

**PUBLIC NOTICE
REGIONAL TRANSIT AUTHORITY
INSURANCE BROKERAGE SERVICES
REQUEST FOR QUALIFICATIONS (RFQ) #2026-013**

Project Description: The Regional Transit Authority (RTA) is seeking a vendor to provide consulting/brokerage services for a full range of benefit program services per specifications in RFQ 2026-013.

How to Obtain a copy of the RFQ: Scope of Work and further information concerning the RFQ may be obtained beginning June 3, 2026, from the RTA's Procureware website at <https://norta.procureware.com/home>. You will be required to first register on this website. The RFQ can also be obtained at Regional Transit Authority's website at <http://www.norta.com>

Responding to RFQ: Proposals must be submitted through RTA's Procureware website on or before 1:00 P.M., Tuesday, July 14, 2026. Any questions or further information concerning this RFP may be submitted through <https://norta.procureware.com/home> beginning on June 3, 2026. Only written questions submitted through <https://norta.procureware.com/home> shall be considered official. All answers to questions shall be posted as formal addenda to the website under RFQ #2026-013.

The RTA reserves the right to accept or reject any and all submittals.

**Ronald Baptiste
Chief Executive Officer
Regional Transit Authority**

REQUEST FOR PROPOSALS
FROM
REGIONAL TRANSIT AUTHORITY

SUBJECT: Insurance Brokerage Services

DATE: June 3, 2026

REQUEST FOR PROPOSALS NO. 2026-013

PROPOSAL RECEIPT DEADLINE: Tuesday, July 14, 2026 - 1:00 PM

The Regional Transit Authority requests proposals for the services set forth above in accordance with the scope of work enclosed in this Solicitation.

Proposals **MUST** be received by the date and time set as the Proposal Receipt Deadline.

Enclosures ("X" indicates item enclosed)

X Instructions to Proposers

X General Provisions

X Evaluation

X Attachments

1. PROJECT OVERVIEW

The Regional Transit Authority gets people moving around New Orleans. Our transit services provide mobility to residents of the city as well as tourists, providing incredible views and comfortable rides through historical neighborhoods and countless attractions. RTA's system includes five streetcar lines, thirty bus routes, 2 ferry routes, and paratransit services. Our passengers take more than nineteen million rides every year.

2. SCOPE OF SERVICES

The selected consulting/brokerage firm will perform a full range of benefit program services (medical, dental, vision, and life) related to the acquisition, implementation, maintenance, communication, and enhancement of RTA's employee insurance benefits. The selected consulting/brokerage firm shall provide services outlined in Exhibit B.

3. TERM OF SERVICES

The term of the Contract will be for three (3) years.

4. PROPOSAL INSTRUCTIONS & CONTENT

a. PROPOSALS

- i. Each submittal must include a Letter of Interest that addresses the suggested structure or organization of the proposed team (prime and subcontractors), a detailed description of your team's approach and capability to handle project-specific issues, a schedule of the proposed work, and any other information that may assist RTA in making a selection. Letters of Interest should be concise and limited to three (3) pages.
- ii. Proposals shall provide a straightforward, concise delineation of the proposer's capability to satisfy the requirements of this Solicitation. Each proposal shall be submitted in the requested format, and provide all pertinent information including, but not limited to, information relevant to personnel assignments, specifications/scope of work, work completion, and schedules, as provided in this Solicitation.

b. PROPOSAL SUBMISSIONS

- i. Proposals can be sent electronically through RTA's ProcureWare system through <https://norta.procureware.com/home> until 1:00 P.M. on the date established as the submittal receipt deadline or a hardcopy may be mailed to: Regional Transit Authority, Attn: Leah LeBlanc - Procurement Department, 2817 Canal Street, New Orleans, LA 70119, provided such is received by RTA

by the submittal receipt deadline. Proposals received after the specified date shall be considered late and shall not be considered for award. Each proposal shall be in the form specified in this Solicitation and, if provided by hardcopy, shall be in a sealed envelope with the name of the Proposer, the date scheduled as the proposal receipt deadline, and the title of the Solicitation marked on the outside.

ii. Confidential Information, Trade Secrets, and Proprietary Information

1. The designation of certain information as trade secrets and/or privileged or confidential proprietary information shall only apply to the technical portion of the proposal. The financial proposal or that portion of the proposal containing pricing will not be considered confidential under any circumstance. Any proposal copyrighted or marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.
2. For the purposes of this procurement, the provisions of the Louisiana Public Records Act (La. R.S. 44.1 et. seq.) shall be in effect. Pursuant to this Act, all proceedings, records, contracts, and other public documents relating to this procurement shall be open to public inspection.
3. You are reminded that while trade secrets and other proprietary information you submit in conjunction with this procurement may not be subject to public disclosure, you must claim such protections at the time of submission of your technical proposal. You should refer to the Louisiana Public Records Act for further clarification.
4. RTA will not credit any blanket exemption claims lacking specific justification.
5. You shall clearly designate the part of the proposal that contains a trade secret, privileged, or confidential proprietary information as “confidential” to claim protection, if any, from disclosure. You shall mark the cover sheet of the proposal with the following legend, specifying the specific section(s) of the proposal sought to be restricted in accordance with the conditions of the legend:
6. “The data contained in pages _____ of the proposal have been submitted in confidence and contain trade secrets, privileged, or confidential information and such data shall only be disclosed for evaluation purposes, provided that if a contract is awarded to this respondent as a result of or in connection with the submission of this proposal, RTA shall have the right to use or disclose the data therein to the extent provided in the contract. This restriction does not limit RTA’s right to use or disclose data obtained from any source, including the respondent, without restrictions.”
7. Further, to protect such data, each page containing such data shall be specifically identified and marked “CONFIDENTIAL.”
8. You must be prepared to defend the reasons why the material should be held confidential. By submitting a proposal with data, information, or material designated as containing trade secrets, privileged, or confidential

proprietary information, or otherwise designated as “confidential”, you agree to indemnify and defend (including attorney’s fees) the RTA and hold RTA harmless against all actions or court proceedings that may ensue which seek to order RTA to disclose the information.

9. RTA reserves the right to make any proposal, including proprietary information contained therein, available to RTA personnel for the sole purpose of assisting RTA in its evaluation of the proposal. RTA shall require said individuals to protect the confidentiality of any specifically identified proprietary information or privileged business information obtained as a result of their participation in these evaluations.
10. Additionally, any proposal that fails to follow this section and/or La. R.S. 44:3.2(D)(1) shall have failed to properly assert the designation of trade secrets, privileged, or confidential proprietary information and the information may be considered public records.

c. PROPOSER REVIEW PROCEDURE

- i. For the purposes of this paragraph, all submissions must be received by the RTA no later than 1:00 P.M. (Central Time) on the date specified as the deadline for the submission.

ii. Request for Modification or Clarification

1. This section establishes procedures for proposers to seek review of this Solicitation and any addenda. A proposer may discuss this Solicitation and any addenda with the RTA through designated communication channels.
2. Proposers may submit to the RTA requests for interpretations, clarifications, or modifications concerning any term, condition, or specification included in this Solicitation or in any addendum. Any such request must be received by the RTA, in writing via ProcureWare, not less than **SEVEN (7) calendar days** before the date of the proposal receipt deadline. All requests must be accompanied by all relevant information supporting the request for modification, interpretation, or clarification of this Solicitation.
3. RTA will issue a written determination relative to each request made pursuant to this procedure. The written determination will be furnished via ProcureWare to all proposers at least **THREE (3) calendar days** before the date scheduled as the proposal receipt deadline.

iii. Protest Procedures

1. The following is an explanation of the RTA protest procedures which must be followed completely before all administrative remedies are exhausted.

2. The RTA's policy and procedure for the administrative resolution of protests is set out in Appendix A of the Procurement Manual. The Procurement Manual contains rules for the filing and administration of protests. The Procurement Department will furnish a copy of Appendix A upon request.
- d. **CONTRACT DOCUMENTATION.** Any contract resulting from this Solicitation shall contain the terms and conditions included in this Solicitation and any addenda.
 - e. **COST OF PROPOSAL.** Any costs incurred by proposers responding to this Solicitation in anticipation of receiving a contract award will not be reimbursed by the RTA. Payments will only be made pursuant to a contract between RTA and the successful proposer.
 - f. **PROPOSAL POSTPONEMENT AND ADDENDA.** The RTA reserves the right to amend the instructions, general conditions, special conditions, plans, scope of work, and specifications of this Solicitation up to the deadline date for proposal receipt. Copies of such addenda will be furnished to all prospective proposers. Where such addenda require changes in the services or prices quoted, the final date set for proposal receipt may be postponed by such number of days as in the opinion of the RTA will enable prospective proposers to revise their proposals.
 - g. **CANCELLATION OF REQUEST FOR PROPOSALS.** The RTA reserves the right to cancel this Solicitation in whole or in part upon written determination by the Director of Procurement/RTA that such cancellation is in the best interest of the RTA.
 - h. **PROPOSAL REJECTION.** The RTA reserves the right to accept or reject any and all proposals submitted.
 - i. **PROPOSAL WITHDRAWAL.** Prior to the date and time set for the Proposal Receipt Deadline, proposals may be modified or withdrawn by the proposer's authorized representative in person, or by written, facsimile, or electronic notice. If proposals are modified or withdrawn in person, the authorized representative shall make his identity known and shall sign a receipt for the proposal. Written, facsimile, or electronic notices shall be received in the RTA Canal St. offices no later than the date scheduled as the proposal receipt deadline. After the Proposal Deadline, proposals may not be withdrawn for sixty (60) calendar days.
 - j. **ACCEPTANCE OF PROPOSALS.** Each proposal shall be submitted with the understanding that it is subject to negotiation at the option of RTA. Upon acceptance in writing by RTA of the final offer to furnish any and all of the services described herein, the parties shall promptly execute the final contract documents. The written contract shall bind the Proposer to furnish and deliver all

services as specified herein in accordance with the conditions of said accepted proposal and this Solicitation, as negotiated.

- k. **EVALUATION OF PROPOSALS.** The evaluation criteria are provided in this Solicitation. The proposer receiving the highest point total during the evaluation phase of the selection process may be called in for negotiations. The contract will be awarded based on the Best Value to the RTA. RTA shall have the right to conduct any reviews it deems necessary and audit the business records of any and all proposers to determine the fairness and reasonableness of the offer. RTA reserves the right to award this contract without conducting negotiations.
- l. **AWARD PROCEDURE.** Within a reasonable time after the proposal receipt deadline, the RTA will transmit the contract documents to the Contractor. The contract documents will, at a minimum, consist of this Solicitation and any addenda thereto, the Contractor's proposal, RTA's standard contract provisions and provisions required by FTA.
- m. **OFFERS.** Each proposal submitted shall include all labor, materials, tools, equipment, and other costs necessary to fully complete the scope of services pursuant to the specifications provided herein. Any omissions derived from such specifications which are reasonably necessary or customary for the completion of the work specified herein shall be considered a portion of this Solicitation.
- n. **ADDENDA.** Proposers should acknowledge receipt of all addenda to this Solicitation in their proposal response.
- o. **ADMINISTRATIVE EVALUATION**

Prior to the distribution of submittals to the Technical Evaluation Committee, the RTA shall perform an administrative evaluation of each submittal.

p. **EVALUATION CRITERIA**

The following evaluation criteria will be used by the Technical Evaluation Committee. The criteria and the weighted values (in parentheses) to be used by the Technical Evaluation Committee in evaluating responses for the selection of a firm(s) to perform this service(s) are listed below:

1. Technical Approach & Understanding of Scope (40%)

Alignment with Scope of Work, Methodology, and Innovation: Proposal demonstrates an understanding of RTA requirements, including an understanding of current coverage and gaps, the ability to monitor carrier performance results against agreed-upon service standards, expertise in applicable federal, state, and local regulations (ACA, COBRA, etc.), and provides expected services noted in the scope of work. Additionally, the proposal demonstrates the use of innovative systems, data management

reporting, varying levels of client support (client portals, experience advising governing boards and executive leadership, benchmarks and trend analysis, data security and controls, etc.)

2. Qualifications & Relevant Experience (40%)

Project Portfolio and Demonstrated Results: Proposal includes years of experience with similar organizations, a dedicated account team and continuity, references from comparable clients, a new service implementation plan schedule, number and quality of carrier markets accessed, claims advocacy approach, renewal timeline management, wellness strategies (corporate and employee focused), and service level commitments. Demonstrate independence and lack of potential conflicts of interest relative to insurers. Commitment to equitable access and consistent application of benefit rules.

3. Key Personnel & Staffing Plan (20%)

Expertise, Tenure and Team Capacity: Qualifications/experience of key personnel to be assigned, depth and breadth of firm experience providing similar services to governmental and/or transit clients

q. CONTRACT AWARD

1. RTA intends to award a contract or contracts resulting from this solicitation to the responsible offeror(s) whose proposal(s) represents the best value after evaluation in accordance with the factors and sub-factors in the solicitation.
2. RTA may reject any or all proposals if such action is in the RTA's interest.
3. RTA may waive informalities and minor irregularities in proposals received where allowed by law.
4. RTA intends to evaluate proposals and award contracts without discussions with offerors. Therefore, the offeror's initial proposal should contain the offeror's best terms from a cost or price and technical standpoint. The RTA reserves the right to conduct discussions if the Contracting Officer later determines them to be necessary. If the Contracting Officer determines that the number of proposals that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the Contracting Officer may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals.
5. RTA reserves the right to make an award on any item for a quantity less than the quantity offered, at the unit cost or prices offered, unless the offeror specifies otherwise in the proposal.
6. RTA reserves the right to make multiple awards if, after considering the additional administrative costs, it is in RTA's best interest to do so.
7. Exchanges with offerors after receipt of a proposal do not constitute a rejection or counteroffer by RTA.

8. RTA may determine that a proposal is unacceptable if the prices proposed are materially unbalanced between line items or subline items. Unbalanced pricing exists when, despite an acceptable total evaluated price, the price of one or more line items is significantly overstated or understated as indicated by the application of cost or price analysis techniques. A proposal may be rejected if the Contracting Officer determines that the lack of balance poses an unacceptable risk to RTA.
 9. If a cost reasonableness analysis is performed, cost reasonableness may be considered by the source selection authority in evaluating performance or schedule risk.
 10. If a post-award debriefing is given to requesting offerors, RTA shall disclose the following information, if applicable:
 - a. The agency's evaluation of the significant weak or deficient factors in the debriefed offeror's offer.
 - b. The overall evaluated cost or price and technical rating of the successful and the debriefed offeror and past performance information on the debriefed offeror.
 - c. The overall ranking of all offerors, when any ranking was developed by the agency during source selection.
 - d. A summary of the rationale for award.
 - e. For acquisition of commercial items, the make and model of the item to be delivered by the successful offeror.
 - f. Reasonable responses to relevant questions posed by the debriefed offeror as to whether source-selection procedures set forth in the solicitation, applicable regulations, and other applicable authorities were followed by the agency.
 11. RTA shall score and rank all proposals based upon the evaluation criteria contained herein. An interview and/or presentation may be required. Award of this contract shall be to a properly licensed, responsible offeror deemed the most qualified, for which fair and reasonable compensation can be determined.
 12. Proposers are reminded that price/cost shall not be used as an evaluation factor during the initial evaluation. However, price proposals will be evaluated, and proposers are required to submit cost data separately with their proposal.
- r. **PROPOSAL PRICING RESTRICTIONS.** Any proposed overhead rate which exceeds 75% of approved categories (e.g., "labor") shall be substantiated by a current audit performed by an independent Certified Public Accounting Firm. Any proposed overhead rate which exceeds 100% of the approved categories shall be substantiated by a current audit conducted by a federal or state agency. Labor rates for all individuals who may perform any work associated with this project shall be identified in the proposal. The individuals will be identified by name and job category. This requirement extends to all individuals whether classified as professional or non-professional. Any changes in labor rates and/or additions or

changes to personnel providing work on this project must be pre-approved by RTA in writing.

s. **OVERHEAD RATES.** Contractor will be required to submit an audited overhead rate.

t. **PLACE OF PERFORMANCE**

1. The offeror or respondent, in the performance of any contract resulting from this solicitation, ____ **intends**, ____ **does not intend [check applicable block]** to use one or more plants or facilities located at a different address from the address of the offeror or respondent as indicated in this proposal or response to request for information.
2. If the offeror or respondent checks “intends” in paragraph (a) of this provision, it shall insert in the following spaces the required information:

Place of Performance (Street Address, City, State, County, ZIP Code)	Name and Address of Owner and Operator of the Plant or Facility if Other than Offeror or Respondent
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5. RTA GENERAL PROVISIONS

The RTA’s “General Provisions,” attached as Exhibit C to this Solicitation, are expressly incorporated into and made a part of this Solicitation.

EXHIBIT A
SUPPLIER SUBMISSION CHECKLIST

The following items are to be submitted as noted in order to be considered responsive:

- Vendor's Proposal
- Acknowledgment of Addenda
- Consultant Questionnaire Form
- Non-Collusion Affidavit
- Participant Information Form

Respondent's proposal, including all required forms, is due on the proposal submission deadline.

INSTRUCTIONS FOR OBTAINING FORMS

Go to RTA's official website at:

<https://www.norta.com/get-to-know-us/doing-business-with-us/procurements-contracts>

Click on "Vendor Form Library"

EXHIBIT B
SCOPE OF WORK

Overview: The Regional Transit Authority gets people moving around New Orleans. Our transit services provide mobility to residents of the city as well as tourists, providing incredible views and comfortable rides through historical neighborhoods and countless attractions. RTA's system includes 5 streetcar lines, 30 bus routes, 2 ferry routes, and paratransit services. Our passengers take more than 19 million rides every year.

Scope and Intent:

As an organization that prides itself on providing world-class service to our customers, we also pride ourselves on providing our employees with top notch benefits coverage. As such, we are seeking a highly qualified and experienced benefits consulting and brokerage firm to provide services for the optimization of our fully insured insurance employee benefits and desires continuity of services in the ever-changing area of employee benefits. RTA is interested in a broker who can offer creative, innovative approaches, with a proven track record that allows the RTA to maintain quality programs and contain or reduce costs.

The selected consulting/brokerage firm will perform a full range of benefit program services (medical, dental, vision and life, short- and long-term disability) related to the acquisition, implementation, maintenance, communication and enhancement of RTA's current and retiree employee insurance benefits. The selected consulting/brokerage firm shall provide services, including but not limited to, the following:

Analysis and Reporting

- Analyze existing coverage, identify and develop cost-saving alternative benefit strategies and plans. Provide innovative approaches to benefit challenges facing the RTA and recommendations for benefit plan changes.
- Assist in the development of short and long-range goals and strategies, including making projections of potential savings.
- Provide analysis and recommendations based on utilization and performance reports, statistical and financial reports, and plan specific data.
- Assist the RTA with a proactive approach to monitoring and analyzing experience trends, provide timely alerts on changing patterns and suggest appropriate recommendations.
- Provide, maintain and update comparison reports of other public and private companies' benefit plan offerings, and costs, to determine their competitiveness with the RTA's programs.

- Provide financial, performance reviews and projection of employee contributions based on enrollment of fully insured plans and programs for current year and upcoming plan year.
- Provide financial, performance reviews and projection of employee contributions based on enrollment of fully insured plans and programs for current year and upcoming plan year.
- Prepare, provide and present various types of reports as needed, such as cost analysis for benefit changes, and other statistical, financial, forecasting, trend, or experience reports, as well as new products and audits, as requested
- Regularly monitor and evaluate performance measures and guarantees for providers.
- Maintain full and accurate records with respect to all matters and services provided on behalf of the RTA's benefit plans and programs. Provide RTA staff all spreadsheets, assumptions and calculations upon completion of any project performed on behalf of the RTA's benefit plans and programs.
- Provide quarterly management reports for all benefit products. Monthly reports required on the health insurance plan, as well as periodic meetings to discuss data and strategy.
- Provide a high level of customer service to our organization to include evaluation of claims data, submission of executive reports and reconciliation of accounts.

Liaison and Problem Intervention

- Act as liaison with (and between) the RTA, insurance carriers and providers.
- Provide day-to-day consultation on plan interpretation and problem resolution, including, but not limited to, explanation of plans, assisting employees/ retirees with selecting plans that meet their needs and transitioning retirees from current plans to Medicare-coordinated plans.
- Provide day-to-day consultation on plan interpretation and problem resolution, including, but not limited to, explanation of plans, assisting employees/ retirees with selecting plans that meet their needs and transitioning retirees from current plans to Medicare-coordinated plans.
- Provide timely customer service and assistance to RTA staff, employees and retirees with issues involving provider billing, claims, vendor service issues/problems, advocacy for services, disputes, interpretation of contracts and services, changes and general troubleshooting.
- Attendance, as needed, at meetings with RTA staff, board of commissioners, employees and/ or retirees to facilitate and assist in the management of the RTA's employee benefit plans.

- Act as an advocate or ombudsman in appeal, arbitration or court process between the RTA and the providers on unresolved issues if needed; provide advice when needed to enforce RTA employees, retirees or their dependents' rights.
- Assist the RTA in proactive mitigation of negative impacts or disruption of services to employees and retirees from benefit and provider network changes.
- Represent the RTA in all negotiations with providers on all issues, including, but not limited to those related to fees, benefit levels, plan design, and special terms and conditions.
- Attend annual open enrollment meetings (on site at RTA buildings) and continuing enrollment services as appropriate for both current and new RTA employees.

Compliance

- Assist with ongoing plan administration and ensure that RTA programs comply with State and Federal legislation.
- Provide on-site training to RTA staff, as needed, regarding regulatory updates and/or Best Practice seminars for the effective administration of benefits plan.
- Review and disseminate information to RTA staff, on an ongoing basis, regarding new or revised State and Federal legislation that impacts benefit programs.
- Assist RTA benefits staff with annual audit and reporting to ensure compliance with all mandated reporting and posting/notice requirements for benefit plans including but not limited to, ACA, IRS forms completion and fee calculations.
- Develop and assist in creating, as needed, various communication materials and tools including, but not limited to, open enrollment annual meetings, new hire orientation, qualifying events and wellness programs.

Annual Renewal Process and Evaluation (Current Plan year is 01/01-12/31)

- Provide an annual report (more often when necessary and/or requested) outlining the in-force programs and their status, and preliminary marketing report describing the market conditions for each benefit. The report should outline suggestions and recommendations for various plan options.
- Establish a strategy for benefits, both annually and three (3) to five (5) years in the future to determine goals and impacts. Consider trends, prospective legislation, new delivery systems, and forecast of market conditions, expectations of renewals and geographic health-care practices to make both short and long-term projections.
- Review and make cost-saving recommendations regarding the modification of plan design, benefit levels, funding options, communications and quality of current employee and retiree benefit plans; recommendations of employee contributions as needed.
- Recommend appropriate premium rates and reserves/most economical funding methods to maintain the viability of each benefit plan to ensure that quality and

cost-effective benefits are provided by the plans, for both current plan year and upcoming year.

- Determine annual estimates of renewal rates and cost trends and assist RTA staff in preparation of budget figures at least 60 days before annual enrollment
- Conduct thorough and applicable market research in preparation for contract renewals. Include evaluation of overall insurance programs compared to similar employers (both public and private).
- Prepare specifications and compile data, obtain quotes and proposals, analyze and compare proposals and negotiate rates.
- Make recommendations, as well as representations for items of negotiation with carriers, including, but not limited to, benefit levels and plan design, premiums/funding options, quality of service, performance measures and guarantees, contractual terms and conditions, quality assurance standards and return on investment, where applicable.
- Review rate proposals to ensure underlying assumptions are appropriate and accurate to the RTA.
- Provide communication and support for the annual open enrollment period, new benefit offerings and/or changes to the existing benefits offerings.
- Attendance at and assistance with coordination of the annual Employee Benefits Fair and Open Enrollment meetings.

Other Service Requirements

- Assist in the development, implementation and ongoing process of an employee wellness program, to improve employee health and reduce employee health-care costs, both in the short and long-term.
- Assist in the available options of web site technologies to support on-line enrollments, qualifying event changes and employee education to assist employees/retirees in self-management of benefits that are interactive with current RTA technologies
- Recommend and help develop enhancements and improvements for communications specific to the needs of the RTA's employees and retirees, including, but not limited to, brochures, pamphlets, matrices, comparison charts, summaries, electronic communications, forms, employee handbooks, benefit statements, wallet cards with benefit contact information and employee orientation.
- Provide timely research and responses to technical questions posed by RTA staff.
- Provide regular and timely communications needed for the effective administration of benefit plans.
- Provide guidance and recommendations on items such as, but not limited to, trends in benefits plans, methods for improving cost containment, financial arrangements and administration.
- Provide access to published benefit-related survey information.

- Develop additional benefits communications specific to the needs of the RTA's employees and retirees.
- Attendance at, and assistance with, meetings with the Executive team and RTA Board of Commissioners
- Recommend that RTA staff attend consultant-sponsored seminars, benefit events and educational forums that would be beneficial to the RTA
- Develop and/or assist in developing and evaluating employee/retiree needs and satisfaction surveys.
- Work collaboratively with other consultants and RTA staff.
- Manage plan transitions (retiree and active) as necessary.
- Review and evaluate current administrative processes related to enrollment and billing.
- Recommend and assist with implementation of administrative process enhancements.
- Assist the RTA with the implementation and various communication options of new programs or changes to existing programs, which will include attending and presenting information at annual open enrollment meetings, along with any meetings during the plan year, as needed.

EXHIBIT C

RTA GENERAL PROVISIONS

1. DEFINITIONS:

- a. **Contract** – Defines the legal obligations between RTA and Contractor, either by formal written agreement following this Solicitation or by RTA's issuance of a PO.
- b. **Contractor** - Is a person, firm, or entity that sells goods and/or services and who made an offer to the RTA.
- c. **Purchase Order or Order** - Is an order placed by RTA for the purchase of goods, materials, supplies, equipment, work, labor, or services written on RTA's standard Purchase Order form and which, when accepted by the Contractor, becomes a contract. For instances where no written contract is required, the PO is the Contractor's authority to deliver and invoice RTA for the goods, materials, supplies, equipment, work, labor, or services specified, and the RTA's commitment to accept the goods or services for an agreed-upon price.
- d. **RTA** – Regional Transit Authority.
- e. **Solicitation** – Is any means of procuring goods or services by RTA to which Contractor is responding.
- f. **Quote/Bid/Response/Proposal** - Is a complete, properly authorized response to a request by RTA, which, if accepted, would bind the Contractor to perform or provide the resulting goods or services.

2. **OFFER & ACCEPTANCE.** If this transaction is subject to an agreement executed by an authorized representative of the RTA in a document indicating that it represents the entire and exclusive agreement between the parties, then the Order is issued for administrative convenience only. Otherwise, the Order may be construed as an offer or an acceptance of an offer. If construed as an offer, the offer is expressly limited to its terms, and any additional or different terms in the Contractor's acceptance are expressly rejected. If construed as an acceptance of Contractor's offer, RTA rejects any terms of Contractor's offer at variance with or supplemental to this Order and the RTA expressly conditions its acceptance on Contractor agreeing to RTA's General Provisions. Contractor shall be deemed to accept RTA's General Provisions if Contractor does not reject them within three (3) business days by giving written notice to the appropriate RTA representative identifying the rejected provisions and the reasons therefor. Contractor's rejection contained in a standard invoice or similar transaction document shall be given no effect.

3. **COST OF PROPOSAL.** Any costs incurred by proposers responding to this Solicitation in anticipation of receiving a Contract will not be reimbursed by RTA. Payments will only be made pursuant to a Contract between RTA and the successful proposer.

4. **PROPOSAL POSTPONEMENT AND ADDENDA.** The RTA reserves the right to amend the instructions, general conditions, special conditions, plans, scope of work, and specifications of this solicitation up to the deadline date for proposal receipt. Copies of such addenda will be furnished to all prospective proposers. Where such addenda require changes in the services or prices quoted, the final date set for proposal receipt may be postponed by such number of days as, in the opinion of the RTA, will enable prospective proposers to revise their proposals.
5. **CANCELLATION OF SOLICITATION.** RTA reserves the right to cancel this Solicitation in whole or in part upon written determination by the Director of Procurement/RTA that such cancellation is in the best interest of the RTA.
6. **PROPOSAL REJECTION.** RTA reserves the right to accept or reject any and all proposals submitted.
7. **SINGLE PROPOSAL RESPONSE.** If only one proposal is received in response to this Solicitation, a detailed cost proposal may be requested of the single proposer. A cost/price analysis and evaluation and/or audit may be performed in order to determine if the offer is fair and reasonable. Award of a contract to the proposer submitting the only proposal received in response to this Solicitation may be subject to approval by the FTA, with RTA reserving the right to accept or reject and readvertise for the requested scope of work.
8. **PROPOSAL WITHDRAWAL.** Prior to the date and time set for the Bid/Proposal Receipt Deadline, proposals may be modified or withdrawn by the proposer's authorized representative in person, or by written, facsimile, or electronic notice. If proposals are modified or withdrawn in person, the authorized representative shall make their identity known and shall sign a receipt for the proposal. Written, facsimile, or electronic notices shall be received in the RTA Canal St. offices no later than the date scheduled as the proposal receipt deadline. After the Bid/Proposal Deadline, proposals may not be withdrawn for sixty (60) calendar days.
9. **WRITTEN CHANGE ORDERS/AMENDMENT.** The Contract resulting from this Solicitation may be changed/amended in any particular allowed by law upon the written mutual agreement of both parties.
10. **CHANGE ORDER/AMENDMENT PROCEDURE**
 - a. Within ten (10) calendar days after receipt of the written change order to modify the Contract, the Contractor shall submit to RTA a detailed price and schedule proposal for the work to be performed. This proposal shall be accepted, rejected, or modified by negotiations between Contractor and RTA. After the Parties reach an agreement on the change, Contractor will prepare and submit a Change Order for approval and execution by all Parties. In the event that federal funds are used in this procurement, the FTA may reserve the right to concur in any change order or any dispute arising under such change order. Disagreements that cannot be resolved by negotiation shall be resolved in accordance with the Disputes clause. Regardless of any disputes, the Contractor shall proceed with the work ordered, if RTA has obtained the concurrence of FTA, should

such concurrence be required. Regardless of any other requirement herein, RTA shall negotiate profit as a separate element of cost for any change order or amendment to any Contract.

- b. These provisions shall not be applicable to contracts arising from RFPs or RFQs, as such may only be modified by formal amendment.
11. **OMISSIONS.** Notwithstanding the provision of drawings, technical specifications, or other data by RTA, the Contractor shall supply all resources and details required to make the supplies complete and ready for utilization, even though such details may not be specifically mentioned in the drawings and specifications.
 12. **PRIORITY.** In the event of any conflicts between the description of the supplies and/or services in the Technical Specifications and drawings and other parts of this Solicitation, the Technical Specifications and drawings shall govern.
 13. **COMMUNICATIONS.** All official communications in connection with this Solicitation shall be in writing. Respondents to this solicitation or persons acting on their behalf may not contact, between the release of the solicitation and award, any employee or officer of RTA, including the Board of Commissioners, concerning any aspect of this solicitation, except in writing to the procurement officer or as provided in the Solicitation documents. Violation of this provision may be grounds for rejecting a response.
 14. **INTEREST OF MEMBERS OF, OR DELEGATES TO CONGRESS.** In accordance with 18 U.S.C. Subsection 431, no member of, or delegates to, the Congress of the United States shall be admitted to a share or part of this contract or to any benefit arising therefrom.
 15. **CONFLICT OF INTEREST.**
 - a. No Board Member, employee, officer or agent, or employee of such agent of the RTA, shall participate in the selection or in the award or administration of a contract if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when:
 - i. The Board Member, employee, officer or agent, or employee of such agent;
 - ii. Any member of his immediate family;
 - iii. His or her partner; or
 - iv. An organization that employs, or is about to employ, any of the above has a direct or indirect, present, or future, financial, or other interest in the firm selected for award.
 - b. The RTA's Board Members, officers, employees, or agents shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties of sub-agreements.
 - c. Each entity that enters into a contract with the RTA is required, prior to entering into such a contract, to inform the RTA of any real or apparent organizational conflicts of interest. An organizational conflict of interest exists when the contractor is unable or

potentially unable to provide objective assistance or advice to the RTA due to other activities, relationships, contracts, or circumstances; when the contractor has an unfair competitive advantage through obtaining access to nonpublic information during the performance of an earlier contract; and during the conduct of an earlier procurement, the contractor has established the ground rules for a future procurement by developing specifications, evaluation factors, or similar documents, in accordance with Chapter VI, 2.a.(4)(h) of FTA C 4220.1F.

16. EQUAL EMPLOYMENT OPPORTUNITY. The Contractor shall comply with Executive Order No. 11246 as amended, entitled "Equal Employment Opportunity" as supplemented in Department of Labor Regulations (41 C.F.R. Paragraph 60). In connection with the execution of this Contract, the Contractor shall not discriminate against any employees or applicants for employment because of race, religion, color, sex, age, or national origin. The Contractor shall take affirmative action to ensure that applicants are employed and that employees are treated during their employment without regard to their race, religion, color, sex, age, or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer, recruitment, or recruitment advertising; layoff or termination, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Contractor further agrees to insert a similar provision in all subcontracts, except subcontracts for standard commercial supplies or raw materials.

17. PRIVACY REQUIREMENTS

- a. The following requirements apply to the Contractor and its employees who administer any system of records on behalf of the Federal Government under any contract:
 - i. The Contractor agrees to comply with, and assures the compliance of its employees with, the information restrictions and other applicable requirements of the Privacy Act of 1974, 5 U.S.C. § 552a. Among other things, the Contractor agrees to obtain the express consent of the Federal Government before the Contractor or its employees operate a system of records on behalf of the Federal Government. The Contractor understands that the requirements of the Privacy Act, including the civil and criminal penalties for violation of that Act, apply to those individuals involved, and that failure to comply with the terms of the Privacy Act may result in termination of the underlying contract.
 - ii. The Contractor also agrees to include these requirements in each subcontract to administer any system of records on behalf of the Federal Government financed in whole or in part with Federal assistance provided by FTA.

18. INDEMNIFICATION

- a. **In general.** To the fullest extent permitted by law, Contractor waives, releases, indemnifies, defends, and holds harmless RTA, its agents, employees, officials, insurers, self-insurance funds, and assigns (collectively, the "Indemnified Parties") from and against any and all claims, demands, suits, and judgments of sums of money

accruing against the Indemnified Parties: for loss of life, injury, or damage to persons or property arising from or relating to any act, omission, or the operations of the Contractor, its agents, subcontractors, or employees while engaged in or in connection with the discharge or performance of any work under this Contract; and for any and all claims and/or liens for labor, services, or materials furnished to the Contractor in connection with the performance of work under this Contract.

- b. **Limitation.** Contractor's indemnity does not extend to any loss arising from the negligence, gross negligence, or willful misconduct of any of the Indemnified Parties, provided that neither the Contractor nor any of its agents, subcontractors, or employees contributed to such negligence, gross negligence, or willful misconduct.
- c. **Independent Duty.** Contractor has an immediate and independent obligation to, at the RTA's option: (a) defend RTA from or (b) reimburse RTA for its costs incurred in the defense of any claim that actually or potentially falls within this indemnity, even if: (i) the allegations are or may be groundless, false, or fraudulent; or (ii) the Contractor is ultimately absolved from liability.
- d. **Expenses.** Notwithstanding any provision to the contrary, the Contractor shall bear the expenses, including, but not limited to, the RTA's reasonable attorneys' fees, lay and expert witness fees, court costs, and any similar expenses, incurred by RTA in enforcing this indemnity.

19. **PERFORMANCE.** Contractor shall perform all work diligently, carefully, and in a good and workmanlike manner and shall furnish all labor, supervision, machinery, equipment, materials, and supplies necessary. Contractor shall obtain and maintain all permits and licenses required by public authorities in connection with performance of the work, and, if permitted to subcontract, shall be fully responsible for all work performed by subcontractors. Contractor shall conduct all operations in Contractor's own name and as an independent contractor, and not in the name of, or agent for, RTA.

20. INDEPENDENT CONTRACTOR

- a. **Independent Contractor Status.** The Contractor is an independent contractor and shall not be deemed an employee, servant, agent, partner, or joint venture of RTA and will not hold itself or any of its employees, subcontractors, or agents to be an employee, partner, or agent of RTA.
- b. **Exclusion of Worker's Compensation Coverage.** RTA will not be liable to the Contractor, as an independent contractor as defined in La. R.S. 23:1021(6), for any benefits or coverage as provided by the Worker's Compensation Law of the State of Louisiana. Under the provisions of La. R.S. 23:1034, any person employed by the Contractor will not be considered an employee of RTA for the purpose of Worker's Compensation coverage.
- c. **Exclusion of Unemployment Compensation Coverage.** The Contractor, as an independent contractor, is being hired by RTA under this Agreement for hire and defined in La. R.S. 23:1472(12)(E), and neither the Contractor nor anyone employed

by it will be considered an employee of RTA for the purpose of unemployment compensation coverage, which coverage is being hereby expressly waived and excluded by the parties, because: (a) the Contractor has been and will be free from any control or direction by RTA over the performance of the services covered by this Contract; (b) the services to be performed by the Contractor are outside the normal course and scope of RTA's usual business; and (c) the Contractor has been independently engaged in performing the services required under this Contract prior to the date of this Contract.

- d. ***Waiver of Benefits.*** The Contractor, as an independent contractor, will not receive from RTA any sick or annual leave benefits, medical insurance, life insurance, paid vacations, paid holidays, sick leave, pension, or Social Security for any services rendered to RTA under this Contract.

21. INSURANCE

- a. Vendor shall procure and maintain the insurance coverages and provisions as provided in Exhibit D.

22. **SUBCONTRACTORS.** No portion of this Contract may be reassigned, transferred, or sublet without the written approval of RTA. If allowed to subcontract, no subcontractor may be replaced without the written approval of RTA.

23. **PACKING & SHIPPING.** No charge shall be made by Contractor for packaging, transportation, or unpacking, except as stated on the face of the Order. All items shall be packaged, marked, and otherwise prepared in accordance with good commercial practices to obtain the lowest transportation rates consistent with RTA's shipping instructions. Contractor shall mark containers with appropriate handling, loading, and unpacking instructions, shipping information, order, item, and account number, shipment date, and name and address of Contractor. An itemized packing list must accompany each shipment. Unless expressly provided, all items shall be delivered within thirty (30) days of this Order, and time for delivery shall be deemed a material requirement. Contractor shall promptly notify RTA by giving written notice to the appropriate RTA representative, as set forth in the Order, of any delay in shipment, and RTA shall have the opportunity to cancel the Order and obtain a full refund. For any international shipments, Contractor shall be both the importer and exporter of record and shall obtain and pay for all necessary governmental approvals and permits with respect to shipments under this Order. If instructed by RTA, the Contractor shall deliver any software or data products by electronic transmission.

24. **RISK OF LOSS.** Contractor shall bear all risk of loss on items covered by the Contract until final acceptance by RTA, at the destination specified on the face of the Contract, except for loss occasioned solely by the negligence of RTA. Any "F.O.B." designation does not vary the foregoing risk of loss provisions. Contractor shall replace any lost or damaged media containing licensed software or data upon request at a price not exceeding the reasonable cost of media duplication, packaging, and shipping.

25. **ACCEPTANCE.** Within 7 days after delivery, the RTA, its agents, or assigns will conduct an acceptance inspection. Acceptance shall be conditioned upon satisfactory results of such inspection, promptly communicated in writing to the Contractor.
26. **QUALITY INSPECTION.** All goods and services installed and supplied shall be of good quality and free from any defects and shall at all times be subject to RTA's inspection; but neither RTA's inspection nor failure to inspect shall relieve Contractor of any obligation hereunder. If, in RTA's opinion, any goods or service (or component thereof) fails to conform to specifications or is otherwise defective, Contractor shall promptly replace or correct same at Contractor's sole expense. No acceptance or payment by RTA shall constitute a waiver of the foregoing, and nothing herein shall exclude or limit any warranties implied by law.
27. **CORRECTION BY CONTRACTOR.** After notice of non-acceptance of the work, Contractor shall immediately begin implementing correction procedures. Contractor shall bear all expenses incurred to complete the correction of the work after non-acceptance, and Contractor shall diligently implement correction procedures until all issues are resolved.
28. **UNAVOIDABLE DELAYS.** If completion of the work furnished by Contractor should be unavoidably delayed, RTA may extend the time for satisfaction of the Contractor's obligations for a number of days determined by RTA to be excusable due to unavoidability. A delay is unavoidable only if the delay was not reasonably expected to occur in connection with or during the Contractor's performance, was not caused directly or substantially by acts, omissions, negligence, or mistakes of the Contractor, the Contractor's suppliers, or their agents, and was substantial and in fact caused the Contractor to miss completion dates and could not adequately have been guarded against by contractual or legal means.
29. **NOTIFICATION OF DELAY.** The Contractor shall notify RTA as soon as the Contractor has, or should have, knowledge that an event has occurred or will occur which will delay progress or completion. Within five (5) days therefrom, the Contractor shall confirm such notice in writing, furnishing as much detailed information as is available.
30. **REQUESTS FOR EXTENSION.** The Contractor agrees to supply, as soon as such data is available, any/all reasonable proof required by the RTA to make a decision relative to any request for extension. RTA will examine the request and any documents supplied by the Contractor, and RTA will determine if the Contractor is entitled to an extension and the duration of such extension. RTA shall notify the Contractor of this decision in writing. It is expressly understood and agreed that the Contractor shall not be entitled to damages or compensation and shall not be reimbursed for losses on account of delays resulting from any cause under this provision.
31. **HAZARDOUS SUBSTANCE AND ENVIRONMENTAL LAW.** "Hazardous Substance" means any pollutant, contaminant, hazardous or toxic substance or waste, solid waste, petroleum, or any byproduct thereof, or any other chemical, substance, or material listed or identified in or regulated by any Environmental Law. "Environmental Law" means any federal, state, local, or other governmental statute, regulation, law, or ordinance dealing with the protection of human health, natural resources, and/or the environment now or

hereafter in effect, including, without limitation, any and all claims or causes of action based upon such governmental statute, regulation, law, or ordinance. Contractor shall comply with all Environmental Laws. Contractor shall notify RTA in writing by giving written notice to the appropriate RTA representative, as set forth in the Order of every article ordered or supplied under this Order or stored or used by Contractor on RTA property that contains Hazardous Substances or substances for which the law requires a Material Safety Data sheet. Such notification shall be given prior to the shipment or introduction of such substances onto RTA property and shall include, at a minimum, information regarding the substance, including but not limited to Material Safety Data Sheets. RTA shall be able to, at all times, inspect any Hazardous Substances introduced onto or intended to be introduced onto RTA property by Contractor.

32. ACCESS REQUIREMENTS FOR INDIVIDUALS WITH DISABILITIES. During the performance of this Contract, the Contractor, for itself, its assignees, and successors in interest agree to comply with all applicable requirements of the Americans with Disabilities Act of 1990 (ADA), 42 U.S.C. sections 12101 et seq.; section 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. section 794; section 16 of the Federal Transit Act, as amended, 49 U.S.C. app. section 1612; and the following regulations and any amendments thereto:

- a. U.S. DOT regulations, "Transportation Services for Individuals with Disabilities (ADA)," 49 C.F.R. Part 37;
- b. U.S. DOT regulations, "Nondiscrimination on the Basis of Handicap in Programs and Activities Receiving or Benefiting from Federal Financial Assistance," 49 C.F.R. Part 27;
- c. U.S. DOT regulations, "Americans With Disabilities (ADA) Accessibility Specifications for Transportation Vehicles," 49 C.F.R. Part 38;
- d. Department of Justice (DOJ) regulations, "Nondiscrimination on the Basis of Disability in State and Local Government Services," 28 C.F.R. Part 35;
- e. DOJ regulations, "Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities," 28 C.F.R. Part 36;
- f. General Services Administration regulations, "Accommodations for the Physically Handicapped," 41 C.F.R. Subpart 101-19;
- g. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provision of the Americans with Disabilities Act," 29 C.F.R. Part 1630;
- h. Federal Communications Commission regulations, "Telecommunications Relay Services and Related Customer Premises Equipment for the Hearing and Speech Disabled," 47 C.F.R. Part 64, Subpart F; and
- i. FTA regulations, "Transportation of Elderly and Handicapped Persons," 49 C.F.R. Part 609.

33. APPLICATION OF FEDERAL, STATE, AND LOCAL LAWS AND REGULATIONS

- a. Federal Laws and Regulations. The Federal requirements (laws, regulations, policies, and related administrative codes and guidance) contained in this contract may change

(from time to time) after the date the Contract has been executed. Any changes in federal requirements shall apply to this Contract and be incorporated therein.

- b. State and Local Law. This Contract shall be entered into in the State of Louisiana and shall be governed and/or construed in accordance with the laws and jurisprudence of the State of Louisiana, except to the extent that a Federal Statute or regulation preempts State law.

34. **STATE AND LOCAL LAW DISCLAIMER.** The use of many of the Clauses herein is not governed by federal law; many of the clauses contained herein contain FTA-suggested language in certain instances, and these clauses may be affected by State Law.

35. DURATION AND TERMINATION

- a. Initial Term. The term of the Contract will be for three (3) years, starting on the date of authorization to commence work.
- b. Extension. The term may be extended at the option of the Parties by formal amendment to the Contract for up to two additional one (1) year periods, for a maximum term that shall not exceed five (5) years.
- c. Termination for Convenience. RTA may terminate the Contract at any time by giving the Contractor at least 30 calendar days' written notice of the termination.
- d. Termination for Non-Appropriation. The Contract will terminate immediately in the event of non-appropriation of funds sufficient to maintain the Contract without the requirement of notice; and RTA will not be liable for any amounts beyond the funds appropriated and encumbered for the Contract.
- e. Termination for Cause. RTA may terminate the Contract resulting from this Solicitation immediately for cause by sending written notice to the Contractor. "Cause" includes, without limitation, any failure to perform any obligation, abide by any condition of this Contract, or the failure of any representation or warranty in this Contract, including, without limitation, any failure to comply with the requirements of RTA's Disadvantaged Business Enterprise program. If a termination for cause is subsequently challenged in a court of law and the challenging Party prevails, the termination will be deemed to be a termination for convenience effective 30 days from the date the original written notice of termination for cause was sent to the challenging Party; no further notice will be required.
- f. Suspension. Notwithstanding the article on Force Majeure, RTA may suspend the Contract at any time and for any reason by giving 2 business days' written notice to the Contractor. The Contractor will resume work upon 5 business days' written notice from the RTA.

36. FORCE MAJEURE

- a. **Event.** An event of Force Majeure will include any event or occurrence not reasonably foreseeable by RTA at the commencement of this Solicitation, which will include, but not be limited to, abnormally severe and unusual weather conditions or other acts of God (including tropical weather events, tornados, hurricanes, and flooding); declarations of emergency; shortages of labor or materials (not caused by RTA); riots; terrorism; acts of public enemy; war; sabotage; cyber-attacks, threats, or incidents; epidemics or pandemics; court or governmental order; or any other cause whatsoever beyond the reasonable control of RTA, provided such event was not caused by the negligence or misconduct of RTA, by the failure of RTA to comply with applicable laws, or by the breach of the Contract.
 - b. **Notice.** To seek the benefit of this Article, RTA must provide notice in writing to the Contractor stating: (1) an event triggering this section has occurred; (2) the anticipated effect of the Force Majeure event on performance; and (3) the expected duration of the delay, if the Contract is being suspended.
 - c. **Effect.**
 - i. Upon the occurrence of a Force Majeure event, for which RTA has provided the required notice, RTA may, at its sole discretion:
 - 1. Suspend the Contract for a duration to be set by RTA, not to exceed 90 days. During such time of suspension, the Parties will not be liable or responsible for performance of their respective obligations under the Contract, and there will be excluded from the computation of such period of time any delays directly due to the occurrence of the Force Majeure event. During any such period of suspension, the Contractor must take all commercially reasonable actions to mitigate against the effects of the Force Majeure event and to ensure the prompt resumption of performance when so instructed by RTA; or
 - 2. Terminate the Contract, either immediately or after one or more periods of suspension, effective on notice to Contractor and without any further compensation due.
 - ii. Notwithstanding Section c(i) above, the obligations relating to making payments when due (for services or materials already provided) and those obligations specified to survive in the Contract will be unaffected by any suspension or termination.
37. **WARRANTIES.** Contractor warrants that items furnished hereunder will: (i) be free from material defects in design, material, and workmanship; (ii) be suitable for any particular purposes made known to Contractor in advance; (iii) function together as a unit if RTA notified Contractor that it was relying on Contractor's skill or judgment to select items that will function as such; (iv) be materially accurate to specification and process date-related data in a manner compliant with industry-standard requirements (for items of such nature); (v) substantially conform with any related sample, model, documentation, description, labeling or literature supplied by Contractor, and (vi) substantially conform to any specific

requirements of this Solicitation. Unless otherwise agreed in writing, all hardware and items are transferred to RTA free and clear of all liens and encumbrances. Unless designated as “reconditioned” or “used,” all hardware and replacement parts are warranted to be new. Services are warranted by Contractor to be performed in a professional and workmanlike manner in substantial compliance with applicable specifications. If items are found within twelve (12) months after acceptance (or such longer period as specified by Contractor and incorporated herein) not to be as warranted, RTA may require the work to be corrected or may return all defective items (and other items supplied by Contractor that are materially diminished thereby) to Contractor, at Contractor’s expense, for replacement or credit as RTA may direct. Replacements are warranted for the latter of the remaining original warranty period or ninety (90) days.

38. AUDIT AND INSPECTION. The Contractor will submit to any RTA audit, inspection, and review and, at the RTA’s request, will make available all documents relating or pertaining to this Solicitation and Contract maintained by or under the control of the Contractor, its employees, agents, assigns, successors, and subcontractors, during normal business hours at the Contractor’s office or place of business in Louisiana. If no such location is available in Louisiana, the Contractor will make the documents available at a time and location that is convenient for RTA.

39. RECORDS AND REPORTING.

- a. The Contractor will maintain all books, documents, papers, accounting records, invoices, materials records, payrolls, work papers, personnel records, and other evidence pertaining to the performance of services under the Contract, including, without limitation, of costs incurred through the later of three years (unless specified for a longer period elsewhere in this Solicitation) from: (a) the completion of the Contract (including any renewal or extension periods); or (b) from the resolution of any disputes relating to the Contract. If the Contract is terminated for any reason, the Contractor will deliver to RTA all plans and records of work compiled through the date of termination.
- b. The Contractor will identify any reporting requirements, including the frequency, methods, and contents.
- c. The Contractor is solely responsible for the relevance and accuracy of all items and details included in any reports relating to the work performed under the Contract, regardless of any review by RTA.

40. NO OBLIGATION BY THE FEDERAL GOVERNMENT

- a. The Purchaser and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this contract and shall not be subject to any obligations or liabilities to the Purchaser, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

- b. The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

41. **FEDERAL CHANGES.** Contractor shall at all times comply with all applicable FTA regulations, policies, procedures, and directives, including, without limitation, those listed directly or by reference in the Agreement (Form FTA MA (2) dated October, 1995) between RTA and FTA, as they may be amended or promulgated from time to time during the term of this Contract. Contractor's failure to comply shall constitute a material breach of this Contract.

42. **EXCLUSIONARY OR DISCRIMINATORY SPECIFICATIONS.** Apart from inconsistent requirements imposed by federal statute or regulations, the RTA will comply with the requirements of 49 U.S.C. § 5323(h)(3) by refraining from using any Federal assistance awarded by FTA to support procurements using exclusionary or discriminatory specifications.

43. **GEOGRAPHIC RESTRICTIONS.** Except as expressly mandated, encouraged, or permitted by FTA or Federal statute, RTA will refrain from using state or local geographic preferences.

44. **PROMPT PAYMENT**

Payment shall be made 30 days from the date of the approved and accepted invoice unless changed in the contract agreement. The prime contractor agrees to pay each subcontractor under this prime contract for satisfactory performance of its contract no later than five (5) days from the receipt of each payment the prime contractor receives from the RTA. The prime contractor further agrees to return retainage payment to each subcontractor within ten (10) days after the subcontractor's work is satisfactorily completed and accepted by RTA, and all lien delays under applicable laws have expired. Any delay or postponement of payment from the above-referenced time frame may occur only for good cause following written approval of the RTA. This clause applies to both DBE and non-DBE subcontractors.

Identification of subcontractors: All prime contractors submitting offers in response to this Request for Proposals must provide the following information for all subcontractors, whether the firm is identified as a Disadvantaged Business Enterprise or not. The required information is:

(1) Firm Name

(2) Firm Address

(3) Firm's status as a DBE or non-DBE

(4) The age of the firm

(5) The annual gross receipts of the firm

Additionally, each contract RTA enters with a contractor (and each subcontract) the prime contractor signs with a subcontractor shall include the following assurance:

The contractor, sub-recipient or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy, as the RTA deems appropriate.

Further, each contract RTA enters into with a contractor (and each subcontract the prime contractor signs with a subcontractor shall include the following assurance:

The contractor, sub-recipient, or subcontractor shall make prompt payments for all satisfactory work performed under this agreement. The contractor shall, within five (5) days of receipt of payment from RTA, make all payments due to subcontractors and suppliers. This requirement shall flow down to all levels, including subcontractors, making payments to subcontractors and suppliers, etc. Additionally, upon release of retainage(s) by RTA, Contractor shall, in turn, within ten (10) days, release retainage(s) it holds. The requirement for release of retainage(s) within ten (10) days shall flow down to all subcontractors, etc., performing under this contract. Contractor or any of its subcontractors, etc., may not delay or postpone payments or release of retainage without prior RTA written approval. RTA may delay or withhold up to twenty-five percent of Contractor's payments, retainage, etc., if there is evidence that Contractor is not complying with any provision hereunder. RTA may withhold monies due Contractor until such time as Contractor, by its actions or assurances, has, to RTA's satisfaction, proven that it will or has complied with all the requirements hereunder.

45. **CONFIDENTIALITY.** Contractor agrees that any information, whether obtained from RTA, its agents or assigns, or other sources, or generated by Contractor pursuant to the Contract, shall not be used for any purpose other than fulfilling the requirements of the Contract. Contractor further agrees to keep in absolute confidence all data relative to the business of RTA and its agents or assigns. No news release, including, but not limited to, photographs and film, public announcements, denials, or confirmations of any part of the subject matter of any phase of any program hereunder shall be made by Contractor without the written approval of RTA.

46. **DISPUTES**

- a. Disputes arising in the performance of this Solicitation which are not resolved by agreement of the parties shall be decided in writing by the Director of Procurement. The decision of the Director of Procurement shall be final and conclusive.
- b. Remedies. Unless this Contract provides otherwise, all claims, counterclaims, disputes, and other matters in question between RTA and the Contractor arising out of or relating to this agreement or its breach will be decided in a court of competent jurisdiction within the State of Louisiana, Parish of Orleans.

- c. Non-Waiver. The failure of either Party to insist upon strict compliance with any provision of the Contract, to enforce any right, or to seek any remedy upon discovery of any default or breach of the other Party at such time as the initial discovery of the existence of such noncompliance, right, default, or breach shall not affect or constitute a waiver of either Party's right to insist upon such compliance, exercise such right, or seek such remedy with respect to that default or breach, or any prior, contemporaneous, or subsequent default or breach.
- d. Remedies Cumulative. No remedy set forth in this Contract or otherwise conferred upon or reserved to any Party shall be considered exclusive of any other remedy available to a Party. Rather, each remedy shall be deemed distinct, separate, and cumulative, and each may be exercised from time to time as often as the occasion may arise or as may be deemed expedient.

47. OWNERSHIP OF DOCUMENTS

- a. Upon final payment, all data collected and all products of work prepared, created, or modified by Contractor in the performance of the Contract, including, without limitation, any and all notes, tables, graphs, reports, files, computer programs, source code, documents, records, disks, original drawings, or other such material, regardless of form and whether finished or unfinished, but excluding the Contractor's personnel and administrative records and any tools, systems, and information used by the Contractor to perform the services under the Contract, including computer software (object code and source code), know-how, methodologies, equipment, and processes and any related intellectual property (collectively, "Work Product") will be the exclusive property of RTA and RTA will have all right, title, and interest in any Work Product, including, without limitation, the right to secure and maintain any copyright, trademark, or patent of Work Product in RTA's name. No Work Product may be reproduced in any form without RTA's express written consent. RTA may use and distribute any Work Product for any purpose RTA deems appropriate without the Contractor's consent and for no additional consideration to the Contractor.
- b. Where applicable, RTA's ownership shall be subject to any rights asserted by FTA of the U.S. Department of Transportation.
- c. The Contractor may retain copies of such items discussed above for its files.

48. SOFTWARE & DATA.

- a. **Specially Commissioned Works.** Unless agreed in writing, any specially commissioned software, or other works of authorship, including custom modifications to pre-existing works, produced under this Contract shall, to the extent of such custom work, be deemed "work for hire" and assigned to and owned exclusively by RTA at the time of creation. Contractor shall, upon request and at no additional charge, execute any document reasonably requested by RTA to vest ownership of such work in RTA or its designee. Any pre-existing software or components embedded in a delivered item shall be identified by the Contractor in advance and shall be deemed licensed for use

as an integral part of the deliverable, including the right to sublicense if Contractor is on notice that such item will be incorporated into a product to be distributed by RTA. If source code or configurable technology has been provided, then this license includes the right of RTA to create derivative works. The licenses granted are without financial obligation to the Contractor other than payment of the prices set forth in this Contract.

- b. **Software Products.** Any off-the-shelf software or data products specified in this Contract shall, unless otherwise specified or agreed in writing, be deemed licensed to RTA on a one-time license fee, paid-up, non-exclusive, perpetual basis and RTA (and its affiliates) shall be deemed authorized to use such items: (a) in the case of software typically licensed on a single machine basis, then on a single workstation and a backup laptop computer by one individual, and (b) for software typically installed on a computer server, then on a computer server and remotely by the number of client workstations connected by network that are within the technical capacity of such software; provided, however, that if per-machine or per-user charges are specified in this Contract, then RTA may only use such software on the number of computers for which stated fees are paid. The foregoing licenses may be transferred without imposition of transfer fees, provided the originally installed copy is permanently deleted. RTA shall be entitled to ongoing product support and maintenance (including interim fixes, releases and new versions of the same or successor product) at no cost for ninety (90) days after acceptance and thereafter at the annual support fees set forth herein or, if not so specified, then at published rates not to exceed 15% of the original license fee per annum, less any discounts hereunder are consistently applied. Contractor shall use commercial anti-virus software to remove viruses capable of being detected in software prior to shipping and shall indemnify RTA from damage caused by its failure to exercise reasonable care. Contractor waives any right to use “electronic self-help” to repossess software.

49. **PARTICIPANT INFORMATION FORM.** All participants and their subcontractors are required to submit a completely executed Participant Information Form available on <https://www.norta.com/get-to-know-us/doing-business-with-us/procurements-contracts> under the Vendor Form Library.
50. **NON-COLLUSION AFFIDAVIT.** The Non-Collusion Affidavit is a required submittal. The necessary form is available on <https://www.norta.com/get-to-know-us/doing-business-with-us/procurements-contracts> under the Vendor Form Library.
51. **REGIONAL TRANSIT AUTHORITY GENERAL PROVISIONS.** Regional Transit Authority’s General Provisions shall apply to this solicitation and the resulting contract.
52. **COMPLETE CONTRACT.** The Contract supersedes and replaces all prior written or oral communications with regard to the terms, obligations, and conditions of this Contract. The Contract may be amended only by Change Order or formal amendment. RTA’s waiver of any provision hereof shall be effective only if contained in a Change Order or formal amendment.

53. **ORDER BINDING.** The Contract is not assignable by either party unless authorized by a Change Order or formal amendment. Any attempt to the contrary shall be void and of no legal effect.
54. **CONFLICT BETWEEN DOCUMENTS.** In the event of any conflict between the provisions of these General Provisions and any other terms and conditions issued by the RTA or Contractor, the terms and conditions contained in this document shall control. However, if the RTA and the Contractor enter into a formal contract pertaining to this Solicitation, that contract shall control, and the terms contained in said contract shall supersede any conflicting terms contained herein or in this Solicitation.
55. **CONFLICT OF INTEREST.** To ensure the Contractor's efforts do not conflict with RTA's interests, and in recognition of the Contractor's obligations to RTA, the Contractor will decline any offer of other employment if its performance of the Contract is likely to be adversely affected by the acceptance of the other employment. The Contractor will promptly notify RTA in writing of its intention to accept the other employment and will disclose all possible effects of the other employment on the Contractor's performance of the contract. RTA will make the final determination whether the Contractor may accept the other employment.
56. **NON-EXCLUSIVITY.** This Contract is non-exclusive, and the Contractor may provide work and/or services to other clients, subject to RTA's approval of any potential conflicts with the performance of this Contract, and the RTA may engage the services of others for the provision of some or all of the work and/or services to be performed pursuant to this Contract.
57. **NO THIRD-PARTY BENEFICIARIES.** This Contract is executed for the exclusive benefit of RTA and the Contractor, and RTA and the Contractor expressly disclaim any intent to benefit anyone not a party hereto.
58. **SEVERABILITY.** If a court of competent jurisdiction finds any provision of the Solicitation or Contract to be unenforceable as written, the unenforceable provision should be reformed, if possible, so that it is enforceable to the maximum extent permitted by law, or, if reformation is not possible, the unenforceable provision will be fully severable and the remaining provisions of the contract will remain in full force and effect and will be construed and enforced as if the unenforceable provision was never a part the Solicitation or Contract.
59. **CONSTRUCTION OF AGREEMENT.** Neither party will be deemed to have drafted the Contract. The Contract has been reviewed by all parties and will be construed and interpreted according to the ordinary meaning of the words used so as to fairly accomplish the purposes and intentions of all parties. No term of the Contract will be construed or resolved in favor of or against RTA or the Contractor on the basis of which party drafted the uncertain or ambiguous language. Where appropriate, the singular includes the plural, and neutral words and words of any gender include the neutral and other genders.

60. **SURVIVAL.** All representations and warranties and all obligations concerning ownership, indemnification, payment, remedies, jurisdiction, venue, choice of law, and warranties shall survive the expiration, suspension, or termination of the contract and continue in full force and effect.

Vendor shall procure and maintain the following insurance coverages and provisions in Exhibit D.

EXHIBIT D
INSURANCE REQUIREMENTS

To protect RTA against liability in connection with, or resulting from the carrying out of this contract, Contractor shall provide, before the work is commenced hereunder, and shall at all times during the life of the contract, carry at the expense of the Contractor, with a reliable insurance company approved to do business in the State of Louisiana, all insurance required by local, state or federal laws should there be any such requirement(s). Any subcontractor employed by the Contractor shall be governed by the same insurance requirements as stated herein. The Contractor shall deliver to the RTA Certificate of Insurance(s) evidencing coverage(s) as set forth below.

During the term of this Agreement, the Contractor shall obtain and maintain the following types and amounts of insurance. The Contractor shall furnish to RTA Certificates showing coverage for the following lines of insurance, including policy numbers, effective and expiration dates, with minimum limits as follows:

- Worker's Compensation Insurance as required by applicable Louisiana Law
- Automobile Liability Insurance in the amount of \$1,000,000 Combined Single Limit.
- Commercial General Liability ["CGL"] Insurance in the amount of \$2,000,000 per occurrence
- Professional Liability with insurance limits of no less than \$2,000,000 per occurrence or claim, \$2,000,000 aggregate.

The RTA, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Contractor, including materials, parts, or equipment furnished in connection with such work or operations.

Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the RTA.

Contractor hereby grants to the RTA a waiver of any right to subrogation which any insurer of said Contractor may acquire against the RTA by virtue of the payment of any loss under such insurance. Contractor agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether the RTA has received a waiver of endorsement from the insurer.