

THE DEADLINE FOR THE
CITY OF TUKWILA REQUEST FOR PROPOSALS
CLOUD-BASED BUDGET SOFTWARE SOLUTION (ERP)
HAS BEEN EXTENDED AS FOLLOWS

~~DUE: Friday, January 24, 2020, 5:00 p.m. (PST)~~

NEW DUE DATE: Wednesday, January 29, 2020, 5:00 p.m. (PST)

Please review the RFP document below this page, disregarding the due date of 1/24/20.

**NEW DUE DATE-WEDNESDAY, JANUARY 29, 2020, 5:00 p.m.
(PST)**

**CITY OF TUKWILA REQUEST FOR PROPOSALS
CLOUD-BASED BUDGET SOFTWARE SOLUTION (ERP)
DUE: Friday, January 24, 2020, 5:00 p.m. (PST)**

Notice is hereby given that proposals will be received by the City of Tukwila, Washington, for:

Budget Software Solution

The purpose of this Request for Proposal (RFP) is to solicit proposals from software Vendors, systems integrators, and/or Value-Added Resellers (VARs) who can demonstrate that they possess the organizational, functional and technical capabilities to provide a Budget Software solution that meets the City's needs. The City's preference is to select and begin implementation of a budget software solution in the second quarter of 2020.

Please review the full RFP following this notice

The City of Tukwila reserves the right to reject any and all proposals, and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate the City to pay any costs incurred by respondents in the preparation and submission of a proposal, including but not limited to a respondent doing an onsite scripted product demonstrations. Furthermore, the RFP does not obligate the City to accept or contract for any expressed or implied services.

A vendor response that indicates that any of the requested information in this RFP will only be provided if and when the supplier is selected as the apparently successful supplier is not acceptable, and, at the City's sole discretion, may disqualify the proposal from consideration.

The City of Tukwila assures that no person shall, on the grounds of race, color, national origin, or sex be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity. The City of Tukwila further assures that every effort will be made to ensure non-discrimination in all of its programs and activities, whether those programs are federally funded or not.

In addition to nondiscrimination compliance requirements, the Supplier(s) ultimately awarded a contract shall comply with federal, state, and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

The Supplier(s) ultimately awarded a contract will be required to sign a Non-Disclosure Agreement.

Responses must be mailed, or hand delivered to City of Tukwila, Finance Department, ATTN: Vicky Carlsen, 6200 Southcenter Blvd., Tukwila, WA and marked "Budget Software Solution RFP."

Submittals shall be received no later than **5:00 p.m. on Friday, January 24, 2020**. Proposals received later than the submittal deadline will not be accepted. The City will not be liable for delays in delivery of proposals due to handling by the U.S. Postal Service or any other type of delivery service. Faxed or e-mailed submittals will not be accepted. Please reference the RFP title on all communications and mailing labels. Directions for submittal are contained in the RFP itself.

Questions regarding the proposal will be accepted by email ONLY to Vicky Carlsen, Finance Director, vicky.carlsen@tukwilawa.gov.

Proposals received later than **5:00 p.m. (PST) Friday, January 24, 2020 will not** be considered.

Published Seattle Times: January 3, 2020 and January 17, 2020

Published Daily Journal of Commerce: January 3, 2020 and January 17, 2020

City of Tukwila

Request for Proposal

Budget Software Solution

Issue Date: January 3, 2020
Due Date: January 24, 2020 – 5:00 p.m. (PST)

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SECTION 1: GENERAL RFP INFORMATION

1.1 RFP PURPOSE

The purpose of this Request for Proposal (RFP) is to solicit proposals from software Vendors who can demonstrate that they possess the organizational, functional and technical capabilities to provide Budget Software solution that meets the City's needs. The City's preference is to select and begin implementation of a replacement budget software solution in the second quarter of 2020.

1.2 INTRODUCTION

Tukwila includes both single- and multi-family residences, heavy and light manufacturing, and service-oriented companies, as well as the Northwest's largest concentration of retail businesses. The City prides itself in its well-established economic base, low debt burden, and strong financial management. The City is a 111-year old community that incorporated in 1908 and now encompasses an area of 9.7 square miles, with a population of just under 21,000. It is a Mayor-Council form of government, administered by a full-time Mayor, a seven-member City Council, and a City Administrator. The City is located in the heart of the Puget Sound region, approximately 12 miles south of downtown Seattle, 17 miles north of Tacoma, and just east of Seattle-Tacoma International Airport. A full community profile can be found at www.Tukwilawa.gov.

1.3 CURRENT SOFTWARE SOLUTIONS

The City currently uses Tyler Technology - Eden for its financial, human resources, payroll, and utility billing modules. The City currently utilizes a combination of Excel and Word (Office 365) to draft the biennial budget and capital improvement plan. The City also utilizes Synario for forecasting and modeling.

1.4 OBJECTIVES

The City is seeking a "commercial off the shelf", configurable, packaged solution(s) that will meet its core requirements with minimal modifications. The City expects the Vendor to perform the related professional services (e.g. best practices guidance, training, project management, implementation, integration, and report development) in a timely and professional manner. Services should be provided by experienced software and budget experts who have successfully implemented the proposed solution(s) at comparable municipalities with similar requirements.

The ideal Vendor shall have experience in successfully implementing the proposed solution at local government agencies of similar size to the City and/or in larger agencies. The successful Vendor shall be responsible for the final City approved design, installation, implementation, and commissioning of the budget software system, including development of user acceptance testing, system integration and connectivity to existing resources.

This RFP process seeks to find the best overall solution for the City for this investment. The award shall be made to the qualified Vendor whose proposal is most advantageous to the City with price and other factors considered. Other factors that may contribute to the selection process include but are not limited to the following:

- Project approach and understanding of the City's objectives and requirements
- Supplier's implementation methodology and implementation success
- Feedback from customer references
- Compliance with the City's terms and conditions
- Ability to meet the City's requirements including functionality, usability, performance, flexibility, integration, and technology
- Supplier's installed base and experience with municipalities similar to the City
- Supplier's installed base with similar municipalities in the State of Washington
- Cost and quality of ongoing maintenance and support

Overall the budget software system must provide the following:

- Compatibility with the City's Technology strategic objectives.

- A complete commercial off the shelf solution that has been successfully implemented in the last 18 months for public agencies of comparable size and that follows best practices offered by the software.
- Alignment with the functional requirements as defined in this RFP.
- A solution that requires no modification to base code but is configurable to meet the needs of the City now and into the future.
- An intuitive interface and an easy learning curve to facilitate rapid adoption and minimize the need for external on-going training services.
- A system that is stable, secure, and accessible and supports business processes, service delivery and transparency.
- Vendor must have an ongoing and sustainable product and corporate strategy to avoid obsolescence.
- Comprehensive library of standard reports and tools for end user ad hoc reporting and queries.
- Foster collaboration and process efficiencies between departments.
- Easy integration with other systems.

1.5 CITY BUSINESS GOALS

The City requires a budget software solution to enable the City to meet the following business goals:

- Establish a technical foundation for the budget software solution that is reliable and accommodates the changing business needs of the City.
- Enable consistent adoption and application of policies and procedures across City departments.
- Work with all stakeholders to increase the capabilities of the City workforce and optimize the delivery of City government services.
- Reduce the effort required to convert data to actionable information and increase the accuracy and timeliness of financial, personnel, and acquisition information to enable the City to optimize resources and make better-informed decisions.
- Protect the privacy and security of City employee personal information (including health and financial-related personal information and Financial Management System similar personal information of City employees.
- Facilitate open and transparent City government operations.
- Establish core functionality within the budget software Solution that delivers the greatest business benefit to the City, by reducing the amount of redundant systems and processes at the City.
- Provide a budget software solution that minimizes risk and maximizes business benefits.

1.6 SCOPE OF WORK

The City is seeking a cloud-based, budget software solution that will meet its core requirements out of the box with minimal modifications. The goal is to optimize system utilization for all users, improve response times, reduce errors, reduce manual efforts, improve analytical capabilities, and improve customer service. The City intends to minimize its total cost of ownership without any degradation in performance and level of service and to implement a system which can remain on the upgrade path with minimal cost and business impact.

The City has identified a team of individuals that will be assigned to the implementation of replacement system. The City requests the Vendor to indicate the level of staffing needed for implementation as well as ongoing support. Vendor should estimate hours required for implementation for IT staff and business users.

1.7 CURRENT ENVIRONMENT

The City has approximately 350 full time employees and approximately 150 seasonal and part-time employees, 591 PCs and 68 servers. City employees are located at 4 primary locations, all connected by fiber. There are also 9 additional locations which house City employees. Voice and data needs for these sites are served by fiber.

The City's standard network operating system is Windows Server 2012/2016. The standard desktop operating system is Windows 10. The City is currently using applications in Office 365 and Azure. SharePoint is used to generate dashboard views for some Management data outside of the financial system. The data backbone is Ruckus/Cisco 10/100/1000 and 10 gigabit switches, firewalls, and routers.

City servers are split between a small internal server room in the City Hall building and an adjacent building. Both rooms are configured as limited access with controlled environments. The standard configuration is rack mounted HP/Dell servers with redundant power supplies, SCSI controllers and built-in Ethernet 10/100/1000. There is a total of sixty-eight servers. Sixty-three servers are hosted by three VMWare host servers connected to 5 3000 series dotHill SANs. The Network is a managed TCP/IP switched Ethernet architecture with fiber connectivity between geographically dispersed locations. All servers are backed up on a regular schedule utilizing Acronis backup. Backups are stored on prem and in Azure.

The City also maintains a wireless network. The wireless network is a Ruckus solution consisting of eleven T710 series outdoor mesh and twenty-three R700/R500 series indoor access points. All configuration and management is handled centrally via a Ruckus controller. The R700/R500 series access points are located throughout all City owned buildings and the T710 series MESH access points are located on S144th St and TIB.

1.8 OFFICIAL CONTACT AND PROPOSAL SUBMISSION ADDRESS

Upon release of this RFP, all Vendor communications concerning the RFP should be directed to the City's Finance Director listed below. Unauthorized contact regarding this RFP with any other City employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on the City. Vendors should rely only on written statements issued by the Finance Director. The City's Finance Director is:

Name: Vicky Carlsen
Address: 6200 Southcenter Blvd, Tukwila, WA 98188
E-mail: vicky.carlsen@Tukwilawa.gov
Phone: 206.433.1839

Proposals must be received at the following address by no later than 5:00 pm PST on January 24, 2020:

City of Tukwila
Vicky Carlsen, Finance Director
RE: Budget Software Solution RFP
6200 Southcenter Blvd
Tukwila, WA 98188

1.9 PROCUREMENT SCHEDULE

The estimated procurement schedule for this project is provided in the following table. The City reserves the right to adjust this schedule as necessary:

Milestone	Deadline
RFP Issue Date	January 3, 2020
Proposals Due from Participating Vendors	January 24, 2020 by 5:00 p.m.
Vendor Short List Identified	January 29 2020
Vendor Notification and Delivery of Short List	January 29, 2020
Contract Negotiations	March 2020
Implementation Kick-off	No later than April 1, 2020

1.10 EVALUATION PROCEDURES

The Finance Director and other implementation team staff will evaluate the submitted proposals. The initial technical and functional evaluation will be based on written responses to this RFP.

It is important that the responses be clear, concise, and complete so that the evaluators can adequately understand all aspects of the proposal. The City is not interested in unnecessary sales verbiage.

The evaluators will consider the completeness of the proposal, how well the Vendor complied with the response requirements, responsiveness of Vendor to requests, the number and nature of exceptions (if any) the Vendor takes to the terms and conditions, the total cost of ownership, and how well the Vendor's proposed solution meets the needs of the City as described in the Vendor's response to each requirement and form.

As part of the evaluation, the City reserves the right to request additional information, ask for a Web or onsite demo, conduct conference calls to review the response, or take any other action necessary to perform a thorough and objective evaluation of each Vendor's response. This evaluation includes, but is not limited to conducting customer reference checks, visiting Vendor headquarters, and reviewing any other information about the Vendor and its solution (e.g. performance, viability, technology, mergers and acquisitions, organizational changes, litigation, industry analyses, etc.)

The evaluation process is intended to help the City select the Vendor with the best combination of attributes, including but not limited to total cost of ownership, ease-of-use, performance, reliability, vision, flexibility, stability, sustainability, Vendor viability and Vendor capacity to successfully implement the selected solution.

The City also reserves the right to require that a subset of finalist Vendors make a presentation and conduct a scripted product demonstration to its selection team at a location and time chosen by the City.

1.11 TERMS AND CONDITIONS**RFP Amendments**

The City reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP. Any changes to the schedule or amendments to the RFP will be posted on the City's website in the Digital Records Center.

Good Faith Statement

All information provided by the City in this RFP is offered in good faith. Individual items are subject to change at any time. The City makes no certification that any item is without error. The City is not responsible or liable for any use of the information or for any claims asserted therefrom.

Proposal Acceptance

The City reserves the right to accept the bid, bids or parts of a bid deemed most advantageous to the City. If applicable, the City reserves the right to request from the software Vendor a different implementation provider, and/or Value-Added Reseller than the one proposed, or, at its sole discretion, select a different implementation provider, and/or Value-Added Reseller on its own.

Cooperative Purchasing

RCW 39.34 allows cooperative purchasing between public agencies (political subdivisions) in the State of Washington. Public agencies which have filed an Intergovernmental Cooperative Purchasing Agreement with the City of Tukwila may purchase from City of Tukwila contracts, provided that the supplier agrees to participate. The City of Tukwila does not accept any responsibility for purchase orders issued by other public agencies.

Recordings

The City reserves the right to record and/or videotape all Webinars, demos, conference calls, demos, or other communications relative to this RFP.

Vendor's Cost to Develop Proposal

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable in any manner to the City.

Vendor's Understanding of the RFP

In responding to this RFP, the vendor accepts full responsibility to understand the RFP in its entirety, and in detail, including making any inquiries to the City as necessary to gain such understanding. The City reserves the right to disqualify any vendor who demonstrates less than such understanding. Further, the City reserves the right to determine, at its sole discretion, whether the vendor has demonstrated such understanding. That right extends to cancellation of award if award has been made. Such disqualification and/or cancellation shall be at no fault, cost, or liability whatsoever to the Client.

Proposed Costs for Budget Software Solution

All costs related to implementation, training, configuration, data conversion, annual support, or any other component related to the proposed solution must be fully disclosed in the RFP response. The City will not be responsible to pay for any element that is not clearly identified and quantified in the RFP response.

Withdrawal of Proposals

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

Rejection of Proposals – Waiver of Informalities or Irregularities

The City reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the City.

Proposal Validity Period

Submission of the proposal will signify the Vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between the City and the successful Vendor.

City License

The Vendor awarded said contract will be required to purchase a City Business License.

Public Disclosure Notice

Under Washington State law, the documents (including but not limited to written, printed, graphic, electronic, photographic or voice mail materials and/or transcriptions, recordings or reproductions thereof) submitted in response to this request for proposals (the “documents”) become a public record upon submission to the City, subject to mandatory disclosure upon request by any person, unless the documents are exempted from public disclosure by a specific provision of law.

Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence.

If the City receives a request for inspection or copying of any documents provided by a Vendor marked as confidential in response to this RFP, it will promptly notify the Vendor at the address given in response to this RFP that it has received such a request. Such notice will inform the Vendor of the date the City intends to disclose the documents requested and affording the Vendor a reasonable opportunity to obtain a court order prohibiting or conditioning the release of the documents. The City assumes no contractual obligation to enforce any exemption.

Any information contained in the proposal that the Vendor desires to claim as proprietary or confidential, and exempt from disclosure must be clearly designated, including identifying the page and particular exception(s) from disclosure. The City will try to respect all material identified by the Supplier as being Proprietary or Confidential, but requests that Vendors be highly selective of what they mark as Confidential. The City will make a decision predicated upon applicable laws and can choose to disclose information despite its being marked as confidential or proprietary.

Marking the entire proposal as proprietary or confidential, and therefore, exempt from disclosure will NOT be accepted or honored and may result in disclosure of the entire proposal or disqualification of the proposal solely at the discretion of the City.

Documents identified as confidential or proprietary will not be treated as such if public disclosure laws take precedence, the information is publicly available, the information is already in the City’s possession, the information is obtained from third parties without restrictions on disclosure or the information was independently developed without reference to the Confidential information.

Acquisition Authority

This RFP and acquisition are authorized pursuant RCW 39.04.270.

Contract Award and Execution

- The City reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the Vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to the City.
- The Vendor selected as the apparently successful Vendor will be expected to enter into a negotiated contract with the City (“Negotiated Contract”).
- The general conditions and specifications of this RFP as proposed by the City and the successful Vendor's response, as amended by agreements between the City and the Vendor, will become part of the Negotiated Contract’s documents. Additionally, the City will verify Vendor representations that appear in the proposal. Failure of the Vendor's products to meet the mandatory specifications may result in elimination of the Vendor from competition or in contract cancellation or termination.
- The Vendor agrees that this RFP, the Vendor’s response to this RFP (proposal) and a mutually agreed upon Statement of Work will be included as part of the executed Negotiated Contract.

- If the selected Vendor fails to sign a Negotiated Contract with the City within five (5) business days of delivery of the final contract, the City may elect to cancel the award and award the contract to the next-highest-ranked Vendor.
- No cost chargeable to the proposed contract may be incurred before receipt of a fully executed Negotiated Contract or unless otherwise agreed to in writing by both parties.
- If mutually agreed upon terms cannot be negotiated, the City, at its sole discretion, may terminate negotiations and begin contract negotiations with the next highest scored RFP response.

Other Compliance Requirements

In addition to nondiscrimination and equal opportunity compliance requirements, the Vendor awarded a contract shall comply with federal, state, and local laws, statutes, and ordinances relative to the execution of the work. This requirement includes, but is not limited to, protection of public and employee safety and health; environmental protection; waste reduction and recycling; the protection of natural resources; permits; fees; taxes; and similar subjects.

Ownership of Documents

Any reports, studies, conclusions, and summaries prepared by the Proposer shall become the property of the City.

Confidentiality of Information

All information and data furnished to the Vendor by the City, and all other documents to which the Vendor's employees have access during the term of the contract, shall be treated as confidential to the City. Any oral or written disclosure to unauthorized individuals is prohibited.

SECTION 2: VENDOR INSTRUCTIONS

2.1 LETTER OF INTENT

Vendors wishing to submit proposals are encouraged (but not required) to provide a written Letter of Intent to propose by January 10, 2020. An email attachment sent to vicky.carlsen@Tukwilawa.gov is acceptable. Please identify the name, address, phone, and email address of the person who will serve as the key contact for all correspondence regarding this RFP.

A Letter of Intent is required if a Vendor would like to be directly notified, and receive, a list of the questions and answers that will be generated from the pre-proposal process.

2.2 VENDOR QUESTIONS

Suppliers who request a clarification of the RFP requirements must submit written questions to the Finance Director by 4 p.m. (PST) on January 13, 2020 via email to: vicky.carlsen@tukwilawa.gov. The list of questions and answers will also be sent to those submitting a Letter of Intent to the City.

2.3 RFP RESPONSE FORMAT

Proposals shall be prepared simply and economically, providing a straightforward, concise description of the proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content, cost effectiveness of the proposal, and adherence to the presentation structure required by this RFP and not on volume. All proposals and accompanying documentation will become the property of the City and will not be returned. Proposals shall be easily recyclable; plastic and wire bindings are discouraged.

Proposals must be delivered by the date and time indicated in Section I.8 to the Finance Director noted in this RFP. Proposals must be delivered in the following format:

- Two USB drives each containing the full RFP response, plus a signed (original signature), hard copy of Exhibit A – Acceptance of Terms and Conditions of RFP and Exhibit B – Non-Collusion Certificate.
- Printed copies of the full RFP response will also be accepted. No 3-ring binders, please.

Failure to address all items will impact the evaluation and may classify the response as non-responsive and preclude it from further consideration.

Late proposals will be kept but not considered for award. Proposals must be sealed and clearly addressed and marked with the RFP number and title. Proposals may be mailed to the City but must be received by the purchasing agent no later than the above stated date and time. Hand delivered proposals will be received at the front desk in the main lobby of the City.

2.4 KEY FUNCTIONAL AND TECHNICAL REQUIREMENTS

This section includes the Requirements to be evaluated in this RFP. **Use the electronic format provided with this RFP package (Exhibit C).** This is not a comprehensive list of all of the City’s requirements but includes the key requirements that will be used to evaluate the RFP responses and will be included as part of the signed contracts. Software applications that are missing a significant number of required features and technology preferences may be eliminated from consideration.

Vendors must provide a response for every item in the Excel spreadsheet checklist. If the requirement does not pertain to the proposal being submitted, enter “N/A”. In addition, **each line item should include a brief explanation of how the required item is supported.** Do not modify the format, font, numbering, etc. of this section. If a submitted RFP includes blank responses the document may be considered in violation and rejected. If the submitted RFP response includes changes, modifications, or deletions of line items, the document may be considered in violation and rejected. Vendors are encouraged to respond by either providing a response to requirements based on Vendor-offered solutions, or by identifying third party partnership solutions.

Section III: EXHIBITS

Exhibit A – Acceptance of Terms and Conditions of RFP

Exhibit B – Non-Collusion Certificate

Exhibit C – Functional and Technical Requirements (insert link)

Exhibit A – Acceptance of Terms and Conditions of RFP

ACCEPTANCE OF TERMS AND CONDITIONS

It is the intent of the City to contract with a private Vendor. All Vendor representations, whether verbal, graphical or written, will be relied on by the City in the evaluation of the responses to this Request for Proposal. This reliance on the Vendor’s represented expertise is to be considered as incorporated into any, and all, formal Agreements between the parties.

Print the words "NO EXCEPTIONS" here _____ if there are no exceptions taken to any of the terms, conditions, or specifications of these request for proposal documents.

If there are exceptions to any of these terms, conditions, or specifications of these request for proposal documents, they must be clearly stated in the table below (“RFP EXCEPTIONS”) and returned with your proposal in the appropriate section.

If you provided a sample copy of your contract(s), you still need to identify in this document, “RFP EXCEPTIONS”, any and all exceptions you have to the City’s Terms and Conditions.

Company	
Authorized Individual Name and Title	
Telephone	
Email	
Address	

AUTHORIZED SIGNATURE _____

DATE _____

RFP EXCEPTIONS

Add any additional line items for exceptions as necessary and reference any explanatory attachments within the line item to which it refers.

	REFERENCE	SECTION	REASON	ALTERNATE APPROACH
1				
2				
3				
4				

Exhibit B – Non-Collusion Certificate

NON-COLLUSION CERTIFICATE

STATE OF _____

COUNTY OF _____

The undersigned, being duly sworn, deposes and says that the person, firm, association, co-partnership or corporation herein named, has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation and submission of a proposal to the City of Tukwila for consideration in the award of a contract on the improvement described as follows:

(Name of Firm)

By: _____

(Authorized Signature)

Title: _____

SUBSCRIBED AND SWORN TO before me on this ____ day of _____, _____.

Notary Public

My Commission expires: _____

SEAL:

Exhibit C – Functional and Technical Requirements

Embedded in this section is a spreadsheet listing the functional and technical requirements.

Follow this link to Excel file. <http://records.tukwilawa.gov/weblink/1,1,1,1/edoc/327928/2020-01-24%20-%20Exhibit%20C%20-%20Budget%20Software%20Solutions.xlsx>