

Request for

Competitive Sealed Proposal

TAC 1076

TRAVEL MANAGEMENT SERVICES

NIGP Commodity Code(s):

958-92 - TRAVEL MANAGEMENT SERVICES

961-78 - TRAVEL AGENCY SERVICES

Submit proposals

(sealed) to:

Deputy City Clerk

City of Tulsa

175 E. 2ND St.

Suite 260



CITY OF
Tulsa
A New Kind of Energy_{SM}

Addendum #1 Issued 01/09/2016

This addendum extends the deadline to January 25th, 2017, corrects the time standard, adds “TAC 1079” to the reference in II.A.1, and adds the following question and answer information.

1. Is the City solely looking for an Online Booking Tool or do they want full service as well?

Answer: Full service as well

2. If both, do they want fees for both Online and Full Service?

Answer: Yes

3. The RFP mentions a “repository of all frequent traveler program credits.” Are you referring to standard corporate airline, car and hotel rewards programs and discounts? Or are you referring to travelers’ personal frequent flyer miles, hotel rewards and the like? We have expertise in the former, but we have no legal way to mandate how employees use their personal rewards miles or points.

Answer: Any possible perks that might accrue due to business travel, should come back to the City. We don’t expect or want employees to use their personal cc’s or perks.

4. The ability to capture such a code OR require supervisor or travel manager approval before the ticket is booked exists, but the risk is trip cancellation if that approval isn’t granted within 24 hours. Would requiring an approval code in the OBT be acceptable?

Answer: A trip cannot be booked without Mayoral approval so there should be no trip cancellation issue if the approval isn’t granted.

5. #6 in Scope of Work requires the TMC to secure all bookings by means of monthly billings. Does that include the cost of tickets and reservations? Or just service fees?

Answer: Ideally, all the costs would be on a monthly billing for the whole thing. But if a different way of handling this is available, please explain.

I. STATEMENT OF PURPOSE:

With this Competitive Sealed Proposal (CSP) request, we are searching to secure services with a Travel Management Company (TMC) to provide the use of an online booking tool (OBT) to procure transportation, lodging and other travel related services at the greatest savings and benefit to the City. The City reserves the right to issue a single award or multiple awards based on CSP responses and whatever is deemed to be in the best interests of the City.

The City of Tulsa workforce is comprised of 23 departments with 3700 employees, and the City organizes approximately \$200,618 of travel services per Fiscal Year. This figure is only an estimate and is in no way a commitment by the City to any annual volume or quantity of purchases.

The City of Tulsa employees' travel authorization is required prior to all trips, whether paid by the City or other entity. City policies and an ordinance provide guidance on the requirements to request Mayoral approval for travel and payment said services for travel expenses. Title 12 – Internal Policies; Chapter 5 establishes uniform standards for travel authorization and reimbursement of employee travel expenses in order to assure accountability. However, due to the size of the City of Tulsa's workforce, it is imperative to secure a TMC to better account for travel expenditures, provide best pricing for travel services and allow a repository of all frequent traveler program credits, and any other discounts to be utilized for overall cost savings to the City, for future use by the City.

We enthusiastically look forward to receiving your proposal.

II. INSTRUCTIONS FOR SUBMITTING A PROPOSAL:

A. General Requirements

1. The proposal **must** be received by **5:00 p.m. on Wednesday, January 25th, 2017, Central Standard Time**. Proposals must be sealed in an envelope or box clearly labeled "**CSP TAC 1076 - Travel Management Services.**" Proposals arriving late will be returned unopened.
2. Proposals must be delivered sealed to:

**Deputy City Clerk
City of Tulsa
175 E. 2nd St.
Suite 260
Tulsa, OK 74103**
3. All interested Respondents (Sellers) are required to register with the Buyer (City), **Terry Thomas**, in order to receive updates, addenda or any additional information required. The City is not responsible for any failure to register.

4. Inquiries to the Buyer requesting clarification regarding this CSP request or the content herein must be made via e-mail and must be received prior to the end of the business day on **December 22nd, 2016**.

Terry Thomas, Buyer
tthomas @cityoftulsa.org

Any questions regarding this CSP request will be handled as promptly and as directly as possible. If a question requires only clarification of CSP request instructions or specifications, it will be handled via e-mail, or verbally. If any question results in material changes or additions to the CSP request, those changes or additions will be forwarded to all registered Respondents as quickly as possible by addendum.

5. Respondents shall designate a contact person, with appropriate contact information, to address any questions concerning a proposal. Respondents shall also state the name and title of individuals who will make final decisions regarding contractual commitments and have legal authority to execute a contract on the Respondent's behalf.

B. General Notifications

1. With this Competitive Sealed Proposal request, the City reserves the right to do the following:
 - a. To conduct oral or written discussions with Respondents, after proposals are received, concerning technical and Price aspects of the proposals and/or to allow Respondents to revise their proposals, including Price;
 - b. To evaluate, after proposals are received, the relative abilities of Respondents to perform, including their technical or professional experience and/or expertise;
 - c. To conduct a comparative evaluation, after proposals are received, of the differing Price, service, quality, contractual factors, technical content and/or technical and performance capability of the proposals;
 - d. To negotiate mutually agreeable terms in a contract;
2. The City of Tulsa notifies all possible Respondents that no person shall be excluded from participation in, denied any benefits of, or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, sex, age, ethnicity, or on any other basis prohibited by law.

3. All Respondents shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination.
4. All Respondents shall comply with the Americans with Disabilities Act (ADA) and all proposals and any subsequent contract shall include the following statement:

“Contractor shall take the necessary actions to ensure its operations in performance of this contract and its employment practices are in compliance with the requirements of the Americans with Disabilities Act.”

It is understood that the program of the Respondent is not a program or activity of the City of Tulsa. The Respondent agrees that its program or activity will comply with the requirements of the ADA. Any costs of such compliance will be the responsibility of the Respondent. Under no circumstances will the Respondent conduct any activity which it deems to not be in compliance with the ADA.

5. Although it is the City’s intent to choose only the most qualified Respondents to interview, the City reserves the right to choose any number of qualified finalists for interview and/or final selection.
6. This Competitive Sealed Proposal request does not commit the City of Tulsa to pay any costs incurred in the submission of a proposal or the costs incurred in making necessary studies and designs for preparation thereof, or contract for service or supplies.

III. SCOPE OF WORK

1. The Respondent shall provide an exceptional and timely service to City travelers and travel arrangers.
2. The Respondent shall provide quotations and make bookings for individual or group travel (airfare, hotel accommodations, ground transportation arrangements) for the City, ensuring such bookings at the most cost effective rate.
3. The Respondent shall Create and deliver detailed travel itinerary documents for each traveler, including advance airline reservation, hotel information, hotel confirmation number, hotel address/phone number, and any ground transportation verification.
4. The Respondent shall provide tickets and/or travel vouchers for domestic and/or international air travel. Authorizations to purchase tickets/vouchers will be in the form of an approved, certified travel authorization. Agent shall not make any confirmed bookings without receipt of the certified travel authorization. All charges will be made directly to the City. NOTE: If fare

changes require additional funding, the vendor must receive a correct travel authorization prior to issuing a ticket.

5. The Respondent shall process ticket refunds and credits and handle the negotiation of waiver, or credit, of cancellation fees.
6. The Respondent shall secure all bookings by means of monthly billing, to include summary invoice with detail of all applicable fees
7. The Respondent shall provide evening and weekend reservation service. The City expects minimum hours of operation to be 8:00 a.m. to 5:00 p.m., CST, Monday through Friday, year round. In addition to standard business hours, the City requires 24/7 supplementary travel services through a toll free number. Evening and weekend reservation services must be available. Agent must identify all fees and/or costs for supplementary "after-hours" calls and reservations
8. The Respondent shall obtain and maintain traveler(s) profile(s) for future travel arrangements. Traveler profile should include traveler's preferences and other information to identify traveler's preferred travel accommodations
9. The Respondent shall assure maximum use of governmental and other discounts and/or special rates available. The Respondent shall help to make sure the City does not do anything with its travel bookings which might affect its Tax Exempt status. Indicate how you will ensure that the City will pay the lowest available fare for services, and how this will be verified and reported
10. The Respondent shall manage frequent traveler programs and any other discount programs to be utilized for overall cost savings to the City. All discounts shall be for the benefit the City, and not for personal gain of any City employee. No discounts may be applied that are in violation of City, State and Federal Ethics regulations
11. The Respondent shall assign an account manager or higher level employee to manage and/or oversee the account for the City. The assigned account manager will be the point of contact to coordinate City travel requirements and will handle any problems or inquiries that may arise
12. The Respondent shall provide customized billing
13. The Respondent shall provide ongoing best practice recommendations for travel program

IV. TIME FRAME FOR REVIEW:

The time frame for review of proposals is expected to be four weeks, but City reserves the right to vary that as necessary to meet its objectives. At the discretion of the City, one or more Respondents may be invited to be interviewed for purposes of clarification or discussion of their proposals

V. DELIVERABLES:

The products, reports, and plans to be delivered to the City will include:

- 1) Monthly Management Information Reports and will include fee for travel activity, class of service provided, discounts available etc. The following monthly management reports may be required:
 - a. Comprehensive transaction report for comparative fares for airlines and hotels, including rejected fare offers for the current month and year-to-date
 - b. Discount airfare comparison, usage and exception report
 - c. Year-to-date sales monthly summary of air transportation volume and how it compares to previous years
 - d. Chart of monthly air transportation volume
 - e. Chart of yearly air transportation volume
 - f. Monthly ground transportation
 - g. Details on all transactions by City Department passenger, issue date, invoice/ticket number, routing and amount. Include separate debit and credit sections.
 - h. Savings report as agreed upon by the City and awarded vendor
 - i. Monthly report of unused City tickets
 - j. Ad hoc reporting requests will be scoped and costed per hourly basis and vendor will advise City of costs upon report request

VI. COMPETITIVE SEALED PROPOSAL QUESTIONS:

Below are questions to be included in your proposal submission. Please clearly reference the questions in your submission.

A. Agency Profile

- a. Describe your agency's experience servicing large corporate and government entities.
- b. Describe any creative solutions to travel challenges for past/present clients.
- c. What are the standard days/hours of operation of your agency?
- d. Describe your 24-hour emergency service and your ability to assist travelers globally.
- e. Disclose any relationships or agreements you may have with any providers of travel services. Disclose any providers you exclude from providing such services.

B. Savings

- a. Describe how your agency can save the City of Tulsa money by booking travel needs through your agency
- b. Describe your ability to manage unused ticket inventories for travel transactions.

- c. Indicate how you will ensure that the City will pay the lowest available fare for services, and how this will be verified and reported.

C. Services

- a. List the primary individual(s) who will be responsible for managing the City's account. Detail roles, responsibilities and credentials.
- b. How does your agency compile and maintain profiles for City travelers?
- c. Does your agency offer international travel services, including translation services, currency exchange rates, guidebooks, voltage requirements, country's entrance/exit fees, visa requirements for all destinations etc....?
- d. How will you inform the City of security advisories?
- e. What is the process of resolving customer service issues?
- f. What additional services and benefits is your agency able to provide?

D. Reservation Process

- a. Does your agency provide online booking tools (OBT)? If so, what methods does your company use to maximize the OBT efficiency and adoption? Is your OBT support through a 3rd party vendor, or are those services provided in-house?
- b. What is the process for traveler profile maintenance particularly when changes are made via telephone, email and/or the web?
- c. Describe preferred travel related vendor programs.

E. Billing

- a. Does your agency offer a secure on-line transaction portal program?
- b. Does your agency offer a central billing option? If so, describe your ability to reconcile centrally-billed charges.
- c. Does your agency customize invoices to include department coding and travel expenditures? Include a sample billing statement.
- d. What payments methods will you accept?
- e. Provide details on all agency fees and charges related to your pricing on Exhibit A, the Price Sheet Summary included herein.

F. Reporting

- a. Does your agency provide online portal reporting options via website as well as email documentation?

- b. Please provide examples of the any reports you can provide on a monthly basis and describe available data.

VII. RESPONDENT AND PROPOSAL REQUIREMENTS

To be considered, interested Respondents should submit or address the following:

- A.** One (1) unbound original and five (5) bound copies of the proposal plus one electronic (1) copy on CD, DVD, or flash drive.
- B.** A description of the Respondent's qualifications and experience and that of key personnel assigned to this project (and that of each firm proposed as part of the Respondent's team). It is noted that equipment, material and staff shall be provided by the Respondent.
- C.** A description of previous projects that Respondent's firm has conducted for organizations of similar size and complexity. Provide contact names and telephone numbers of references from these organizations.
- D.** Provide a project schedule, identifying beginning and ending dates of work, as well as project target dates.
- E.** At the discretion of the City, one or more Respondents may be invited to be interviewed for purposes of clarification or discussion of the proposal.
- F.** Any expenses incurred by the Respondent(s) in appearing for an interview or in any way providing additional information as part of the response to this Competitive Sealed Proposal request are solely the responsibility of the Respondent. The City of Tulsa is not liable for any costs incurred by Respondents in the preparation of proposals or any work performed by the Respondent prior to the approval of an executed contract by the City of Tulsa. The City assumes no responsibility or liability for any costs you may incur in responding to this CSP request, including attending meetings or contract negotiations.

VIII. EVALUATION OF PROPOSALS:

A panel consisting of not less than four (4) City of Tulsa employees will evaluate proposals. Selection shall be determined to be in the best interest of the City as evaluated by the City of Tulsa. The approval of the selected Respondent will be subject to the final determination of the City and will be contingent on the successful completion of a contract between the City and the successful Respondent.

Evaluation Criteria:

Capabilities and Quality of Services proposed	35 points
Experience and References	25 points
Responsiveness and Quality of proposal	15 points
Cost	25 points
Total Points Possible	100

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IX. AWARD OF PROPOSALS:

The City evaluates proposals based on the general criteria identified in Tulsa Revised Ordinance (TRO) Title 6, Chapter 4, and listed below:

1. The ability, capacity and skill of the Respondent to perform the contract or provide the service required,
2. Whether the Respondent can perform the contract or provide the service promptly or within the time specified, without delay or interference,
3. The character, integrity, reputation, judgment, experience and efficiency of the Respondent,
4. The quality of performance by Respondent of previous contracts or services,
5. The previous and existing compliance by the Respondent with laws and ordinances relating to the contract or service,
6. The sufficiency of the financial resources and ability of the Respondent to perform the contract or provide the service,
7. The quality, availability and adaptability of the Services offered by Respondent to the particular use required,
8. The ability of the Respondent to provide future maintenance, support and service related to Respondent's offer,
9. Where an earlier delivery date would be of great benefit to the Using Department, the date and terms of delivery may be considered in the Proposal award,
10. The degree to which the Proposal submitted is complete, clear, and addresses the requirements in the CSP request specifications,
11. If a point system has been utilized in the CSP request specifications, the number of points earned by the Respondent.
12. The total cost of ownership, including the costs of supplies, materials, maintenance, and support necessary to perform the item's intended function.
13. If an evaluation committee performs the evaluation, the recommendation of such committee.

X. MISCELLANEOUS

- A.** Your response to this CSP request and any subsequent correspondence related to this proposal process will be considered part of the contract, if one is awarded to you.
- B.** All data included in this CSP request, as well as any attachments, are proprietary to the City of Tulsa.
- C.** The use of the City of Tulsa's name in any way as a potential customer is strictly prohibited except as authorized in writing by the City of Tulsa.
- D.** Your proposal must clearly indicate the name of the responding organization, including the Respondent's e-mail address and web site information, if applicable, as well as the name, address, telephone number and e-mail address of the organization's primary contact for this proposal. Your proposal must include the name, address, telephone number and e-mail address of the Respondent and/or team of Respondents assigned to the City account.
- E.** The City is bound to comply with Oklahoma's Open Records Act, and information submitted with your proposal, with few exceptions, is a matter of public record. For specifics, see the provisions of the City of Tulsa Open Records Policy, available via the following link:

www.cityoftulsa.org/OurCity/documents/OpenRecordsActPolicy.pdf

The City shall not be under any obligation to return any materials submitted in response to this CSP request.

- F.** The City expects to enter into a written Agreement with the chosen Respondent that will incorporate this CSP request and your proposal. In addition to any terms and conditions included in this CSP request, the City may include in the Agreement other terms and conditions as deemed necessary.

INTEREST AFFIDAVIT

STATE OF _____)

COUNTY OF _____)

I, _____, of lawful age, being first duly sworn, state that I am the agent authorized by Seller to submit the attached Proposal. Affiant further states that no officer or employee of the City of Tulsa either directly or indirectly owns a five percent (5%) interest or more in the Respondent's business or such a percentage that constitutes a controlling interest. Affiant further states that the following officers, including any Trustee, and/or employee of the City of Tulsa own an interest in the Respondent's business which is less than a controlling interest, either direct or indirect.

By: _____
Signature

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public

My Commission Expires: _____

Notary Commission Number: _____

County & State Where Notarized: _____

**The Affidavit must be signed by an authorized agent and
notarized**

NON-COLLUSION AFFIDAVIT

(Required by Oklahoma law, 74 O.S. §85.22-85.25)

STATE OF _____)

COUNTY OF _____)

I, _____, of lawful age, being first duly sworn, state that:

(Seller's Authorized Agent)

1. I am the authorized agent of Seller herein for the purposes of certifying facts pertaining to the existence of collusion between and among Respondents and municipal officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the Proposal to which this statement is attached.
2. I am fully aware of the facts and circumstances surrounding the making of Seller's Proposal to which this statement is attached, and I have been personally and directly involved in the proceedings leading to the submission of such Proposal; and
3. Neither the Seller nor anyone subject to the Seller's direction or control has been a party:
 - a. to any collusion among Respondents in restraint of freedom of competition by agreement to Propose at a fixed price or to refrain from responding,
 - b. to any collusion with any municipal official or employee as to quantity, quality, or price in the prospective contract, or as to any other terms of such prospective contract, nor
 - c. in any discussions between Respondents and any municipal official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

By: _____

Signature

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public

My Commission Expires: _____

Notary Commission Number: _____

County & State Where Notarized: _____

**The Affidavit must be signed by an authorized agent and
notarized**

AFFIDAVIT OF CLAIMANT

STATE OF _____)

COUNTY OF _____)

The undersigned person, of lawful age, being first duly sworn on oath, says that all invoices to be submitted pursuant to this agreement with the City of Tulsa will be true and correct. Affiant further states that the work, services or material furnished will be completed or supplied in accordance with the plans, specifications, orders, requests and/or contract furnished or executed by the affiant. Affiant further states that (s)he has made no payment directly or indirectly to any elected official, officer, or employee of the City of Tulsa, or of any public trust where the City of Tulsa is a beneficiary, of money or any other thing of value to obtain payment of the invoice or procure the contract or purchase order pursuant to which an invoice is submitted. Affiant further certifies that (s)he has complied with all applicable laws regarding equal employment opportunity.

Company: _____

Remit to
Address: _____

City, State
Zip: _____

Phone: _____

Name (print): _____

Signature: _____

Title: _____

Subscribed and sworn to before me this ____ day of _____, 20____.

Notary Public

My commission expires: _____

My commission number: _____

County and State where notarized: _____

**The Affidavit must be signed by an authorized agent and
notarized**

RESPONDENT INFORMATION SHEET

Respondent's Legal Name: _____

(Must be Respondent's company name exactly as reflected on its organizational documents, filed with the state in which Respondent is organized; not simply a DBA.)

State of Organization: _____

Respondent's Type of Legal Entity: (check one)

☐ Sole Proprietorship

☐ Partnership

☐ Corporation

☐ Limited Partnership

☐ Limited Liability Company

☐ Limited Liability Partnership

☐ Other: _____

Address: _____

Street

City

State

Zip

Website Address: _____ **Email Address:** _____

Sales Contact:

Name: _____

Street: _____

City: _____

State: _____

Phone: _____

Fax: _____

Email: _____

Legal or Alternate Sales Contact:

Name: _____

Street: _____

City: _____

State: _____

Phone: _____

Fax: _____

Email: _____

EXHIBIT A
Price Sheet Summary

<u>Transaction Fees</u>	<u>Individual</u>	<u>Group</u>
Domestic Airline Ticket	_____	_____
International Airline Ticket	_____	_____
Hotel Booking	_____	_____
Airline Ticket Refund/Credit	_____	_____
Airline Ticket Exchange	_____	_____
Airline Ticket Void	_____	_____
Airline Name Change	_____	_____
Optional Insurance Purchase	_____	_____
24/7 Service Assistance	_____	_____
Ground Transportation	_____	_____
Implementation Fees	_____	_____
Report Fees	_____	_____
Traveler Profile Fees	_____	_____
Additional Fees (list as needed)	_____	_____
Online Booking Tool Fees	_____	_____

Note: All fees must be listed on this form. No additional fees will be accepted.

Company Name: _____

Date: _____

Signature: _____

Name Printed: _____

Title: _____

City of Tulsa General Contract Terms

It is anticipated that the City of Tulsa will enter into a contract with the selected Respondent for an initial term ending one (1) year from the date of its execution by the City's Mayor, with four (4) one-year renewals available at the option of the City. Contracts entered into by the City of Tulsa generally include, but are not limited to, the following terms:

1. **Renewals.** Contractor understands and acknowledges that any future contracts or renewals are neither automatic nor implied by this Agreement. The continuing purchase by City of the Services set forth in this Agreement is subject to City's needs and to City's annual appropriation of sufficient funds in City's fiscal year (July 1st to June 30th) in which such Services are purchased. In the event City does not appropriate or budget sufficient funds to perform this Agreement, this Agreement shall be null and void without further action by City.
2. **No Indemnification or Arbitration by City.** Contractor understands and acknowledges that City is a municipal corporation that is funded by its taxpayers to operate for the benefit of its citizens. Accordingly, and pursuant to Oklahoma law, City shall not indemnify nor hold Contractor harmless for loss, damage, expense or liability arising from or related to this Agreement, including any attorneys' fees and costs. In addition, Contractor shall not limit its liability to City for actual loss or direct damages for any claim based on a breach of this Agreement and the documents incorporated herein. City reserves the right to pursue all legal and equitable remedies to which it may be entitled. City will not agree to binding arbitration of any disputes.
3. **Intellectual Property Indemnification by Contractor.** Contractor agrees to indemnify, defend, and save harmless City and its officers, employees and agents from all suits and actions of every nature brought against them due to the use of patented, trademarked or copyright-protected appliances, products, materials or processes provided by Contractor hereunder. Contractor shall pay all royalties and charges incident to such patents, trademarks or copyrights.
4. **General Liability.** Contractor shall hold City harmless from any loss, damage or claims arising from or related to the performance of the Agreement herein. Contractor must exercise all reasonable and customary precaution to prevent any harm or loss to all persons and property related to this Agreement.
5. **Liens.** Pursuant to City's Charter (Art. XII, §5), no lien of any kind shall exist against any property of City. Contractor agrees to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the services, labor, and material furnished by Contractor or Contractor's subcontractors under the scope of this Agreement.
6. **No Confidentiality.** Contractor understands and acknowledges that City is subject to the Oklahoma Open Records Act (51 O.S. §24A.1 *et seq.*) and therefore cannot assure the confidentiality of contract terms or other information provided by Contractor pursuant to this Agreement that would be inconsistent with City's compliance with its statutory requirements there under.
7. **Compliance with Laws.** Contractor shall be responsible for complying with all applicable federal, state and local laws. Contractor is responsible for any costs of such compliance. Contractor shall take the necessary actions to ensure its operations in performance of this contract and its employment practices are in compliance with the requirements of the Americans with Disabilities Act. Contractor certifies that it and all of its subcontractors to be used in the performance of this agreement are in compliance with 25 O.S. Sec. 1313 and

participate in the Status Verification System. The Status Verification System is defined in 25 O.S. Sec. 1313 and includes, but is not limited to, the free Employee Verification Program (E-Verify) available at www.dhs.gov/E-Verify.

8. **Right to Audit.** The parties agree that books, records, documents, accounting procedures, practices, price lists or any other items related to the Services provided hereunder are subject to inspection, examination, and copying by City or its designees. Contractor shall retain all records related to this Agreement for the duration of the contract term and a period of three years following completion and/or termination of the contract. If an audit, litigation or other action involving such records begins before the end of the three year period, the records shall be maintained for three years from the date that all issues arising out of the action are resolved or until the end of the three year retention period, whichever is later.
9. **Governing Law and Venue.** This Agreement is executed in and shall be governed by and construed in accordance with the laws of the State of Oklahoma without regard to its choice of law principles, which shall be the forum for any lawsuits arising under this Agreement or incident thereto. The parties stipulate that venue is proper in a court of competent jurisdiction in Tulsa County, Oklahoma and each party waives any objection to such venue.
10. **No Waiver.** A waiver of any breach of any provision of this Agreement shall not constitute or operate as a waiver of any other provision, nor shall any failure to enforce any provision hereof operate as a waiver of the enforcement of such provision or any other provision.
11. **Entire Agreement/No Assignment.** This Agreement and any documents incorporated herein constitute the entire agreement of the parties and supersede any and all prior agreements, oral or otherwise, relating to the subject matter of this Agreement. This Agreement may only be modified or amended in writing and must be signed by both parties. Notwithstanding anything to the contrary herein, the City does not agree to the terms of any future agreements, revisions or modifications that may be required under this Agreement unless such terms, revisions or modifications have been reduced to writing and signed by both parties. Contractor may not assign this Agreement or use subcontractors to provide the Goods and/or Services without City's prior written consent. Contractor shall not be entitled to any claim for extras of any kind or nature.
12. **Equal Employment Opportunity.** Contractor shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination

The undersigned agrees to the inclusion of the above provisions, among others, in any contract with the City of Tulsa.

Company Name: _____

Date: _____

Signature: _____

Name Printed: _____

Title: _____