>
Discovery Period <u>12 Months After Completion of Work or Date of Termination</u>	
<hr/>	
___ <b>Property Insurance</b> (to cover replacement cost of building - as determined by insurance company)	_____
<input type="checkbox"/> All Risk Coverage <span style="margin-left: 200px;"><input type="checkbox"/> Boiler and Machinery</span> <input type="checkbox"/> Flood _____ <span style="margin-left: 200px;"><input type="checkbox"/> Builder's Risk</span> <input type="checkbox"/> Earthquake _____ <span style="margin-left: 200px;"><input type="checkbox"/> _____</span>	
<hr/>	
___ <b>Pollution Liability</b>	_____
<input type="checkbox"/> _____	
<hr/>	
___ <b>Surety Bonds - Performance and Payment (Labor and Materials) Bonds</b>	100% of the contract price
___ <b>Crime Insurance</b>	_____

Other: Provided to: Marisol Lemus, 213-228-7460  
1) In absence of imposed Auto Liability insurance requirements, all contractors using vehicles during the course of their contract must adhere to the financial responsibility laws of State of California.

## ATTACHMENT B – SAMPLE CONTRACT

**AGREEMENT BETWEEN  
THE LOS ANGELES PUBLIC LIBRARY  
AND  
**NAME OF ORGANIZATION**  
FOR THE DEVELOPMENT OF A NEW  
LIBRARY WEBSITE**

**This Agreement** is entered into by and between the City of Los Angeles, a municipal corporation (hereinafter referred to as "City"), acting by and through its Board of Library Commissioners (hereinafter "Board" or "Library"), and **NAME OF ORGANIZATION** (hereinafter "Contractor"). Library and Contractor may be referred to herein individually as a "Party" or collectively as the "Parties".

**WHEREAS**, the Library requires the professional services of a qualified and experienced individual or company to plan, develop and deliver a new website for the Library;

**WHEREAS**, on **MONTH XX**, 2023, Library staff requested that the Board approve the release a Request for Proposals to find a qualified and experienced individual or company consultant to oversee the process and develop a new website for the Library;

**WHEREAS**, on **MONTH XX**, 2023, the RFP was released and a Mandatory Pre-Proposal Conference was held on **MONTH XX**, 2023. On **MONTH XX**, 2023, the Library received **X** proposals;

**WHEREAS**, Library staff reviewed the proposals and found **both/all** to be responsive to the RFP submittal requirements. An evaluation panel of Library employees reviewed and evaluated the proposals and Contractor received the highest overall score and was found to best meet the needs of the Library;

**WHEREAS**, on **MONTH XX**, 2023, the Board found, in accordance with Charter Sections 371(e)(10) and 1022, and Los Angeles Administrative Code Section 10.15(a)(10), that the services to be provided are professional, expert, and technical services of a temporary and occasional nature, and that it is more feasible to have this work performed by an independent contractor than by City employees;

**WHEREAS**, on **MONTH XX**, 2023, the Board approved the award of an Agreement with Contractor for the development of a new website for the Library, with a term of one year with two one-year options to renew at the discretion of the City Librarian, or designee, in an amount not to exceed **\$100,000** per fiscal year (July 1 – June 30). No minimum amount of work or compensation is guaranteed; and,

**WHEREAS**, Funds are available in the Library Contractual Services Account 3040 to compensate the selected consultant for services in accordance with this Agreement.

**NOW, THEREFORE**, in consideration of the promises, and of the mutual covenants and agreements herein contained, the Parties hereto agree as follows:

## **1.0 DOCUMENTS**

This Agreement shall be composed of the following documents which shall be made a part hereof as though fully set forth herein:

- 1.1 The Agreement.
- 1.2 Standard Provisions for City Contracts (Rev. 9/22 [v.1]), which are attached and incorporated by reference as Exhibit A.
- 1.3 The Request for Proposals for the Development of a New Library Website issued on **MONTH XX**, 2023, which is attached and incorporated by reference as Exhibit B.
- 1.4 Contractor's response to the Request for Proposals for the Development of a New Library Website, which is attached and incorporated by reference as Exhibit C.

## **2.0 ORDER OF PRECEDENCE**

This Agreement contains the full and complete Agreement between the Parties. No verbal agreement or conversation with any officer or employee of either Party shall affect or modify any of the terms and conditions of this Agreement. Resolution of any conflicting provisions in the documents constituting this Agreement shall be resolved by considering the documents according to the following order of precedence:

- 2.1 The Agreement.
- 2.2 Standard Provisions for City Contracts (Rev. 9/22 [v.1]) (Exhibit A).
- 2.3 The Request for Proposals for the Development of a New Library Website issued on **MONTH XX**, 2023, (Exhibit B).
- 2.4 Contractor's response to the Request for Proposals for the Development of a New Library Website (Exhibit C).

## **3.0 INDEMNIFICATION AND INSURANCE REQUIREMENTS**

The insurance and indemnification provisions shall be as required by the Standard Provisions for City Contracts (Rev. 9/22 [v.1]) (Exhibit A).

## **4.0 TERM OF AGREEMENT**

The term of this Agreement shall be for one year with two one-year options to renew at the discretion of the City Librarian, or designee, and shall begin upon the date of execution.

## **5.0 SCOPE OF WORK**

- 5.1 Contractor shall provide website design services to the Library as described in Exhibit B of this Agreement.
- 5.2 Contractor shall provide website design services to the Library as described in Exhibit C of this Agreement.

## **6.0 PAYMENT**

Contractor shall not incur any costs (e.g., for labor, equipment, materials or other expense), and Library shall not be liable for costs or reimbursement of costs incurred by Contractor, without the prior written approval of the City Librarian or designee.

The total contract amount shall not exceed \$400,000. No minimum amount of work or compensation is guaranteed.

## **7.0 BILLING AND INVOICES**

**7.1** Contractor shall submit itemized invoices to Library, indicating therein the services performed for which payment is requested. Payment of all invoices shall be subject to review and approval of Library management, which shall not be unreasonably withheld.

**7.2** To ensure that services provided are measured against the services detailed in this Agreement, the Controller of the City of Los Angeles has developed a policy requiring that specific supporting documentation be submitted with invoices. Contractor is required to submit invoices that conform to City Standards and include, at a minimum, the following information:

- a. Name and address of Contractor
- b. Name and address of City Department being billed (Library Department)
- c. Date of invoice and period covered
- d. Agreement Number or Authority Number
- e. Description of completed task and amount due for task
- f. Remittance address

**7.3** All invoices shall be submitted on Contractor's letterhead and contain Contractor's official logo, or other unique and identifying information such as the name and address of Contractor. Invoices shall be submitted to the Library by Contractor within 30 days of service or monthly, whichever is sooner. Invoices are considered completed when appropriate documentation or services provided are signed off as satisfactory by the Library Representative listed in Section 11.0 ("Contract Representatives") of this Agreement. If invoice is insufficient or unsatisfactory, the Library's Representative shall inform Contractor of any defect within 10 business days of receipt of the invoice from Contractor, and Contractor shall have five business days to provide a corrected invoice to the Library. Satisfactory invoices shall be paid by the Library no later than 60 days after receipt by the Library.

**7.4** Invoices and supporting documentation shall be prepared at the sole expense and responsibility of Contractor. The Library will not compensate Contractor for costs incurred in invoice preparation. The Library may make

written requests for changes to the content and format of the invoice and supporting documentation at any time. The Library reserves the right to request additional supporting documentation to substantiate costs at any time. Invoices shall be submitted via electronic mail to the Library Representative listed in Section 11.0 ("Contract Representatives") of this Agreement, or via hard copy to:

Los Angeles Public Library  
Attention: Jene Brown (M/S 300)  
Director of Emerging Technologies & Collections  
630 West 5<sup>th</sup> Street  
Los Angeles, CA 90071

**7.5** Failure to adhere to these procedures may result in nonpayment or non-approval of demands, pursuant to Charter Section 262(a), which requires the Controller to inspect the quality, quantity, and condition of services, labor, materials, supplies, and equipment received by any City office or department. The Controller must approve demands before they are drawn on the Treasury.

**8.0 TERMINATION**

Notwithstanding Section 4.0 ("Term of Agreement") of this Agreement, either Party may terminate this Agreement without cause by providing 30 days of written notice to the other Party via personal delivery or registered or certified mail, postage prepaid, return receipt requested. In the event of termination, Contractor shall be paid for satisfactory work completed under this Agreement through the date of termination.

**9.0 OWNERSHIP**

All documents and records provided by Library to Contractor shall remain the property of Library and must be returned to Library upon termination of this Agreement or at the request of the Library. The provisions of this article shall survive the termination of this Agreement.

**10.0 AMBIGUITY**

Any ambiguity in this Agreement shall not be interpreted against any one Party by virtue of that Party being the drafter of the Agreement.

**11.0 CONTRACT REPRESENTATIVES**

The following representative individuals and addresses shall serve as the place to which notices and other correspondence between the Parties shall be sent. Library and Contractor shall notify, in writing, the other Party of any changes in the following information within five working days of such change.

**CONTRACTOR'S REPRESENTATIVE**

Name:  
Title:  
Address:

Mobile:  
Office:  
Email:

**LIBRARY'S REPRESENTATIVE**

Name:  
Title:  
Address: 630 W. 5<sup>th</sup> Street  
Los Angeles, CA 90071  
Telephone: (213) 228-XXXX  
Email: [XXXX@lapl.org](mailto:XXXX@lapl.org)

Formal notices, demands, and communications to be given hereunder by either Party must be made in writing and may be effected by personal delivery or by registered or certified mail, postage prepaid, return receipt requested, and will be deemed communicated as of the date of mailing.

If the name of the person designated to receive the notices, demands, or communications or the address of such person is changed, written notice must be provided as described in this Agreement, within five business days of such change.

**12.0 INDEPENDENT CONTRACTOR**

Contractor's relationship to Library in the performance of this Agreement is that of an independent contractor and not as an agent or employee of City. Therefore, neither Contractor, nor any of its subcontractors, are entitled to any vacation, sick leave, workers' compensation, pension, or any other City benefits. Contractor's personnel performing services under this Agreement shall at all times be under Contractor's exclusive direction and control and shall be employees or subcontractors of Contractor and not of City. Further, Contractor shall pay all wages, salaries, and other amounts due its employees in connection with this Agreement and shall be responsible for all related reports and obligations including but not limited to social security, income tax withholding, unemployment compensation, and workers' compensation.

**13.0 RETENTION OF RECORDS**

Except as otherwise expressly directed by City, Contractor shall maintain records, including records of financial transactions, pertaining to the performance of the Agreement, in their original form, in accordance with requirements prescribed by City. These records must be retained for a period of no less than 48 months following final payment made by City hereunder, the expiration date of this Agreement, or the termination date of this Agreement, whichever occurs last. Records will be subject to examination and audit by authorized City personnel or by the City's representative at any time during the term of this Agreement or within the 48 months following the final payment made by City hereunder, the expiration

of this Agreement, or the termination date of this Agreement, whichever occurs last. Contractor shall provide any reports requested by City regarding performance of the Agreement.

**14.0 NO THIRD-PARTY BENEFICIARIES**

Nothing herein is intended to create a third-party beneficiary in any subcontractor. No privity is created with any subcontractor by this Agreement. Even if the Contractor uses subcontractors, Contractor remains responsible for complete and satisfactory performance of the terms of this Agreement.

**15.0 CONFIDENTIALITY**

All data, documents, records, recorded testimony, audiotapes, videotapes, materials, products, technology, computer programs, specifications, manuals, business plans, software, marketing plans, financial information, and other information disclosed or submitted orally, in writing, or by any other media, to Contractor by the City, and other documents to which the Contractor has access during the term of this Agreement are confidential information (“Confidential Information”).

The Contractor agrees that both during and after the term of this Agreement, City’s Confidential Information shall be considered and kept as the private and privileged records of City and will not be divulged to any person, firm, corporation, or other entity except on the prior direct written authorization of City or as required by law.

**16.0 CONTRACTOR’S INTERACTION WITH THE MEDIA**

Contractor shall refer all inquiries from the news media relating to this Agreement or Contractor’s services hereunder to Library, and shall immediately contact Library to inform Library of the inquiry. Contractor shall comply with the procedures of City’s Public Affairs staff regarding any communication with the news media relating to this Agreement or Contractor’s services hereunder.

**17.0 REQUIREMENTS APPLY TO ALL SUBCONTRACTORS**

The Contractor will ensure that the requirements of Sections 15.0 (“Confidentiality”) and 16.0 (“Contractor’s Interaction with the Media”) are provided to and apply to all subcontractors of this Agreement.

**18.0 CONTINUED REQUIREMENTS**

The requirements of Sections 15.0 (“Confidentiality”), 16.0 (“Contractor’s Interaction with the Media”), and 17.0 (“Requirements Apply to all Subcontractors”) survive termination of the Agreement.

**19.0 NON-EXCLUSIVE AGREEMENT**

Nothing in this Agreement shall be construed to mean that Contractor providing services to Library shall be the exclusive provider of such services. The Library retains the right to engage the services of and purchase materials from other contractors during the term of this Agreement, and therefore the Library can neither estimate nor guarantee the volume or amount of work to be received by Contractor under this Agreement.

**20.0 BORDER WALL BID DISCLOSURE**

Contractor shall comply with Los Angeles Administrative Code (“LAAC”) Section 10.50 *et seq.*, “Disclosure of Border Wall Contracting.” Library may terminate this Contract at any time if Library determines that Contractor failed to fully and accurately complete the required affidavit and disclose all Border Wall Bids and Border Wall Contracts, as defined in LAAC Section 10.50.1. The required affidavit must be submitted online at [www.rampla.org](http://www.rampla.org).

**21.0 ENTIRE AGREEMENT**

This Agreement, and any attachments or documents incorporated herein by inclusion or by reference, constitutes the complete and entire Agreement between the Parties and supersedes any prior representation, understandings, communications, commitments, agreements, or proposals, oral or written. No verbal agreement or conversation with any officer or employee of either party will affect or modify any of the terms and conditions of this Agreement. This Agreement is executed in three duplicate originals, each of which is deemed to be an original.

*(SIGNATURE PAGE TO FOLLOW)*

CONTRACT/AGREEMENT NO. \_\_\_\_\_

**IN WITNESS THEREOF**, the Parties hereto have caused this Agreement to be executed by their respective duly authorized representatives.

By \_\_\_\_\_  
BÍCH NGỌC CAO  
President  
Board of Library Commissioners

By \_\_\_\_\_  
NAME  
Title  
Company Name

Date \_\_\_\_\_

Date \_\_\_\_\_

**APPROVED AS TO FORM:**

**ATTEST:**

HYDEE FELDSTEIN SOTO, City Attorney

By \_\_\_\_\_  
JOSHUA M. TEMPLET  
Deputy City Attorney

By \_\_\_\_\_  
RAQUEL BORDEN  
Commission Executive Assistant

Date \_\_\_\_\_

Date \_\_\_\_\_

**ATTEST:**

HOLLY L. WOLCOTT, City Clerk

By: \_\_\_\_\_


Date: \_\_\_\_\_

**CITY OF LOS ANGELES**  
INTER-DEPARTMENTAL CORRESPONDENCE

**ATTACHMENT C**

**DATE:** March 19, 2020

**TO:** ALL CITY DEPARTMENT HEADS

**FROM:** Shannon Hoppes, Chief Procurement Officer  
Mayor's Office of Budget and Innovation 

**Subject:** Electronic Signature Policy

**Purpose and Scope**

This Citywide Electronic Signature Policy shall be implemented by all City Offices and Departments to promote efficiency, improve productivity, reduce waste, and ensure convenient and timely access to City services. This Policy furthers the City's goals to reduce the consumption of paper and the storage of paper documents.

This Policy establishes where electronic signature technology may replace a wet/manual signature, with the objective of promoting the use of paperless, electronic documents whenever appropriate and allowed by law and/or ordinance. This Policy applies to all signatures used in processing various City documents and assumes the City signer has been granted the authority to sign.

To the fullest extent permitted by law, the City accepts electronic or scanned signatures as legally binding and equivalent to wet/manual signatures.

**Policy**

This Policy applies to contracts, documents and/or forms requiring a signature of any person where the signature is intended to show authorship, approval, authorization, or certification, as allowed by law. It is the goal of this Policy to encourage the use of electronic or scanned signatures in all internal and external activities, documents, forms, and transactions where it is operationally feasible to do so, where existing technology permits, where it is efficient to do so, and in otherwise appropriate activities based on the Department's preferences in consultation with the City Attorney's Office. In such situations, affixing an electronic or scanned signature to the document in a manner consistent with this Policy shall satisfy the City's requirements for signing a document.

Unless otherwise prohibited by law or City policy, an electronic or scanned signature shall have the same force and effect as a contract executed with an original ink signature. Departments may use electronic signatures to execute all City contracts and related documents, provided the electronic signatures are appropriate, available, and comply with applicable laws.

The term "electronic copy of a signed contract" refers to a transmission by facsimile, electronic mail, forms, documents or other electronic means of a copy of an original signed contract.

The terms "digital signature" and "electronic signature" may sound similar. However, a digital signature is a specific type of electronic signature that uses cryptography technology. In the event Departments feel that federal, state, or municipal law requires a

digital signature, Departments should seek the advice of the City Attorney's Office. Very few City documents will require digital signatures, and an electronic signature will be sufficient.

### Types of Documents Permitted for Electronic and Scanned Signature

This Policy is intended to broadly support the use of electronic signatures. Departments are encouraged to consult with the City Attorney's Office if Departments are uncertain if the electronic/scanned signature is acceptable for a document. However, below are examples of the types of documents where electronic/scanned signatures are allowed:

- |   |                    |
|---|--------------------|
| a) Memos, forms, board letters and other correspondence | Electronic/Scanned |
| b) Contracts  | Electronic/Scanned |
| c) Certificates and permits                             | Electronic/Scanned |
| d) Notarized document                                   | Scanned            |

Please note that Ethics Forms 50 and 55 must be signed via a software that is accepted by the Ethics Commission (i.e. DocuSign, Adobe).

### Definitions

**Awarding Authority** is any Board or Commission of the City of Los Angeles, or any authorized employee or officer of the City of Los Angeles, including the Purchasing Agent of the City of Los Angeles, who makes or enters into any contract or agreement for the provision of any goods or services of any kind or nature whatsoever for, or on behalf of, the City of Los Angeles.

**Contract** is any agreement, franchise, lease or concession, including agreements for any occasional professional or technical personal services, for the performance of any work or service, the provision of any materials or supplies, or the rendition of any service to the City of Los Angeles or to the public, which is let, awarded or entered into with, or on behalf of, the City of Los Angeles or any awarding authority thereof. Contracts where the provisions of this article would conflict with federal or state grant funded contracts, or conflict with the terms of the grant or subvention.

**Digital Signature** is a specific signature technology implementation of electronic signature that uses cryptography [i.e. Public Key Infrastructure (PKI) technology to issue digital certification] to provide additional proof of the identity of the signer and integrity of a document. PKI technology is accepted by the California Secretary of State for digital signatures created by public entities. As noted above, digital signatures will not be required for most City contracts, documents, or forms.

**Electronic Record** is a record created, generated, sent, communicated, received, or stored by electronic means.

**Electronic Signature** is an electronic identifier, created by computer, attached or affixed to or logically associated with an electronic record, executed or adopted by a person with the intention of using it to have the same force and effect as the use of a manual signature.

**Electronic Transaction** is a transaction conducted or performed, in whole or in part, by electronic means or electronic records

**Public Key Infrastructure (PKI)** is a set of roles, policies, hardware, software and procedures needed to create, manage, distribute, use, store and revoke digital certificates and manage public-key encryption.

**Scanned Signature** is a manual signature that has been placed on a document that has been scanned into an electronic record.

**Signature** is a mark or sign (including a full name, initial, or identifying) made by an individual on an instrument or document to signify knowledge, approval, acceptance, or obligation.

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**A. Information on the City of Los Angeles**

The City of Los Angeles is a massive and diverse city, with a population of 3.8 million (July 2022). Below is a quick look at key demographics for the City of Los Angeles (estimates as of 2022):

- Age
  - Median Age: 35.9 years
  - Persons under 5: 5.7%
  - Persons under 18: 20.4%
  - Persons 65 and over: 12.9%
  
- Race and Ethnicity
  - Latino (all races): 48.1%
  - White: 28.5%
  - Asian: 11.8%
  - Black: 8.8%
  - American Indian: 0.7%
  - Native Hawaiian and Pacific Islander: 0.2%
  - Two or more races: 7.0%
  
- Computer and Internet Use
  - Households with a computer, percent, 2016-2020: 93.3%
  - In households with broadband internet: 86.2%
  
- Education
  - High School graduate 25+ years plus: 78.3%
  - BA degree or higher, 25 years+, 2016-2020: 35.6%
  
- Economics
  - Median household income: \$65,290
  
- Examples of Underserved Populations
  - Immigrants & New Americans
  - Multilingual Households
  - Low-income earners
  - People experiencing homelessness
  - People with disabilities

**B. Current LAPL Website**

**1. Website Technical - Current**

The library's current website is located at: [www.lapl.org](http://www.lapl.org) and is hosted on Library-owned servers. The website runs on the following:

- Content Management System: Drupal 7.79

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- Database: MariaDB
- Operating System: Debian
- Server Software: nginx

Website servers are locally hosted in the Central Library and consist of two duplicate servers with a load balancer. Other locally-hosted servers are used for a staging site, CMS back end, and a staff-only intranet. Short-term plans for compliance with the City of Los Angeles disaster recovery requirements include a future cloned server array located at a library facility in the San Fernando Valley.

**2. Current Website Development**

The current library website was developed in 2011–2012 by the firm Kapow. In 2015 Kapow also developed the current teen and children’s sections of the website, and in 2016 performed additional development to make the entire website mobile responsive without significantly altering the front-end design for the site. Other small-scale development and interactive improvements (such as layout changes or improvements in user experience) are performed by LAPL staff as needed.

It should be noted that anecdotal data on the current website’s history indicates it was developed largely without substantial user research or usability testing, relying instead on staff surveys and assumptions by decision-makers.

**3. Website Content - Current**

The website has extensive static and dynamic content. Some of our most-used pages and content types include:

- [Homepage](#) - Landing Page for the website. Serves as a starting point for website visitors to accomplish tasks on our site.
- [Events Calendar](#) - A central listing of all library programs (events).
- [Blog](#) - We publish original content on our blog almost every day. Posts are from library staff and cover a wide range of topics, usually related to the library’s collection, resources, or services.
- [Locations and Hours](#) & Branch Information - Location-specific information about our 73 locations, including hours, events, and resources offered at each location.
- Static Pages - flat pages are used for various purposes. A few examples include:
  - Landing Pages (example: [/newspapers](#)) - brief informational pages to explain a library resource or service.

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- Mini-sites (example: [/labs](#)) - Multiple pages grouped together to provide more in-depth information about a resource or service.
- [E-media, Research & Homework, and Online Learning](#)- Indexes of the numerous digital resources accessible to library patrons.
- [Heritage Months, Celebrations, and other timely content](#) - We produce content related to cultural celebrations, holidays, historical events, and more. These typically compile original content, library resources, and programs related to a specific, timely event.

**4. Website Staff and Contributors**

The library has a substantial IT and network infrastructure, largely operated independently from the City of Los Angeles' Information Technology Agency. Several full-time staff members support and maintain the library's digital presence, as described below:

**Digital Content Team**

The Digital Content Team (DCT) is the primary content manager for the library's website. DCT is the department directly responsible for creating and managing all content on the library's website. The department also monitors site usage, conducts user research, and implements improvements in user experience, information architecture, and performs a variety of other tasks related to the website. The DCT works closely with a longtime webmaster and is supported by a programming staff and the library's internal IT and Network Support departments.

**Website Staff Summary**

- DCT - Library Department, Part of Emerging Technologies and Collections Division
  - 4 FTE Librarians, 1 FTE graphic designer
- Library Webmaster
  - 1 Full-time Employee (FTE) - contractor
- Programming Staff
  - 3 FTE, programming
- Information Technologies
  - Internal LAPL department for network, applications and server maintenance, hardware for staff and public computers, and internal technical support.

**Other Website Staff**

- Staff contributors
  - Blog Authors - Library staff of all classifications are contributors to the library blog. DCT serves as blog editor, sets content guidelines, and

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- manages scheduling and editorial decisions.
- Book Reviewers - Library staff of all classifications contribute book reviews to the LA Reads program. Several volunteers coordinate and maintain these book reviews.
- Events Calendar Contributor - Librarians and clerical staff organize and plan events at branches and publish event listings in our central calendar.
- Public Relations/Marketing
  - Separate marketing department responsible for branding & marketing, which also works closely with DCT on content strategy, standards, and guidelines.

**5. ILS and Integrations**

The Library uses CARL (<https://tlcdelivers.com/carl-solution/>) as its Integrated Library System (ILS), which is minimally integrated with the website. The existing integration includes catalog searches on the website, which are passed to CARL, the ability to manually pull data from CARL on books and items to create booklists and other displays on the website, and a small number of automated feeds of specific queries pulled from catalog data (new books by genre, for example) which are generated through internally developed programming.

There are no public user accounts on the website. User accounts for item holds, fine management, and authentication for digital services (e-media, databases) are contained entirely within the CARL environment. Catalog browsing, searching, holds, and user account management happen entirely within the CARL Connect site (<http://ls2pac.lapl.org>), which has a limited and distinct design from the main library website. In 2022 the library extended its agreement with The Library Corporation (TLC) for CARL ILS services for an additional year with five one-year renewal options.

Other integrations with the website are minimal and mostly consist of third-party sites used for public computers (Envisionware) and links to third-party sites used for virtual programs or for event management (for example, Eventbrite, Zoom, etc.). Additionally, third-party scripts are used both for analytics and user research (Google Analytics, Hotjar) and to display content on the site. The latter includes Niche Academy, which provides video and text tutorials for e-media and other services which are embedded on the website using JavaScript.

The website is a portal for several dozen e-media (e-book, audio, video, online learning) resources and research databases. These sites are accessed through links from the website and are mostly authenticated through patron accounts in CARL using SIP2 authentication.

[Tessa](#), the Library's digital collections portal, is a front-end site that provides access to a ContentDM-based digital collections repository.

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[Exhibits.lapl.org](https://Exhibits.lapl.org) is a project-based digital exhibits site, separately hosted on WordPress, that arose during the COVID-19 pandemic due to several canceled in-person exhibitions that were converted to digital media.

**6. Website Usage and Analytics**

The following is a brief summary of recent website usage and user research.

**7. Pageviews**

- Fiscal Year 2018-2019: 14,552,212
- Fiscal Year 2020-2021: 10,269,567
- Fiscal Year 2021-2022: 13,147,029

**8. Usage during the Covid-19 Pandemic**

While overall page views decreased during the COVID-19-related library closures, we attribute some changes to a reduction in automatic page loads on library computers while not open to the public. Specific pages saw an increase in traffic during this time. For example, the e-media page saw a 45% increase in page views in April 2020 over the same period in 2019. Other evidence indicates that usage of online resources increased steeply during the COVID-19 pandemic, and such usage remains high despite library locations reopening.

**9. Top 10 LAPL website pages (7/01/2021-7/01/2022)**

1. [LAPL.org \(homepage\)](#)
2. [E-Media and Digital Content](#)
3. [Free Wireless Printing](#)
4. [Locations & Hours](#)
5. [E-Card Application](#)
6. [Research & Homework](#)
7. [How Do I?](#)
8. [Calendar of Events](#)
9. [New York Times Digital](#)
10. [Borrower Services](#)

**10. Languages (FY 2021-22)**

(Computer settings—not a reflection of actual language fluency or usage of patrons/visitors.)

- English: 12,660,589 (96.3%)
- Spanish: 368,117 (2.8%)
- Others: 118,323 (0.9%)

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**11. Browser (FY 2021-22)**

1. Google Chrome: 52.64%
2. Internet Explorer: 22.34%
3. Safari: 16.96%
4. Safari (in-app): 2.63%
5. Mozilla Compatible Agent: 1.21%
6. Firefox: 1.20%
7. Edge: 1.16%
8. Android Webview: 0.95%
9. Samsung Internet: 0.44%
10. Opera: 0.12%

**12. Operating Systems**

1. Windows: 65.69%
2. iOS: 16.30%
3. Macintosh: 9.68%
4. Android: 5.98%
5. Chrome OS: 1.24%
6. Linux: 0.95%

**13. Devices**

1. Desktop: 77.0%
2. Mobile: 20.62%
3. Tablet: 1.68%

**14. Page Load Speed**

- Average page load time: 5.25 seconds

**15. 2022 Survey Results**

*January Survey on the homepage (336 respondents)–Question: “What brought you to our website?”*

1. Looking for book or item: 46%
2. Accessing e-media: 18%
3. Information about library events: 15%
4. Research: 12%
5. Resources/Services: 7%
6. Schoolwork & Homework: 4%

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**I. TASKS AND DELIVERABLES**

**A. Discovery & Research Phase**

**Tasks**

1. Coordinate with the library to learn about our institution, mission, and project context.
2. Conduct initial user research with website users and library patrons, including:
  - a. Qualitative Research (user surveys, interviews, and focus groups).
  - b. Quantitative Research (passive analytics and usage data).
3. Develop project objectives and a detailed project schedule.
4. Perform an audit of current website content and architecture.
5. Collaborate with Library Staff to develop a Digital and/or Content Strategy for the library website.

**Deliverables**

1. Findings report.
2. Summary of research:
  - a. User personas/user journeys.
  - b. Summary of analytics data with significant findings.
3. Analysis of current site architecture and content.
4. Criteria for content migration from old site & plan for migrating existing content.
5. List of Project Goals/Deliverables.
6. Digital and/or Content Strategy.
7. Detailed Project Schedule.

**B. Design & Architecture Phase**

**Tasks**

1. Develop site information architecture based on user research, including user profiles.
2. Develop the website's front-end design based on research, functional requirements, and contemporary design best practices.
3. Develop Visual Assets.
4. Develop Style Guide.
5. Conduct user testing as appropriate.

**Deliverables**

1. Detailed Plan for Information Architecture & Site Navigation.
2. Prototypes for all planned content types, pages, and views provided in agreed-upon format (such as Adobe XD, Sketch, Figma).
3. Library of Visual Assets for website.
4. Documentation of Style Guide and Design Standards for Website.

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**C. Development/Building Phase**

**Tasks**

1. Build out site based on IA/navigation plan, approved prototypes, and design standards.
2. Migrate content from the existing website based on the migration plan.
3. Conduct user testing as appropriate.

**Deliverables**

1. Functional website staged for testing and evaluation.
2. Documentation of all aspects of website maintenance, content creation, and workflows for library staff.

**D. Testing & Quality Control Phase**

**Tasks**

1. Conduct thorough user testing of the site using best practices to identify pain points and non-optimal performance for site users.
2. Quality control of site functionality using automated and manual testing.
3. Evaluation of accessibility.
4. Evaluation of language access.

**Deliverables**

1. Report on findings from user research and plan for updates to improve usability.
2. Documentation of QC issues and plan/schedule for correcting errors and issues.

**E. Launch, Post-Launch, Iteration & Support Phase**

**Tasks**

1. Launch the new website under lapl.org domain.
2. Transfer credentials and administrative permissions to library staff to the level agreed upon in advance.
3. Provide ongoing maintenance and development support based on previously agreed terms.

**Deliverables**

1. Plan for ongoing user testing & improvement.
2. Updated documentation for site use and maintenance.
3. Updated library of visual assets for website.
4. Updated Style Guide and Design Standards for website.

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**II. WEBSITE FUNCTIONALITY AND DESIGN REQUIREMENTS**

**A. Website Design Requirements**

1. Simple and elegant design which is consistent both within the site and with established LAPL branding guidelines.
2. Responsive design that functions perfectly on various platforms and devices.
3. Well-integrated and user-driven visual design, user experience design, and information architecture.
4. Priority given to accessibility in design (see accessibility section):
5. Advanced visual design to a high aesthetic standard.

**B. Website Functional Requirements**

1. Requirements for End User

The End User is loosely defined as all patrons and visitors to the website. The Discovery Phase and other available information will define the end user. The following is a sample of tasks to be performed by the End User:

- a. Easily access branch and library information, including hours of operation, locations, and services offered at facilities.
- b. Access and search the library's catalog.
- c. Browse and search library events.
- d. RSVP/reserve attendance for in-person and virtual events.
- e. Browse, search, and access the library's e-media resources, research databases, and other digital resources.
- f. Reserve public access computers (and other equipment) and book appointments for equipment.
- g. Connect with library staff for assistance with library collections, services, and resources.
- h. Access the library's policies and regulations.
- i. Browse, search, and access timely content such as blog posts, videos, and podcasts.
- j. Access content on the website in several languages with minimal friction.
- k. Access the website on various devices, operating systems, and browser software within reason.

2. Requirements for Library Staff

Library Staff includes all employees and contractors who will maintain, administer, compose content for, and otherwise interact with the website's CMS, servers, databases, etc. ("back end"). This includes:

- a. Digital Content Team
- b. Web Services Staff and Contractors

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- c. IT/Network Support Staff
  - d. Programming Staff
  - e. Branch Staff
  - f. Subject Department Staff
  - g. Library Administration
  - h. Board of Library Commissioners
  - i. Book Reviewers
  - j. Blog Authors
  - k. Calendar Event Creators
  - l. Other Content Contributors
3. Library staff will be able to:
- a. Create content quickly and efficiently based on institutional needs with a minimal amount of coding, programming, or development.
  - b. Create the following types of content (examples, list to be defined in the agreement) quickly and efficiently:
    - i. Webpages
    - ii. Landing Pages or Mini-sites
    - iii. Timestamped Content (Blog Posts, Audiovisual Content including video, podcasts, etc.).
    - iv. Event Calendar Listings.
    - v. E-media, research database, or other electronic resource providers.
    - vi. Visual exhibits and image galleries.
    - vii. Webforms or surveys.
  - c. Create views/feeds of existing content to create dynamically updated pages and content blocks with a minimum of friction.
  - d. Based on the roles of the positions and departments listed above, it should be easy for staff of varying responsibilities to have granular permissions for editing and contributing to different areas of the website.

**C. Accessibility**

The new website will conform to the following minimum requirements:

- a. World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG 2.1 (Level AA)).
- b. Section 508 of the US Rehabilitation Act.
- c. All applicable Federal, State, and Local regulations for accessibility.

Additionally, the website will seek to exceed regulatory requirements and strive to provide an exceptional user experience for all users regardless of ability. Areas to be addressed include color contrast, alternative text, forms and links, physical accessibility, audio accessibility, language access (see below), and other accessibility issues as agreed upon by the library and the website developer.

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**D. Language Access**

At a minimum, the new website will provide the ability to:

- a. Easily create multilingual content using either automated or human-created translations when needed.
- b. Easily change languages for any written content on the website.

The Library and the developer will agree on additional provisions for multilingual content on the website in the discovery phase.

**E. Privacy and Data Handling**

Concurrent with website development, the library will be researching and establishing a new patron privacy policy. In general, the library will strive to exceed legal requirements and establish itself as a leader in digital privacy for its patrons and website users. The new website will prioritize the following:

1. Minimum Legal and Policy requirements

- a. Federal Regulations
- b. California State Regulations
- c. EU/GDPR if applicable.
- d. Los Angeles City guidelines.

2. Internal Privacy Policy

- a. Patron data protection - the library's website will prioritize the privacy of its users and strive to avoid the use of any tools or practices which collect unneeded personal information.
- b. Analytics & Tracking: As much as possible, the library will seek to avoid integrating third-party tools or services that threaten library patrons' privacy. Reducing or eliminating invasive tracking will be a priority for this project.
- c. Transparency & Accountability: As much as possible, the website will make explicit, in clear language, exactly what and how any personal information is collected and shared and what is done with that information.

**F. Technical Requirements**

1. Content Management

- a. Preferred Content Management System: Drupal (current version, with provisions to upgrade as subsequent versions become available).
- b. Optional/Considered: Open-source content management platforms, including WordPress.

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2. Hosting

- a. Option for self-hosting: The library's current website is self-hosted. If tenable, options for self-hosting will be considered.
- b. Option for cloud hosting: Proposals for distributed/cloud hosting of website will also be considered, if the proposed solution meets the other requirements described in this RFP.

3. Front-end Development Standards

- a. Front-end development should follow up-to-date coding standards.
- b. Implement clean, elegant code following best practices for website development in 2022 and beyond.

4. Performance

- a. Load Speed - Priority should be given to page load speed over resource-intensive, overly complex features.
- b. Site will perform acceptably on a wide range of devices and software.

5. Reliability

An agreed-upon plan for site uptime, data backups, and disaster recovery will be developed between the developer and the library as part of the discovery phase.

6. Optional Desired Features

The following are not required elements, but the library welcomes consideration of the following optional features and deliverables in proposals. If included among the services to be provided by the proposer, these should be priced separately and independently from other services.

- a. Updates to library branding, style guidelines, and/or content strategy in concert with the website redesign project.
- b. Universal search (integrated single search which includes library catalog, research databases, e-media, website content, etc.).
- c. Catalog content integration - Ability to include website content in catalog searches and as related content.
- d. Digital Collections Portal (Tessa).
  - i. Integration of CONTENTdm or another Digital Asset Management (DAM) system.
  - ii. Ability to pull DAM content into website content dynamically.
- d. Library Mobile Application.
- e. Digital signage integrations.
- f. ILS integrations.
- g. Updates to, or redesign of Library Staff Intranet and/or internal Knowledge Base.

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- h. Marketing & Communication Tools.
- i. Data Analytics and Workflow Management Tools.
- j. Online Help and User Guides
- k. Online Customer Service Platform and/or Knowledge Base.