

REQUEST FOR PROPOSAL

RFP # 22-07

A2Gov.org Website Redesign

City of Ann Arbor
Information Technology



Due Date: February 22, 2022 by 2:00 p.m. (local time)

Issued By:

City of Ann Arbor
Procurement Unit
301 E. Huron Street
Ann Arbor, MI 48104

TABLE OF CONTENTS

SECTION I: GENERAL INFORMATION	3
SECTION II: SCOPE OF SERVICES.....	9
SECTION III: MINIMUM INFORMATION REQUIRED	10
SECTION IV: ATTACHMENTS	14
APPENDIX A: SAMPLE PROFESSIONAL SERVICES AGREEMENT.....	22

SECTION I - GENERAL INFORMATION

A. OBJECTIVE

The purpose of this RFP is to request firms present their qualifications and capabilities to provide services to complete the digital rebranding of the City of Ann Arbor website. It is the intent of the City to contract with a respondent that provides the best creative and technical service to the City of Ann Arbor.

B. QUESTIONS AND CLARIFICATIONS / DESIGNATED CITY CONTACTS

All questions regarding this Request for Proposal (RFP) shall be submitted via e-mail. Questions will be accepted and answered in accordance with the terms and conditions of this RFP.

All questions shall be submitted on or before February 2, 2022 at 10:00 a.m., and should be addressed as follows:

Scope of Work/Proposal Content questions shall be e-mailed to Kevin Eyer, Technology and Change Manager - kreyer@a2gov.org

RFP Process and Compliance questions shall be e-mailed to Colin Spencer, Buyer - CSpencer@a2gov.org

Should any prospective offeror be in doubt as to the true meaning of any portion of this RFP, or should the prospective offeror find any ambiguity, inconsistency, or omission therein, the prospective offeror shall make a written request for an official interpretation or correction by the due date for questions above.

All interpretations, corrections, or additions to this RFP will be made only as an official addendum that will be posted to a2gov.org and MITN.info and it shall be the prospective offeror's responsibility to ensure they have received all addenda before submitting a proposal. Any addendum issued by the City shall become part of the RFP, and must be incorporated in the proposal where applicable.

C. PRE-PROPOSAL MEETING

No pre-proposal meeting will be held for this RFP. Please contact staff indicated above with general questions regarding the RFP.

D. PROPOSAL FORMAT

To be considered, each firm must submit a response to this RFP using the format provided in Section III. No other distribution of proposals is to be made by the prospective offeror. An official authorized to bind the offeror to its provisions must

sign the proposal in ink. Each proposal must remain valid for at least ninety days from the due date of this RFP.

Proposals should be prepared simply and economically providing a straightforward, concise description of the offeror's ability to meet the requirements of the RFP. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person signing the proposal.

E. SELECTION CRITERIA

Responses to this RFP will be evaluated using a point system as shown in Section III. A selection committee comprised of staff from the City will complete the evaluation.

The fee proposals will not be reviewed at the initial evaluation. After initial evaluation, the City will determine top proposals, and open only those fee proposals. The City will then determine which, if any, firms will be interviewed. During the interviews, the selected firms will be given the opportunity to discuss their proposal, qualifications, past experience, and their fee proposal in more detail. The City further reserves the right to interview the key personnel assigned by the selected offeror to this project. If the City chooses to interview any respondents, the interviews will be tentatively held the **week of March 7, 2022**. Offeror must be available on these dates.

All proposals submitted may be subject to clarifications and further negotiation. All agreements resulting from negotiations that differ from what is represented within the RFP or in the proposal response shall be documented and included as part of the final contract.

F. SEALED PROPOSAL SUBMISSION

All proposals are due and must be delivered to the City on or before, February 22, 2022 at 2:00 p.m. (local time). Proposals submitted late or via oral, telephonic, telegraphic, electronic mail or facsimile **will not** be considered or accepted.

Each respondent must submit in a sealed envelope

- **one (1) original proposal**
- **three (3) additional proposal copies**
- **one (1) digital copy of the proposal preferably on a USB/flash drive as one file in PDF format**

Each respondent must submit in a single separate sealed envelope marked Fee Proposal

- **two (2) copies of the fee proposal**

The fee proposal and all costs must be separate from the rest of the proposal.

Proposals submitted must be clearly marked: “RFP# 22-07 – A2Gov.org Website Redesign” and list the offeror’s name and address.

Proposals must be addressed and delivered to:
City of Ann Arbor
c/o Customer Service
301 East Huron Street
Ann Arbor, MI 48107

All proposals received on or before the due date will be publicly opened and recorded on the due date. No immediate decisions will be rendered.

Hand delivered bids may be dropped off in the Purchasing drop box located in the Ann Street (north) vestibule/entrance of City Hall which is open to the public at all hours. The City will not be liable to any prospective offeror for any unforeseen circumstances, delivery, or postal delays. Postmarking on the due date will not substitute for receipt of the proposal. Offerors are responsible for submission of their proposal. Additional time will not be granted to a single prospective offeror. However, additional time may be granted to all prospective offerors at the discretion of the City.

A proposal may be disqualified if the following required forms are not included with the proposal:

- **Attachment C - City of Ann Arbor Non-Discrimination Declaration of Compliance**
- **Attachment D - City of Ann Arbor Living Wage Declaration of Compliance**
- **Attachment E - Vendor Conflict of Interest Disclosure Form of the RFP Document**

Proposals that fail to provide these forms listed above upon proposal opening may be deemed non-responsive and may not be considered for award.

Please provide the forms outlined above (Attachments C, D and E) within your narrative proposal, not within the separately sealed Fee Proposal envelope.

All proposed fees, cost or compensation for the services requested herein should be provided in the separately sealed Fee Proposal envelope only.

G. DISCLOSURES

Under the Freedom of Information Act (Public Act 442), the City is obligated to permit review of its files, if requested by others. All information in a proposal is subject to disclosure under this provision. This act also provides for a complete disclosure of contracts and attachments thereto.

H. TYPE OF CONTRACT

A sample of the Professional Services Agreement is included as Appendix A. Those who wish to submit a proposal to the City are required to review this sample agreement carefully. **The City will not entertain changes to its Professional Services Agreement.**

The City reserves the right to award the total proposal, to reject any or all proposals in whole or in part, and to waive any informality or technical defects if, in the City's sole judgment, the best interests of the City will be so served.

This RFP and the selected offeror's response thereto, shall constitute the basis of the scope of services in the contract by reference.

I. NONDISCRIMINATION

All offerors proposing to do business with the City shall satisfy the contract compliance administrative policy adopted by the City Administrator in accordance with the Section 9:158 of the Ann Arbor City Code. Breach of the obligation not to discriminate as outlined in Attachment C shall be a material breach of the contract. Contractors are required to post a copy of Ann Arbor's Non-Discrimination Ordinance attached at all work locations where its employees provide services under a contract with the City.

J. WAGE REQUIREMENTS

The Attachments provided herein outline the requirements for payment of prevailing wages or of a "living wage" to employees providing service to the City under this contract. The successful offeror must comply with all applicable requirements and provide documentary proof of compliance when requested.

K. CONFLICT OF INTEREST DISCLOSURE

The City of Ann Arbor Purchasing Policy requires that the consultant complete a Conflict of Interest Disclosure form. A contract may not be awarded to the selected offeror unless and until the Procurement Unit and the City Administrator have reviewed the Disclosure form and determined that no conflict exists under applicable federal, state, or local law or administrative regulation. Not every relationship or situation disclosed on the Disclosure Form may be a disqualifying conflict. Depending on applicable law and regulations, some contracts may awarded on the recommendation of the City Administrator after full disclosure, where such action is allowed by law, if demonstrated competitive pricing exists and/or it is determined the award is in the best interest of the City. A copy of the Conflict of Interest Disclosure Form is attached.

L. COST LIABILITY

The City of Ann Arbor assumes no responsibility or liability for costs incurred by the offeror prior to the execution of a Professional Services Agreement. The liability of the City is limited to the terms and conditions outlined in the Agreement. By submitting a proposal, offeror agrees to bear all costs incurred or related to the preparation, submission, and selection process for the proposal.

M. DEBARMENT

Submission of a proposal in response to this RFP is certification that the Respondent is not currently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal departments or agency. Submission is also agreement that the City will be notified of any changes in this status.

N. PROPOSAL PROTEST

All proposal protests must be in writing and filed with the Purchasing Manager within five (5) business days of the award action. The offeror must clearly state the reasons for the protest. If an offeror contacts a City Service Area/Unit and indicates a desire to protest an award, the Service Area/Unit shall refer the offeror to the Purchasing Manager. The Purchasing Manager will provide the offeror with the appropriate instructions for filing the protest. The protest shall be reviewed by the City Administrator or designee, whose decision shall be final.

Any inquiries or requests regarding this procurement should be only submitted in writing to the Designated City Contacts provided herein. Attempts by the offeror to initiate contact with anyone other than the Designated City Contacts provided herein that the offeror believes can influence the procurement decision, e.g., Elected Officials, City Administrator, Selection Committee Members, Appointed Committee Members, etc., may lead to immediate elimination from further consideration.

O. SCHEDULE

The proposals submitted should define an appropriate schedule in accordance with the requirements of the Proposed Work Plan in Section III.

The following is the schedule for this RFP process.

Activity/Event	Anticipated Date
Written Question Deadline	February 2, 2022, 10:00 a.m.
Addenda Published (if needed)	Week of February 7, 2022
Proposal Due Date (Local Time)	February 22, 2022, 2:00 p.m. (Local Time)
Tentative Interviews (if needed)	Week of March 7, 2022
Selection/Negotiations	March 2022

The above schedule is for information purposes only and is subject to change at the City's discretion.

P. IRS FORM W-9

The selected offeror will be required to provide the City of Ann Arbor an IRS form W-9.

Q. RESERVATION OF RIGHTS

1. The City reserves the right in its sole and absolute discretion to accept or reject any or all proposals, or alternative proposals, in whole or in part, with or without cause.
2. The City reserves the right to waive, or not waive, informalities or irregularities in of any proposal if determined by the City to be in its best interest.
3. The City reserves the right to request additional information from any or all offerors.
4. The City reserves the right to reject any proposal that it determines to be unresponsive and deficient in any of the information requested within RFP.
5. The City reserves the right to determine whether the scope of the project will be entirely as described in the RFP, a portion of the scope, or a revised scope be implemented.
6. The City reserves the right to select one or more consultants to perform services.
7. The City reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected. Submission of a proposal indicates acceptance by the firm of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted.
8. The City reserves the right to disqualify proposals that fail to respond to any requirements outlined in the RFP, or failure to enclose copies of the required documents outlined within RFP.

R. ENVIRONMENTAL COMMITMENT

The City of Ann Arbor recognizes its responsibility to minimize negative impacts on human health and the environment while supporting a vibrant community and economy. The City further recognizes that the products and services the City buys have inherent environmental and economic impacts and that the City should make procurement decisions that embody, promote, and encourage the City's commitment to the environment.

The City encourages potential vendors to bring forward emerging and progressive products and services that are best suited to the City's environmental principles.

SECTION II - SCOPE OF SERVICES

1. Objective

The City of Ann Arbor seeks to redesign the City of Ann Arbor's website, www.a2gov.org, in order to provide a user experience that is:

- Easy to navigate and is intuitive
- Modern and is visually pleasing
- Utilizes responsive design
- Incorporates dynamic features, as aligned with and proven useful by industry standards.
- Compliant with Section 508
- Loads quickly on all major web browsers

We are seeking a design firm to provide creative and front-end development services. The work plan for the delivery of the services should include detail about the design and development process. (i.e. design requirements meetings, number of comps and revisions, etc.)

2. Requirements

- A. The design and front-end development must adhere to responsive web design best practices. Bootstrap is preferred.
- B. Navigation and mega menus should be interactive. Please see the wireframes in Attachment A for more information.
- C. Front-end development utilizing HTML5 and CSS3.
- D. Site should look the same and operate consistently across all modern browsers.
- E. Homepage design and front-end development. Please see the wireframes in Attachment A for more information.
- F. Parks and Recreation homepage design and front-end development.
- G. Four Parks and Recreation facility and sub-page template designs including front-end development.
- H. Parks and Recreation activity template design and front-end development. Please see the wireframes in Attachment A for more information.
- I. Five to seven department page template designs created in collaboration with department stakeholders.
- J. Adheres to the Rehabilitation Act of 1973 requirements. (Section 508 compliance)
- K. Provide a recommendation on providing language translation services in the new design templates.

SECTION III - MINIMUM INFORMATION REQUIRED

PROPOSAL FORMAT

Offerors should organize Proposals into the following Sections:

- A. Professional Qualifications
- B. Past Involvement with Similar Projects
- C. Proposed Work Plan
- D. Fee Proposal (include in a separate sealed envelope clearly marked "Fee Proposal")
- E. Authorized Negotiator
- F. Attachments

The following describes the elements that should be included in each of the proposal sections and the weighted point system that will be used for evaluation of the proposals.

A. Professional Qualifications – 20 points

1. State the full name and address of your organization and, if applicable, the branch office or other subsidiary element that will perform, or assist in performing, the work hereunder. Indicate whether it operates as an individual, partnership, or corporation. If as a corporation, include whether it is licensed to operate in the State of Michigan.
2. Include the name of executive and professional personnel by skill and qualification that will be employed in the work. Show where these personnel will be physically located during the time they are engaged in the work. Indicate which of these individuals you consider key to the successful completion of the project. Identify only individuals who will do the work on this project by name and title. Resumes and qualifications are required for all proposed project personnel, including all subcontractors. Qualifications and capabilities of any subcontractors must also be included.
3. State history of the firm, in terms of length of existence, types of services provided, etc. Identify the technical details that make the firm uniquely qualified for this work.

B. Past involvement with Similar Projects – 30 points

The written proposal must include a list of specific experience in the project area and indicate proven ability in implementing similar projects for the firm **and** the individuals to be involved in the project. A complete list of client references must be provided for similar projects recently completed. The list shall include the firm/agency name, address, telephone number, project title, and contact person.

C. Proposed Work Plan – 30 points

Provide a detailed and comprehensive description of how the offeror intends to provide the services requested in this RFP. This description shall include, but not be limited to: how the project(s) will be managed and scheduled, how and when data and materials will be delivered to the City, communication and coordination, the working relationship between the offeror and City staff, and the company's general philosophy in regards to providing the requested services.

Offerors shall be evaluated on the clarity, thoroughness, and content of their responses to the above items.

D. Fee Proposal - 20 points

Fee schedules shall be submitted in a separate, sealed, envelope as part of the proposal. Fee quotations are to include the names, title, hourly rates, overhead factors, and any other relevant details. The proposal should highlight key staff and positions that would likely be involved with projects. Offerors shall be capable of justifying the details of the fee proposal relative to personnel costs, overhead, how the overhead rate is derived, material and time.

E. Authorized Negotiator

Include the name, phone number, and e-mail address of persons(s) in your organization authorized to negotiate the agreement with the City

F. Attachments

Legal Status of Offeror, Conflict of Interest Form, Living Wage Compliance Form, and the Non-Discrimination Form must be returned with the proposal. These elements should be included as attachments to the proposal submission.

PROPOSAL EVALUATION

1. The selection committee will evaluate each proposal by the above-described criteria and point system (A through C) to select a short-list of firms for further consideration. The City reserves the right to reject any proposal that it determines to be unresponsive and deficient in any of the information requested for evaluation. A proposal with all the requested information does not guarantee the proposing firm to be a candidate for an interview. The committee may contact references to verify material submitted by the offerors.
2. The committee then will schedule interviews with the selected firms if necessary. The selected firms will be given the opportunity to discuss in more detail their qualifications, past experience, proposed work plan and fee proposal.

3. The interview must include the project team members expected to complete a majority of work on the project, but no more than six members total. The interview shall consist of a presentation of up to thirty minutes (or the length provided by the committee) by the offeror, including the person who will be the project manager on this contract, followed by approximately thirty minutes of questions and answers. Audiovisual aids may be used during the oral interviews. The committee may record the oral interviews.
4. The firms interviewed will then be re-evaluated by the above criteria (A through D), and adjustments to scoring will be made as appropriate. After evaluation of the proposals, further negotiation with the selected firm may be pursued leading to the award of a contract by City Council, if suitable proposals are received.

The City reserves the right to waive the interview process and evaluate the offerors based on their proposals and fee schedules alone and open fee schedules before or prior to interviews.

The City will determine whether the final scope of the project to be negotiated will be entirely as described in this RFP, a portion of the scope, or a revised scope.

Work to be done under this contract is generally described through the detailed specifications and must be completed fully in accordance with the contract documents.

Any proposal that does not conform fully to these instructions may be rejected.

PREPARATION OF PROPOSALS

Proposals should have no plastic bindings but will not be rejected as non-responsive for being bound. Staples or binder clips are acceptable. Proposals should be printed double sided on recycled paper. Proposals should not be more than 30 sheets (60 sides), not including required attachments and resumes.

Each person signing the proposal certifies that they are a person in the offeror's firm/organization responsible for the decisions regarding the fees being offered in the Proposal and has not and will not participate in any action contrary to the terms of this provision.

ADDENDA

If it becomes necessary to revise any part of the RFP, notice of the addendum will be posted to Michigan Inter-governmental Trade Network (MITN) www.mitn.info and/or the City of Ann Arbor web site www.A2gov.org for all parties to download.

Each offeror must acknowledge in its proposal all addenda it has received. The failure of an offeror to receive or acknowledge receipt of any addenda shall not relieve the offeror

of the responsibility for complying with the terms thereof. The City will not be bound by oral responses to inquiries or written responses other than official written addenda.

SECTION IV - ATTACHMENTS

Attachment A – City of Ann Arbor Website – Wireframes

Attachment B - Legal Status of Offeror

Attachment C – Non-Discrimination Ordinance Declaration of Compliance Form

Attachment D – Living Wage Declaration of Compliance Form

Attachment E – Vendor Conflict of Interest Disclosure Form

Attachment F – Non-Discrimination Ordinance Poster

Attachment G – Living Wage Ordinance Poster

ATTACHMENT A

CITY OF ANN ARBOR WEBSITE – WIREFRAMES



Wireframes

The City of Ann Arbor Website
<https://www.a2gov.org>

August 14, 2020

UMSI Citizen Interaction Design (CID)
Alison Summerford, Angel Caranna, Ashwin Malik, Gina Spelman

Table of Contents

- Introduction
- Homepage Wireframe
- Homepage Wireframe Key
- Navigation Bar Wireframe
- Navigation Bar Wireframe Key
- Parks and Recreation Wireframe
- Parks and Recreation Wireframe Key

Introduction

This document presents a visual prototype of the Ann Arbor website based on the findings and recommendations outlined in the accompanying final report.

State of Michigan COVID-19 response moves to Phase 4.

Stay-at-home order lifted June 1, 2020; caution & physical distancing still necessary. [Learn more.](#)



Language: English ▾

Text size: 100% ▾

Contact us



City of Ann Arbor

Community

Business

Government

How Do I...

Welcome to

Ann Arbor

Search..



6

5

7



Shortcut



Shortcut



Shortcut



Shortcut



Shortcut



Shortcut

8

News



[New A2ZERO Program Offers \\$150 Incentive to Purchase E-Bike](#)

July 22, 2020 - As part of the A2ZERO Carbon Neutrality Initiative, Ann Arbor is announcing the new Community E-bike Discount Program. The program was created to increase the availability and... [Read more](#)

[Ann Arbor Officials Warn of Safety Requirements Amid Coronavirus](#)

July 16, 2020 - Many downtown Ann Arbor merchants and restaurants have enjoyed some relief from the COVID-19 business impacts due, in part, to the city's decision to close several streets to vehicle traffic... [Read more](#)

[Sanitary Sewer Overflow Contained to Sanitary System](#)

July 13, 2020 - On Friday, July 10, a 42-inch sanitary sewer line was broken while undergoing renovations by a city contractor. An estimated 9,000 gallons of sanitary sewage escaped... [Read more](#)

[View All News](#)

Events

Meetings

Sat. July 11

[Ann Arbor Farmer's Market](#)

[AADL Summer Game](#)

[Concert in the Park](#)

Sun. July 12

[Ann Arbor Farmer's Market](#)

[AADL Summer Game](#)

[Concert in the Park](#)

Mon. July 13

[Ann Arbor Farmer's Market](#)

[AADL Summer Game](#)

[View Events Calendar](#)

9



Contact us

[Accessibility and Title VI](#)

[Policies and Notices](#)

[Privacy and Security](#)

[Sitemap](#)

State of Michigan COVID-19 response moves to Phase 4.



Stay-at-home order lifted June 1, 2020; caution & physical distancing still necessary. [Learn more.](#)

Language: English ▾

Text size: 100% ▾

Contact us



City of Ann Arbor



Menu

Welcome to

Ann Arbor

Search..



Shortcut



Shortcut



Shortcut



Shortcut



Shortcut



Shortcut

News

Events

Meetings

10

New A2ZERO Program Offers \$150 Incentive to Purchase E-Bike

July 22, 2020 - As part of the A2ZERO Carbon Neutrality Initiative, Ann Arbor is announcing the new Community E-bike Discount Program. The program was created to increase the availability and prevalence of electric bicycles (e-bikes) in the Ann Arbor community by creating discounts... [Read more](#)

Ann Arbor Officials Warn of Safety Requirements Amid Coronavirus

July 16, 2020 - Many downtown Ann Arbor merchants and restaurants have enjoyed some relief from the COVID-19 business impacts due, in part, to the city's decision to close several streets to vehicle traffic... [Read more](#)

Sanitary Sewer Overflow Contained to Sanitary System

July 13, 2020 - On Friday, July 10, a 42-inch sanitary sewer line was broken while undergoing renovations by a city contractor. An estimated 9,000 gallons of sanitary sewage escaped the pipe into a pit created to facilitate the work and then re-entered... [Read more](#)

View All News



Contact us

Accessibility and Title VI

Policies and Notices

Privacy and Security

Sitemap

Homepage Wireframe Key

#	Wireframe Element	Supporting Findings
1	Placing the emergency alert banner at the top of the page increases its importance and visibility to users.	<p><u>Google Analytics</u>: Emergency alerts like COVID links have been a high traffic area for users, such that increasing visibility of emergency information could only benefit usability.</p> <p><u>Comp analysis</u>: Multiple comparison sites displayed alert banners at the very top of their pages, drawing users' attention first.</p>
2	Placing common options like language translation and text size at the top of the page improves accessibility.	<p><u>User surveys</u>: Respondents rated accessibility as average.</p> <p><u>Comp analysis</u>: Some comparison sites placed accessibility options (such as language translation) above the navbar.</p>
3	Using clear, neutral language in the navbar increases recognizability for users.	<p><u>User surveys</u>: Respondents rated navigation poorly and cited being confused by 'bureaucrat' terminology.</p> <p><u>Heuristic eval</u>: Navbar labels are consistently cited as issues under the <i>Recognition Rather than Recall</i> and <i>Match between Users and Real World</i> heuristics due to the subjectivity of language.</p> <p><u>Comp analysis</u>: Comparison sites consistently use neutral language such as "Services", "Government", "Residents", and "Visit".</p>
4	Keeping the navbar 'sticky' to the top of the screen improves navigation and reduces scroll time.	<p><u>Heuristic eval</u>: All navigation menu options should be consistently available and accessible.</p> <p><u>Micro user test</u>: Participants cited having to scroll back to the top for navigation as a frustration.</p> <p><u>Comp analysis</u>: The majority of comparison sites use a sticky navbar.</p>
5	Increasing the size of the search bar and placing it in a prominent spot on the home page, such as the center middle, increases its visibility to users.	<p><u>Stakeholder interviews</u>: Stakeholders mentioned that a highlight of the website is the search bar feature, and they want to have that be a prominent part of the homepage.</p>

		<p><u>Google Analytics:</u> The percentage of sessions that use site search is low.</p> <p><u>User surveys:</u> Respondents indicated a preference for search as a possible navigation tool.</p> <p><u>Micro user test:</u> Only one participant used the search bar during testing, after other navigation methods did not work.</p>
6	Implementing a prominent image banner increases opportunities to showcase city photography, as well as increases attractiveness to residents and visitors.	<p><u>Stakeholder interviews:</u> The City of Ann Arbor has a large quantity of quality photography, but it is not being used or displayed to its fullest potential.</p> <p><u>User surveys:</u> Respondents want to see improved visual quality as well as a better reflection of their community.</p>
7	Placing social media links in a single, noticeable location reduces clutter and improves click-through rates.	<p><u>Heuristic eval:</u> Clutter and repetition of elements was cited as an issue.</p> <p><u>Comp analysis:</u> Comparison sites placed social media links in highly visible places, usually in the center middle or on the navbar.</p>
8	Using icons to visually highlight key sources of information for users.	<p><u>Heuristic eval:</u> Icons were found to be used inconsistently across the site.</p> <p><u>Micro user test:</u> Participants had difficulty searching Services and Departments content to find permits or contact information.</p> <p><u>Comp analysis:</u> Comparison sites use icons to provide quick access to information that they believe their users are searching for.</p>
9	Increase page content width to display more content without cluttering the layout.	<p><u>Stakeholder interviews:</u> The current website layout contains “dead real estate,” or page space that is not being used.</p> <p><u>Comp analysis:</u> Comparison websites use complex layouts that utilize more space.</p>
10	Layer continuously updated content to display more information while also maximizing page space.	<p><u>Comp analysis:</u> Comparison websites organize information such as “News,” “Events,” or social media updates under tabs, or in columns alongside each other.</p>



Building, Rental, and Inspection Services

Code of Ordinances [▣](#)
Permits and Licenses
Construction and Building
Historic Preservation
Rental Housing Services
Zoning

Resources for Businesses

SmartZone
S.P.A.R.K. [▣](#)
N.E.W. Center [▣](#)
Downtown Development Authority [▣](#)

Downtown Districts and Associations

City Bids and Proposals

City Planning Initiatives

Chamber of Commerce [▣](#)



Residential Services

Trash, Recycling, and Compost
Water Services and Payments
Snow Removal
ADA Disability Resources
List of Services

Housing

Property Information
Housing Commission
Ward Boundaries Map
Neighborhood Associations

Parks and Recreation

City Parks
Recreational Activities
Youth and Adult Programs
Community Centers
Farmer's Market

Environment

Natural Area Preservation
Sustainability in Ann Arbor
Forestry

Transportation

Road Closures
Bus Routes [▣](#)
Parking Map [▣](#)
getDowntown Program [▣](#)

Events Calendar

Visit [annarbor.org](#) [▣](#)



Voting and Elections

Voter Registration
Sign Up for Absentee Voting
Where to Vote
Upcoming Elections
Election Day Line Tracker

Meetings

Public Meetings Calendar
Watch Meetings on CTN
Meeting Minutes and Agendas [▣](#)

City Council

Mayor's Office
City Clerk's Office
Current Council Members

List of Boards and Commissions

15th District Court

FOIA Request

Open City Hall [▣](#)



Find

City Maps and GIS Data
Code of Ordinances [▣](#)
Guide to City Finance and Budget
Holiday Closures
Property Information
Residential Services
Road Closures
Volunteer
Voter Registration

Apply For

Permits and Licenses
Absentee Ballot
Job Postings

Public Safety

Report a Problem
Fire Services
Police Services
CodeRED Emergency Alerts

Make a Payment

COVID-19 Information

2020 Census

List of Services

List of City Departments



City of Ann Arbor



Menu

Community



Business



Government



How Do I...



5



City of Ann Arbor



Menu

Community



Residential Services



Housing



Parks and Recreation



Environment



Transportation



Events Calendar



Visit annarbor.org



Business



Government



How Do I...





Community



Residential Services



Housing



Parks and Recreation



Environment



Transportation



Road Closures

Bus Routes

Parking Map

getDowntown Program

Events Calendar



Visit annarbor.org



Business



Government



How Do I...



Navigation Bar Wireframe Key

#	Wireframe Element	Supporting Findings
1	<p>Organization of information in the navbar should prioritize the user’s perspective, not the government’s operational structure.</p>	<p><u>Google Analytics</u>: User behavior data shows that, from the homepage, users don’t interact with the majority of the navbar.</p> <p><u>User surveys</u>: Respondents rated navigation poorly and cited being confused by ‘bureaucrat’ terminology.</p> <p><u>Micro user test</u>: When asked to accomplish tasks, participants almost always clicked on “Services” or “Departments” to find information.</p> <p><u>Comp analysis</u>: Comparison sites use variations of a “How Do I…” or “I Want To…” menu to quickly route users to the information they are looking for.</p>
2	<p>Unifying navigation elements and grouping information in logical hierarchies increases findability of information for users.</p>	<p><u>User surveys</u>: Respondents rated navigation poorly and cited preferring to use bookmarks or search.</p> <p><u>Micro user test</u>: Participants became frustrated if the item they searched for was not where they expected it to be. For example, participants were confused when they could not find the “Tree Removal Permit” under the Permits list.</p> <p><u>Heuristic eval</u>: A unified navbar addresses issues cited in multiple heuristics.</p> <p><u>Comp analysis</u>: All comparison sites use a single, universal navbar for organizing information.</p>
3	<p>Using recognizable and explanatory keywords improves navigability of information for users.</p>	<p><u>Heuristic eval</u>: Navbar labels are consistently cited as issues under the <i>Recognition Rather than Recall</i> and <i>Match between Users and Real World</i> heuristics due to the subjectivity of language.</p> <p><u>Micro user test</u>: If participants could not find what they were looking for under Services or Departments, they oftentimes could not</p>

		<p>complete the task.</p> <p><u>Comp analysis:</u> Comparison sites consistently use neutral language such as “Services”, “Government”, “Residents”, and “Visit”.</p>
4	Using a stronger color contrast improves readability and accessibility for users.	<p><u>User surveys:</u> Respondents rated accessibility as average.</p> <p><u>Heuristic eval:</u> Color usage and poor contrast in the navbar were consistently cited as major issues by evaluators.</p>
5	Creating a mobile-optimized navbar improves the navigation experience for mobile users.	<p><u>Google Analytics:</u> A growing portion of visitors use mobile devices.</p> <p><u>Heuristic eval:</u> Using the current navbar on a mobile device was found to be a poor experience.</p> <p><u>Comp analysis:</u> Many comparison sites implement a mobile navbar that expands when a menu button is tapped.</p>

State of Michigan COVID-19 response moves to Phase 4.



Stay-at-home order lifted June 1, 2020; caution & physical distancing still necessary. [Learn more.](#)

Language: English

Text size: 100%

Contact us



City of Ann Arbor

Community

Business

Government

How Do I...



Search..



2

Parks and Recreation

3

Activities

- [Athletics](#)
- [Basketball](#)
- [Camping](#)
- [Canoe & Kayak](#)
- [Dirt Bike](#)
- [Disc Golf](#)
- [Dog Parks](#)
- [Golf](#)
- [Ice Skating & Hockey](#)
- [Skating](#)
- [Swim](#)
- [Tennis](#)
- [Tubing](#)

4

Events

[Home](#) > [Departments](#) > [Parks and Recreation](#) > [Activities](#) > [Canoe & Kayak](#)

1

Canoe & Kayak



Boat rentals

Boats available are kayaks, canoes, paddleboats and SUPs. Two locations offer boat rentals. River trips only available from the Argo Livery. Stillwater paddles with no current offered at both Argo and Gallup. Summer Camps and River Kids have been cancelled. Register for programs or boats.

Argo Park/Gallup Park

5

Parks**Administration****Contact**

a2parks@a2gov.org
734.794.6230

Two liveries on the Huron River in Ann Arbor. Argo offers the 3.7 mile river trip and paddling in 2-mile Argo Pond. Gallup offers paddling in 2.5 mile Gallup Pond.

Boats available to rent at Argo are 1-person kayaks, 2-person kayaks, canoes, and stand-up paddleboards. Boat reservations are required due to the pandemic.

**Tubing**

Bring your own tube and float the cascades and river. We cannot provide transportation for people with tubes. We do not rent paddles and lifejackets.

Frequently asked questions (FAQ)

What should I wear? -

Dress for the weather and for getting wet (bathing suit or clothes that dry quickly). Wear shoes that can get wet and will stay on to protect your feet. Do not take valuables or personal belongings on the river unless secure in a dry bag/container (we sell dry bags/containers and have lockers at both liveries). Boats tip over and phones fall in the river.

What should I bring? +

Where do I park? +

Gallery

[Contact us](#)

[Accessibility and Title VI](#)

[Policies and Notices](#)

[Privacy and Security](#)

[Sitemap](#)

State of Michigan COVID-19 response moves to Phase 4.



Stay-at-home order lifted June 1, 2020; caution & physical distancing still necessary. [Learn more.](#)

Language: English ▾

Text size: 100% ▾

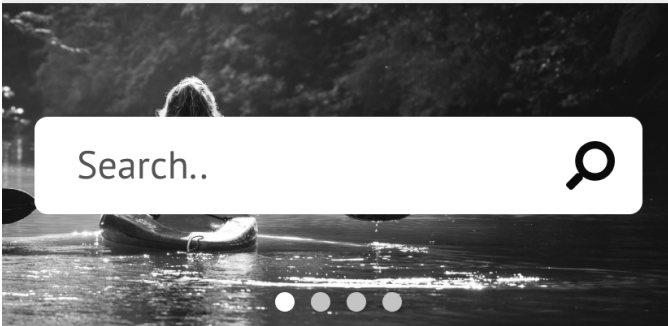
Contact us



City of Ann Arbor



Menu



[Home](#) > [Departments](#) > [Parks and Recreation](#) > [Activities](#)
> [Canoe & Kayak](#)

Canoe & Kayak

Boat rentals

Boats available are kayaks, canoes, paddleboats and SUPs. Two locations offer boat rentals. River trips only available from the Argo Livery. Stillwater paddles with no current offered at both Argo and Gallup. Summer Camps and River Kids have been cancelled. Register for programs or boats.



Argo Park/Gallup Park

Two liveries on the Huron River in Ann Arbor. Argo offers the 3.7 mile river trip and paddling in 2-mile Argo Pond. Gallup offers paddling in 2.5 mile Gallup Pond.

Tubing

Bring your own tube and float the cascades and river. We cannot provide transportation for people with tubes. We do not rent paddles and lifejackets.

Frequently asked questions (FAQ)

What should I wear? —

Dress for the weather and for getting wet (bathing suit or clothes that dry quickly).

Wear shoes that can get wet and will stay on to protect your feet.

Do not take valuables or personal belongings on the river unless secure in a dry bag/container (we sell bags/containers and have lockers). Boats tip over and phones fall in the river.

What should I bring? +

Where do I park? +

Gallery



Parks and Recreation

Activities

[Athletics](#)

[Basketball](#)

[Camping](#)

Canoe & Kayak

[Dirt Bike](#)

[Disc Golf](#)

[Dog Parks](#)

[Golf](#)

[Ice Skating & Hockey](#)

[Skating](#)

[Swim](#)

[Tennis](#)

[Tubing](#)

Events

Parks

Administration

Contact

a2parks@a2gov.org

734.794.6230



Contact us

[Accessibility and Title VI](#)

[Policies and Notices](#)

[Privacy and Security](#)

[Sitemap](#)

Sub-page (Parks and Recreation) Wireframe Key

#	Wireframe Element	Supporting Findings
1	Use breadcrumbs to more clearly distinguish the Parks and Recreation homepage from the City homepage and the P&R subpages.	<p><u>Google Analytics:</u> Page visits to the Parks and Recreation department homepage are significantly lower than to its subpages.</p> <p><u>Micro user test:</u> Participants did not know where to find the homepage, and if they found it, did not realize it was actually the department homepage.</p>
2	Format all subpages under the same general page layout.	<p><u>Stakeholder interviews:</u> Inconsistent web page formatting exists between departments.</p> <p><u>Heuristic eval:</u> Inconsistent page layouts and the multitude of navigation options are confusing to users.</p>
3	Unifying intra-department navigation elements in a single sidebar with clearly distinguishable categories improves information organization and user navigation.	<p><u>User surveys:</u> Respondents rated navigation poorly and cited preferring to use bookmarks or search.</p> <p><u>Micro user test:</u> Participants were unsure how to navigate the Parks and Recreation department when looking for specific information.</p> <p><u>Heuristic eval:</u> Evaluators cited the wealth of options in this section (website navbar, department navbar, and department sidebar) as a major issue.</p> <p><u>Comp analysis:</u> Comparison sites use a single sidebar for intra-department navigation.</p>
4	Make all department subpages clearly locateable within department navigation.	<p><u>Google Analytics:</u> A contributing factor to users opting for organic search to find subpages may be due to their inability to find them via a visible link on the navbar or sidebar menus.</p> <p><u>Micro user test:</u> Some participants, when they navigated to the wrong page, expressed frustration when they could not use the sidebar to return to their previous location.</p> <p><u>Heuristic eval:</u> Evaluators saw that, while there was a variety of navigation options, there were</p>

		many subpages that were not listed in any navigation element.
5	Write page content in a succinct, neutral, and accessible language.	<p><u>Stakeholder interviews:</u> The tool Site Improve shows that a majority of the pages are at a college reading level. For a municipal website, the reading level should be much lower to be fully accessible to users.</p> <p><u>User surveys:</u> Respondents rated navigation poorly and cited being confused by 'bureaucrat' terminology.</p> <p><u>User feedback:</u> The highest frequency of reports involved the inability to find specific information.</p>
6	Condensing page content into fewer columns allows content to occupy more width.	<p><u>Stakeholder interviews:</u> The current website layout contains "dead real estate," or page space that is not being used.</p> <p><u>Comp analysis:</u> Comparison websites use complex layouts that utilize more space.</p>
7	Ensure that navigation elements such as the sidebar are accessible across all devices, particularly mobile.	<p><u>Google Analytics:</u> A growing portion of visitors use mobile devices.</p> <p><u>Heuristic eval:</u> Departmental sidebars were found to be completely missing from view on mobile devices.</p>

**ATTACHMENT B
LEGAL STATUS OF OFFEROR**

(The Respondent shall fill out the provision and strike out the remaining ones.)

The Respondent is:

- A corporation organized and doing business under the laws of the state of _____, for whom _____ bearing the office title of _____, whose signature is affixed to this proposal, is authorized to execute contracts on behalf of respondent.*

*If not incorporated in Michigan, please attach the corporation's Certificate of Authority

- A limited liability company doing business under the laws of the State of _____, whom _____ bearing the title of _____ whose signature is affixed to this proposal, is authorized to execute contract on behalf of the LLC.
- A partnership organized under the laws of the State of _____ and filed with the County of _____, whose members are (attach list including street and mailing address for each.)
- An individual, whose signature with address, is affixed to this RFP.

Respondent has examined the basic requirements of this RFP and its scope of services, including all Addendum (if applicable) and hereby agrees to offer the services as specified in the RFP.

_____ Date: _____,
Signature

(Print) Name _____ Title _____

Firm: _____

Address: _____

Contact Phone _____ Fax _____

Email _____

**ATTACHMENT C
CITY OF ANN ARBOR DECLARATION OF COMPLIANCE**

Non-Discrimination Ordinance

The “non discrimination by city contractors” provision of the City of Ann Arbor Non-Discrimination Ordinance (Ann Arbor City Code Chapter 112, Section 9:158) requires all contractors proposing to do business with the City to treat employees in a manner which provides equal employment opportunity and does not discriminate against any of their employees, any City employee working with them, or any applicant for employment on the basis of actual or perceived age, arrest record, color, disability, educational association, familial status, family responsibilities, gender expression, gender identity, genetic information, height, HIV status, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, source of income, veteran status, victim of domestic violence or stalking, or weight. It also requires that the contractors include a similar provision in all subcontracts that they execute for City work or programs.

In addition the City Non-Discrimination Ordinance requires that all contractors proposing to do business with the City of Ann Arbor must satisfy the contract compliance administrative policy adopted by the City Administrator. A copy of that policy may be obtained from the Purchasing Manager

The Contractor agrees:

- (a) To comply with the terms of the City of Ann Arbor’s Non-Discrimination Ordinance and contract compliance administrative policy.
- (b) To post the City of Ann Arbor’s Non-Discrimination Ordinance Notice in every work place or other location in which employees or other persons are contracted to provide services under a contract with the City.
- (c) To provide documentation within the specified time frame in connection with any workforce verification, compliance review or complaint investigation.
- (d) To permit access to employees and work sites to City representatives for the purposes of monitoring compliance, or investigating complaints of non-compliance.

The undersigned

Company Name

Signature of Authorized Representative

Date

Print Name and Title

Address, City, State, Zip

Phone/Email address

Questions about the Notice or the City Administrative Policy, Please contact:
Procurement Office of the City of Ann Arbor
(734) 794-6500

Revised 3/31/15 Rev. 0

NDO-2

**ATTACHMENT D
CITY OF ANN ARBOR
LIVING WAGE ORDINANCE DECLARATION OF COMPLIANCE**

The Ann Arbor Living Wage Ordinance (Section 1:811-1:821 of Chapter 23 of Title I of the Code) requires that an employer who is (a) a contractor providing services to or for the City for a value greater than \$10,000 for any twelve-month contract term, or (b) a recipient of federal, state, or local grant funding administered by the City for a value greater than \$10,000, or (c) a recipient of financial assistance awarded by the City for a value greater than \$10,000, shall pay its employees a prescribed minimum level of compensation (i.e., Living Wage) for the time those employees perform work on the contract or in connection with the grant or financial assistance. The Living Wage must be paid to these employees for the length of the contract/program.

Companies employing fewer than 5 persons and non-profits employing fewer than 10 persons are exempt from compliance with the Living Wage Ordinance. If this exemption applies to your company/non-profit agency please check here No. of employees

The Contractor or Grantee agrees:

- (a) To pay each of its employees whose wage level is not required to comply with federal, state or local prevailing wage law, for work covered or funded by a contract with or grant from the City, no less than the Living Wage. The current Living Wage is defined as \$14.05/hour for those employers that provide employee health care (as defined in the Ordinance at Section 1:815 Sec. 1 (a)), or no less than \$15.66/hour for those employers that do not provide health care. The Contractor or Grantor understands that the Living Wage is adjusted and established annually on April 30 in accordance with the Ordinance and covered employers shall be required to pay the adjusted amount thereafter to be in compliance with Section 1:815(3).

Check the applicable box below which applies to your workforce

Employees who are assigned to any covered City contract/grant will be paid at or above the applicable living wage without health benefits

Employees who are assigned to any covered City contract/grant will be paid at or above the applicable living wage with health benefits

- (b) To post a notice approved by the City regarding the applicability of the Living Wage Ordinance in every work place or other location in which employees or other persons contracting for employment are working.
- (c) To provide to the City payroll records or other documentation within ten (10) business days from the receipt of a request by the City.
- (d) To permit access to work sites to City representatives for the purposes of monitoring compliance and investigating complaints or non-compliance.
- (e) To take no action that would reduce the compensation, wages, fringe benefits, or leave available to any employee covered by the Living Wage Ordinance or any person contracted for employment and covered by the Living Wage Ordinance in order to pay the living wage required by the Living Wage Ordinance.

The undersigned, obligates the Employer/Grantee to those terms and acknowledges that if his/her employer is found to be in violation of Ordinance it may be subject to civil penalties and termination of the awarded contract or grant of financial assistance or grant of financial assistance.

Company Name	Street Address
Signature of Authorized Representative	Date
Print Name and Title	City, State, Zip
	Phone/Email address



ATTACHMENT E

VENDOR CONFLICT OF INTEREST DISCLOSURE FORM
--

All vendors interested in conducting business with the City of Ann Arbor must complete and return the Vendor Conflict of Interest Disclosure Form in order to be eligible to be awarded a contract. Please note that all vendors are subject to comply with the City of Ann Arbor’s conflict of interest policies as stated within the certification section below.

If a vendor has a relationship with a City of Ann Arbor official or employee, an immediate family member of a City of Ann Arbor official or employee, the vendor shall disclose the information required below.

1. No City official or employee or City employee’s immediate family member has an ownership interest in vendor’s company or is deriving personal financial gain from this contract.
2. No retired or separated City official or employee who has been retired or separated from the City for less than one (1) year has an ownership interest in vendor’s Company.
3. No City employee is contemporaneously employed or prospectively to be employed with the vendor.
4. Vendor hereby declares it has not and will not provide gifts or hospitality of any dollar value or any other gratuities to any City employee or elected official to obtain or maintain a contract.
5. Please note any exceptions below:

Conflict of Interest Disclosure*	
Name of City of Ann Arbor employees, elected officials or immediate family members with whom there may be a potential conflict of interest.	<input type="checkbox"/> Relationship to employee <hr/> <input type="checkbox"/> Interest in vendor’s company <input type="checkbox"/> Other (please describe in box below)

*Disclosing a potential conflict of interest does not disqualify vendors. In the event vendors do not disclose potential conflicts of interest and they are detected by the City, vendor will be exempt from doing business with the City.

I certify that this Conflict of Interest Disclosure has been examined by me and that its contents are true and correct to my knowledge and belief and I have the authority to so certify on behalf of the Vendor by my signature below:		
Vendor Name	Vendor Phone Number	
Signature of Vendor Authorized Representative	Date	Printed Name of Vendor Authorized Representative

**ATTACHMENT F
CITY OF ANN ARBOR NON-DISCRIMINATION ORDINANCE**

Relevant provisions of Chapter 112, Nondiscrimination, of the Ann Arbor City Code are included below.
You can review the entire ordinance at www.a2gov.org/humanrights.

Intent: It is the intent of the city that no individual be denied equal protection of the laws; nor shall any individual be denied the enjoyment of his or her civil or political rights or be discriminated against because of actual or perceived age, arrest record, color, disability, educational association, familial status, family responsibilities, gender expression, gender identity, genetic information, height, HIV status, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, source of income, veteran status, victim of domestic violence or stalking, or weight.

Discriminatory Employment Practices: No person shall discriminate in the hire, employment, compensation, work classifications, conditions or terms, promotion or demotion, or termination of employment of any individual. No person shall discriminate in limiting membership, conditions of membership or termination of membership in any labor union or apprenticeship program.

Discriminatory Effects: No person shall adopt, enforce or employ any policy or requirement which has the effect of creating unequal opportunities according to actual or perceived age, arrest record, color, disability, educational association, familial status, family responsibilities, gender expression, gender identity, genetic information, height, HIV status, marital status, national origin, political beliefs, race, religion, sex, sexual orientation, source of income, veteran status, victim of domestic violence or stalking, or weight for an individual to obtain housing, employment or public accommodation, except for a bona fide business necessity. Such a necessity does not arise due to a mere inconvenience or because of suspected objection to such a person by neighbors, customers or other persons.

Nondiscrimination by City Contractors: All contractors proposing to do business with the City of Ann Arbor shall satisfy the contract compliance administrative policy adopted by the City Administrator in accordance with the guidelines of this section. All city contractors shall ensure that applicants are employed and that employees are treated during employment in a manner which provides equal employment opportunity and tends to eliminate inequality based upon any classification protected by this chapter. All contractors shall agree not to discriminate against an employee or applicant for employment with respect to hire, tenure, terms, conditions, or privileges of employment, or a matter directly or indirectly related to employment, because of any applicable protected classification. All contractors shall be required to post a copy of Ann Arbor's Non-Discrimination Ordinance at all work locations where its employees provide services under a contract with the city.

Complaint Procedure: If any individual believes there has been a violation of this chapter, he/she may file a complaint with the City's Human Rights Commission. The complaint must be filed within 180 calendar days from the date of the individual's knowledge of the allegedly discriminatory action or 180 calendar days from the date when the individual should have known of the allegedly discriminatory action. A complaint that is not filed within this timeframe cannot be considered by the Human Rights Commission. To file a complaint, first complete the complaint form, which is available at www.a2gov.org/humanrights. Then submit it to the Human Rights Commission by e-mail (hrc@a2gov.org), by mail (Ann Arbor Human Rights Commission, PO Box 8647, Ann Arbor, MI 48107), or in person (City Clerk's Office). For further information, please call the commission at 734-794-6141 or e-mail the commission at hrc@a2gov.org.

Private Actions For Damages or Injunctive Relief: To the extent allowed by law, an individual who is the victim of discriminatory action in violation of this chapter may bring a civil action for appropriate injunctive relief or damages or both against the person(s) who acted in violation of this chapter.

**THIS IS AN OFFICIAL GOVERNMENT NOTICE AND
MUST BE DISPLAYED WHERE EMPLOYEES CAN READILY SEE IT.**

ATTACHMENT G

CITY OF ANN ARBOR LIVING WAGE ORDINANCE

RATE EFFECTIVE APRIL 30, 2021 - ENDING APRIL 29, 2022

\$14.05 per hour

If the employer provides health care benefits*

\$15.66 per hour

If the employer does **NOT** provide health care benefits*

Employers providing services to or for the City of Ann Arbor or recipients of grants or financial assistance from the City of Ann Arbor for a value of more than \$10,000 in a twelve-month period of time must pay those employees performing work on a City of Ann Arbor contract or grant, the above living wage.

ENFORCEMENT

The City of Ann Arbor may recover back wages either administratively or through court action for the employees that have been underpaid in violation of the law. Persons denied payment of the living wage have the right to bring a civil action for damages in addition to any action taken by the City.

Violation of this Ordinance is punishable by fines of not more than \$500/violation plus costs, with each day being considered a separate violation. Additionally, the City of Ann Arbor has the right to modify, terminate, cancel or suspend a contract in the event of a violation of the Ordinance.

* Health Care benefits include those paid for by the employer or making an employer contribution toward the purchase of health care. The employee contribution must not exceed \$.50 an hour for an average work week; and the employer cost or contribution must equal no less than \$1/hr for the average work week.

The Law Requires Employers to Display This Poster Where Employees Can Readily See It.

**For Additional Information or to File a Complaint contact
Colin Spencer at 734/794-6500 or cspencer@a2gov.org**

APPENDIX A: SAMPLE PROFESSIONAL SERVICES AGREEMENT

If a contract is awarded, the selected Firm(s) will be required to adhere to a set of general contract provisions which will become a part of any formal agreement. These provisions are general principles which apply to all contractors/service providers to the City of Ann Arbor. The required provisions are:

(2020 PSA over \$25,000 NO Auto AI Rev. 1)

This agreement ("Agreement") is between the City of Ann Arbor, a Michigan municipal corporation, having its offices at 301 E. Huron St. Ann Arbor, Michigan 48104 ("City"), and _____ ("Contractor"), a(n) _____, with its address at _____ (State where organized) _____ (Partnership, Sole Proprietorship, or Corporation). City and Contractor are referred to collectively herein as the "Parties." The Parties agree as follows:

I. DEFINITIONS

Administering Service Area/Unit means _____.

Contract Administrator means _____, acting personally or through any assistants authorized by the Administrator/Manager of the Administering Service Area/Unit.

Deliverables means all Plans, Specifications, Reports, Recommendations, and other materials developed for and delivered to City by Contractor under this Agreement.

Project means _____.
Project name

II. DURATION

Contractor shall commence performance on _____, 20__ ("Commencement Date"). This Agreement shall remain in effect until satisfactory completion of the Services specified below unless terminated as provided for in Article XI. The terms and conditions of this Agreement shall apply to the earlier of the Effective Date or Commencement Date.

III. SERVICES

A. The Contractor agrees to provide _____

Type of service

("Services") in connection with the Project as described in Exhibit A. The City retains the right to make changes to the quantities of service within the general scope of the Agreement at any time by a written order. If the changes add to or deduct from the extent of the services, the compensation shall be adjusted

accordingly. All such changes shall be executed under the conditions of the original Agreement.

- B. Quality of Services under this Agreement shall be of the level of quality performed by persons regularly rendering this type of service. Determination of acceptable quality shall be made solely by the Contract Administrator.
- C. The Contractor shall perform its Services for the Project in compliance with all statutory, regulatory, and contractual requirements now or hereafter in effect as may be applicable to the rights and obligations set forth in the Agreement. The Contractor shall also comply with and be subject to the City of Ann Arbor policies applicable to independent contractors.
- D. The Contractor may rely upon the accuracy of reports and surveys provided to it by the City (if any) except when defects should have been apparent to a reasonably competent professional or when it has actual notice of any defects in the reports and surveys.

IV. INDEPENDENT CONTRACTOR

The Parties agree that at all times and for all purposes under the terms of this Agreement each Party's relationship to any other Party shall be that of an independent contractor. Each Party will be solely responsible for the acts of its own employees, agents, and servants. No liability, right, or benefit arising out of any employer/employee relationship, either express or implied, shall arise or accrue to any Party as a result of this Agreement.

Contractor does not have any authority to execute any contract or agreement on behalf of the City, and is not granted any authority to assume or create any obligation or liability on the City's behalf, or to bind the City in any way.

V. COMPENSATION OF CONTRACTOR

- A. The Contractor shall be paid in the manner set forth in Exhibit B. Payment shall be made monthly, unless another payment term is specified in Exhibit B, following receipt of invoices submitted by the Contractor, and approved by the Contract Administrator.
- B. The Contractor will be compensated for Services performed in addition to the Services described in Article III, only when the scope of and compensation for those additional Services have received prior written approval of the Contract Administrator.
- C. The Contractor shall keep complete records of work performed (e.g. tasks performed, hours allocated, etc.) so that the City may verify invoices submitted by the Contractor. Such records shall be made available to the City upon request and submitted in summary form with each invoice.

VI. INSURANCE/INDEMNIFICATION

- A. The Contractor shall procure and maintain from the Effective Date or Commencement Date of this Agreement (whichever is earlier) through the conclusion of this Agreement, such insurance policies, including those set forth in Exhibit C, as will protect itself and the City from all claims for bodily injuries, death or property damage that may arise under this Agreement; whether the act(s) or omission(s) giving rise to the claim were made by the Contractor, any subcontractor, or anyone employed by them directly or indirectly. Prior to commencement of work under this Agreement, Contractor shall provide to the City documentation satisfactory to the City, through City-approved means (currently myCOI), demonstrating it has obtained the policies and endorsements required by Exhibit C. Contractor shall add registration@mycoitracking.com to its safe sender's list so that it will receive necessary communication from myCOI. When requested, Contractor shall provide the same documentation for its subcontractor(s) (if any).

- B. Any insurance provider of Contractor shall be authorized to do business in the State of Michigan and shall carry and maintain a minimum rating assigned by A.M. Best & Company's Key Rating Guide of "A-" Overall and a minimum Financial Size Category of "V". Insurance policies and certificates issued by non-authorized insurance companies are not acceptable unless approved in writing by the City.

- C. To the fullest extent permitted by law, Contractor shall indemnify, defend, and hold the City, its officers, employees and agents harmless from all suits, claims, judgments and expenses, including attorney's fees, resulting or alleged to result, from any acts or omissions by Contractor or its employees and agents occurring in the performance of or breach in this Agreement, except to the extent that any suit, claim, judgment or expense are finally judicially determined to have resulted from the City's negligence or willful misconduct or its failure to comply with any of its material obligations set forth in this Agreement.

VII. COMPLIANCE REQUIREMENTS

- A. Nondiscrimination. The Contractor agrees to comply, and to require its subcontractor(s) to comply, with the nondiscrimination provisions of MCL 37.2209. The Contractor further agrees to comply with the provisions of Section 9:158 of Chapter 112 of the Ann Arbor City Code and to assure that applicants are employed and that employees are treated during employment in a manner which provides equal employment opportunity.

- B. Living Wage. If the Contractor is a “covered employer” as defined in Chapter 23 of the Ann Arbor City Code, the Contractor agrees to comply with the living wage provisions of Chapter 23 of the Ann Arbor City Code. The Contractor agrees to pay those employees providing Services to the City under this Agreement a “living wage,” as defined in Section 1:815 of the Ann Arbor City Code, as adjusted in accordance with Section 1:815(3); to post a notice approved by the City of the applicability of Chapter 23 in every location in which regular or contract employees providing services under this Agreement are working; to maintain records of compliance; if requested by the City, to provide documentation to verify compliance; to take no action that would reduce the compensation, wages, fringe benefits, or leave available to any employee or person contracted for employment in order to pay the living wage required by Section 1:815; and otherwise to comply with the requirements of Chapter 23.

VIII. WARRANTIES BY THE CONTRACTOR

- A. The Contractor warrants that the quality of its Services under this Agreement shall conform to the level of quality performed by persons regularly rendering this type of service.
- B. The Contractor warrants that it has all the skills, experience, and professional licenses (if applicable) necessary to perform the Services pursuant to this Agreement.
- C. The Contractor warrants that it has available, or will engage, at its own expense, sufficient trained employees to provide the Services pursuant to this Agreement.
- D. The Contractor warrants that it has no personal or financial interest in the Project other than the fee it is to receive under this Agreement. The Contractor further certifies that it shall not acquire any such interest, direct or indirect, which would conflict in any manner with the performance of the Services it is to provide pursuant to this Agreement. Further Contractor agrees and certifies that it does not and will not employ or engage any person with a personal or financial interest in this Agreement.
- E. The Contractor warrants that it is not, and shall not become overdue or in default to the City for any contract, debt, or any other obligation to the City including real and personal property taxes. Further Contractor agrees that the City shall have the right to set off any such debt against compensation awarded for Services under this Agreement.
- F. The Contractor warrants that its proposal for services was made in good faith, it arrived at the costs of its proposal independently, without consultation, communication or agreement, for the purpose of restricting completion as to any matter relating to such fees with any competitor for these Services; and no attempt has been made or shall be made by the Contractor to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

- G. The person signing this Agreement on behalf of Contractor represents and warrants that she/he has express authority to sign this Agreement for Contractor and agrees to hold the City harmless for any costs or consequences of the absence of actual authority to sign.

IX. OBLIGATIONS OF THE CITY

- A. The City agrees to give the Contractor access to the Project area and other City-owned properties as required to perform the necessary Services under this Agreement.
- B. The City shall notify the Contractor of any defects in the Services of which the Contract Administrator has actual notice.

X. ASSIGNMENT

- A. The Contractor shall not subcontract or assign any portion of any right or obligation under this Agreement without prior written consent from the City. Notwithstanding any consent by the City to any assignment, Contractor shall at all times remain bound to all warranties, certifications, indemnifications, promises and performances, however described, as are required of it under the Agreement unless specifically released from the requirement, in writing, by the City.
- B. The Contractor shall retain the right to pledge payment(s) due and payable under this Agreement to third parties.

XI. TERMINATION OF AGREEMENT

- A. If either party is in breach of this Agreement for a period of fifteen (15) days following receipt of notice from the non-breaching party with respect to a breach, the non-breaching party may pursue any remedies available to it against the breaching party under applicable law, including but not limited to, the right to terminate this Agreement without further notice. The waiver of any breach by any party to this Agreement shall not waive any subsequent breach by any party.
- B. The City may terminate this Agreement, on at least thirty (30) days advance notice, for any reason, including convenience, without incurring any penalty, expense or liability to Contractor, except the obligation to pay for Services actually performed under the Agreement before the termination date.
- C. Contractor acknowledges that, if this Agreement extends for several fiscal years, continuation of this Agreement is subject to appropriation of funds for this Project. If funds to enable the City to effect continued payment under this Agreement are not appropriated or otherwise made available, the City shall have the right to terminate this Agreement without penalty at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The Contract Administrator shall give Contractor written notice of such non-appropriation within thirty (30) days after it receives

notice of such non-appropriation.

- D. The provisions of Articles VI and VIII shall survive the expiration or earlier termination of this Agreement for any reason. The expiration or termination of this Agreement, for any reason, shall not release either party from any obligation or liability to the other party, including any payment obligation that has already accrued and Contractor's obligation to deliver all Deliverables due as of the date of termination of the Agreement.

XII. REMEDIES

- A. This Agreement does not, and is not intended to, impair, divest, delegate or contravene any constitutional, statutory and/or other legal right, privilege, power, obligation, duty or immunity of the Parties.
- B. All rights and remedies provided in this Agreement are cumulative and not exclusive, and the exercise by either party of any right or remedy does not preclude the exercise of any other rights or remedies that may now or subsequently be available at law, in equity, by statute, in any agreement between the parties or otherwise.
- C. Absent a written waiver, no act, failure, or delay by a Party to pursue or enforce any rights or remedies under this Agreement shall constitute a waiver of those rights with regard to any existing or subsequent breach of this Agreement. No waiver of any term, condition, or provision of this Agreement, whether by conduct or otherwise, in one or more instances, shall be deemed or construed as a continuing waiver of any term, condition, or provision of this Agreement. No waiver by either Party shall subsequently effect its right to require strict performance of this Agreement.

XIII. NOTICE

All notices and submissions required under this Agreement shall be delivered to the respective party in the manner described herein to the address stated below or such other address as either party may designate by prior written notice to the other. Notices given under this Agreement shall be in writing and shall be personally delivered, sent by next day express delivery service, certified mail, or first class U.S. mail postage prepaid, and addressed to the person listed below. Notice will be deemed given on the date when one of the following first occur: (1) the date of actual receipt; (2) the next business day when notice is sent next day express delivery service or personal delivery; or (3) three days after mailing first class or certified U.S. mail.

If Notice is sent to the CONTRACTOR, it shall be addressed and sent to:

If Notice is sent to the CITY, it shall be addressed and sent to:

City of Ann Arbor

(insert name of Administering Service Area Administrator)

301 E. Huron St.
Ann Arbor, Michigan 48104

With a copy to: The City of Ann Arbor
ATTN: Office of the City Attorney
301 East Huron Street, 3rd Floor
Ann Arbor, Michigan 48104

XIV. CHOICE OF LAW AND FORUM

This Agreement will be governed and controlled in all respects by the laws of the State of Michigan, including interpretation, enforceability, validity and construction, excepting the principles of conflicts of law. The parties submit to the jurisdiction and venue of the Circuit Court for Washtenaw County, State of Michigan, or, if original jurisdiction can be established, the United States District Court for the Eastern District of Michigan, Southern Division, with respect to any action arising, directly or indirectly, out of this Agreement or the performance or breach of this Agreement. The parties stipulate that the venues referenced in this Agreement are convenient and waive any claim of non-convenience.

XV. OWNERSHIP OF DOCUMENTS

Upon completion or termination of this Agreement, all documents (i.e., Deliverables) prepared by or obtained by the Contractor as provided under the terms of this Agreement shall be delivered to and become the property of the City. Original basic survey notes, sketches, charts, drawings, partially completed drawings, computations, quantities and other data shall remain in the possession of the Contractor as instruments of service unless specifically incorporated in a deliverable, but shall be made available, upon request, to the City without restriction or limitation on their use. The City acknowledges that the documents are prepared only for the Project. Prior to completion of the contracted Services the City shall have a recognized proprietary interest in the work product of the Contractor.

XVI. CONFLICTS OF INTEREST OR REPRESENTATION

Contractor certifies it has no financial interest in the Services to be provided under this Agreement other than the compensation specified herein. Contractor further certifies that it presently has no personal or financial interest, and shall not acquire any such interest, direct or indirect, which would conflict in any manner with its performance of the Services under this Agreement.

Contractor agrees to advise the City if Contractor has been or is retained to handle any matter in which its representation is adverse to the City. The City's prospective consent to the Contractor's representation of a client in matters adverse to the City, as identified above, will not apply in any instance where, as the result of Contractor's representation, the Contractor has obtained

sensitive, proprietary or otherwise confidential information of a non-public nature that, if known to another client of the Contractor, could be used in any such other matter by the other client to the material disadvantage of the City. Each matter will be reviewed on a case by case basis.

XVII. SEVERABILITY OF PROVISIONS

Whenever possible, each provision of this Agreement will be interpreted in a manner as to be effective and valid under applicable law. However, if any provision of this Agreement or the application of any provision to any party or circumstance will be prohibited by or invalid under applicable law, that provision will be ineffective to the extent of the prohibition or invalidity without invalidating the remainder of the provisions of this Agreement or the application of the provision to other parties and circumstances.

XVIII. EXTENT OF AGREEMENT

This Agreement, together Exhibits A, B, and C, constitutes the entire understanding between the City and the Contractor with respect to the subject matter of the Agreement and it supersedes, unless otherwise incorporated by reference herein, all prior representations, negotiations, agreements or understandings whether written or oral. Neither party has relied on any prior representations, of any kind or nature, in entering into this Agreement. No terms or conditions of either party's invoice, purchase order or other administrative document shall modify the terms and conditions of this Agreement, regardless of the other party's failure to object to such form. This Agreement shall be binding on and shall inure to the benefit of the parties to this Agreement and their permitted successors and permitted assigns and nothing in this Agreement, express or implied, is intended to or shall confer on any other person or entity any legal or equitable right, benefit, or remedy of any nature whatsoever under or by reason of this Agreement. This Agreement may only be altered, amended or modified by written amendment signed by the Contractor and the City. This Agreement may be executed in counterparts, each of which shall be deemed an original, but all of which together shall be deemed to be one and the same agreement.

XIX. ELECTRONIC TRANSACTION

The parties agree that signatures on this Agreement may be delivered electronically in lieu of an original signature and agree to treat electronic signatures as original signatures that bind them to this Agreement. This Agreement may be executed and delivered by facsimile and upon such delivery, the facsimile signature will be deemed to have the same effect as if the original signature had been delivered to the other party.

XX. EFFECTIVE DATE

This Agreement will become effective when all parties have signed it. The Effective Date of this Agreement will be the date this Agreement is signed by the last party to sign it.

[REMAINDER OF PAGE LEFT BLANK; SIGNATURE PAGE FOLLOWS]

FOR CONTRACTOR

By _____
Type Name

Its

Date: _____

FOR THE CITY OF ANN ARBOR

By _____
Christopher Taylor, Mayor

By _____
Jacqueline Beaudry, City Clerk

Date: _____

Approved as to substance

Type Name
Service Area Administrator

Tom Crawford, Interim City Administrator

Approved as to form and content

Stephen K. Postema, City Attorney

**EXHIBIT A
SCOPE OF SERVICES**

EXHIBIT B COMPENSATION

General

Contractor shall be paid for those Services performed pursuant to this Agreement inclusive of all reimbursable expenses (if applicable), in accordance with the terms and conditions herein. The Compensation Schedule below/attached states nature and amount of compensation the Contractor may charge the City:

(insert/Attach Negotiated Fee Arrangement)

**EXHIBIT C
INSURANCE REQUIREMENTS**

From the earlier of the Effective Date or the Commencement Date of this Agreement, and continuing without interruption during the term of this Agreement, Contractor shall have, at a minimum, the following insurance, including all endorsements necessary for Contractor to have or provide the required coverage.

A. The Contractor shall have insurance that meets the following minimum requirements:

1. Professional Liability Insurance or Errors and Omissions Insurance protecting the Contractor and its employees in an amount not less than \$1,000,000.

2. Worker's Compensation Insurance in accordance with all applicable state and federal statutes. Further, Employers Liability Coverage shall be obtained in the following minimum amounts:

Bodily Injury by Accident - \$500,000 each accident
Bodily Injury by Disease - \$500,000 each employee
Bodily Injury by Disease - \$500,000 each policy limit

3. Commercial General Liability Insurance equivalent to, as a minimum, Insurance Services Office form CG 00 01 04 13 or current equivalent. The City of Ann Arbor shall be an additional insured. There shall be no added exclusions or limiting endorsements that diminish the City's protections as an additional insured under the policy. Further, the following minimum limits of liability are required:

\$1,000,000	Each occurrence as respect Bodily Injury Liability or Property Damage Liability, or both combined
\$2,000,000	Per Project General Aggregate
\$1,000,000	Personal and Advertising Injury

4. Motor Vehicle Liability Insurance equivalent to, as a minimum, Insurance Services Office form CA 00 01 10 13 or current equivalent. Coverage shall include all owned vehicles, all non-owned vehicles and all hired vehicles. There shall be no added exclusions or limiting endorsements that diminish the City's protections as an additional insured under the policy. Further, the limits of liability shall be \$1,000,000 for each occurrence as respects Bodily Injury Liability or Property Damage Liability, or both combined.

5. Umbrella/Excess Liability Insurance shall be provided to apply in excess of the Commercial General Liability, Employers Liability and the Motor Vehicle coverage enumerated above, for each occurrence and for aggregate in the amount of \$1,000,000.

- B. Insurance required under A.3 and A.4 above shall be considered primary as respects any other valid or collectible insurance that the City may possess, including any self-insured retentions the City may have; and any other insurance the City does possess shall be considered excess insurance only and shall not be required to contribute with this insurance. Further, the Contractor agrees to waive any right of recovery by its insurer against the City for any insurance listed herein.
- C. Insurance companies and policy forms are subject to approval of the City Attorney, which approval shall not be unreasonably withheld. Documentation must provide and demonstrate an unconditional and unqualified 30-day written notice of cancellation in favor of the City of Ann Arbor. Further, the documentation must explicitly state the following: (a) the policy number(s); name of insurance company; name(s), email address(es), and address(es) of the agent or authorized representative; name and address of insured; project name; policy expiration date; and specific coverage amounts; (b) any deductibles or self-insured retentions, which may be approved by the City in its sole discretion; (c) that the policy conforms to the requirements specified. Contractor shall furnish the City with satisfactory certificates of insurance and endorsements prior to commencement of any work. If any of the above coverages expire by their terms during the term of this Agreement, the Contractor shall deliver proof of renewal and/or new policies and endorsements to the Administering Service Area/Unit at least ten days prior to the expiration date.