



Request for Proposal Website Redesign

Proposal Response Deadline:

Friday, August 25, 2023, Noon

Questions Deadline:

Friday, August 11, 2023, 5 p.m.

Responses to Questions Due:

Friday, August 18, 2023, 5 p.m.

For Information, Contact:

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Table of Contents

1. RFP PURPOSE.....	3
2. PROJECT GOALS	3
3. REQUIREMENTS.....	3
4. PROJECT DELIVERABLES	5
5. BACKGROUND – STATE OF CURRENT WEBSITE	7
6. ABOUT LOCKHART CHAMBER OF COMMERCE	13
7. INSTRUCTIONS TO VENDORS	13
8. PROJECT TIMELINE	14
9. PROJECT BUDGET	15
10. PROPOSAL SUBMISSION DEADLINE.....	15
11. CONTACT INFORMATION	15
APPENDIX A: REBRANDING – HOW WE TALK ABOUT LOCKHART CHAMBER OF COMMERCE	16
APPENDIX B: EXAMPLES OF OTHER CHAMBERS OR COMPARABLES	17
APPENDIX C: MEMBERSHIP DIRECTORY FOR WEB AND PRINT	18
APPENDIX D: TYPICAL CONTRACT TERMS.....	19

1. RFP PURPOSE

Lockhart Chamber of Commerce (LCOC) seeks proposals for a comprehensive website redesign from interactive design agencies with experience with Commerce sites. The LCOC is also interested in leveraging its public website redesign project, site development, and code base for its social media platforms. More details about the social media platforms can be found in [Appendix C](#).

LCOC seeks a partner driven by innovation, audacious in its thinking, and excited by the opportunity to create something entirely new. The agency selected to design and build the next iteration of <https://www.lockhartchamber.com/> will be passionate about Commerce, Economic Development, Business Creation, and Growth and embrace its vital importance to our Regional and Texas Sustainable Culture.

We seek a strategic partner and creative and technical team that will quickly grasp the Lockhart Chamber of Commerce's brand, our values, our culture, and the LCOC's strategic direction, as noted in the [About LCOC](#) and [Appendix A](#) sections.

The LCOC seeks a partner who can help us leverage our website to demonstrate the value of the Chamber. This project will deliver a new digital strategy and web presence that elevates the LCOC and reflects best practices in design, content strategy, user experience, usability, accessibility, and technical implementation.

2. PROJECT GOALS

The LCOC website is a critical element in the LCOC's marketing and communications efforts and is an essential vehicle for delivering information to external and internal audiences and key stakeholders. It's a vital recruitment, fundraising, and storytelling platform for LCOC.

The goals of the redesign project include:

- A site that showcases LCOC's brand strengths, qualities, and values.
- A site that invites and welcomes prospective and current businesses inside and outside our Region, with particular attention to Businesses and Investors exploring relocation to Caldwell County, TX, the media, job seekers, members, and the general public.
- A site that recognizes and promotes each of the LCOC members, with features to acknowledge the various tiers of Stakeholders
- An information architecture that organizes content efficiently and logically for primary target audiences while preserving deeper content structures to meet secondary audience needs.
- A site with a more modular, flexible visual design that is fully functional and responsive for display across many screen sizes and devices.
- A technology platform that is robust and mobile-first in focus yet flexible enough to continue to grow and evolve with our web presence. Ideally, we hope to easily reskin the site over several years while retaining an underlying platform and architecture for long-term evolution.
- Assistance with developing a content strategy, personas, and content framework for the site.
- Evaluation of our current website governance and management, site support, hosting, and recommendations to support our new website strategy.

3. REQUIREMENTS

The redesigned website will do the following.

- Focus on user experience.
- Follow web standards (HTML5, CSS3).
- Strictly adhere to web accessibility standards— WCAG 2.1 & WCAG 2.0 Level A & Level AA, Section 504, Section 508 (2017).
- Display optimally on various screen sizes and devices (smartphones, tablets, desktop monitors). Mobile navigation for smaller screens and desktop navigation for larger screens.
- Be optimized (design, architecture, and hosting platform) for fast loading—particularly on mobile devices as measured by Google Page Speed Insights (fast performance of 90 or better). Utilize approaches like a CDN, caching, minifying CSS and JavaScript, and “lazy loading” of page elements for optimized page load times. Our research suggests that page load speed is crucial to perceived and actual site success and improved search engine optimization (SEO).
- Render correctly in widely used mobile and desktop browsers (Chrome, Edge, Firefox, IE, and Safari)
- Incorporate SEO best practices to improve site visibility. This includes the ability to change meta information/tags on each webpage manually—Page Title, Meta Title, Meta Description, Meta Image, Page Crawl Frequency, ability to hide pages from public/internal search and sitemap (no index, no follow), clear page name/URL structure (pages URLs all lowercase using hyphen separators), and an automated XML Sitemap. Pages should be structured appropriately to use H1-H5 headers. Provide the ability to include a robots.txt file to limit search engines to some content.
- All website content must be directly displayed as webpages and indexable by search engines, i.e., website content that opens in an overlay that is not directly accessible to website visitors through a URL or search engines should be avoided. Important pages that must be indexable by search engines include the homepage, landing pages, secondary pages, Regional calendar landing page, individual event pages, Regional directory landing page, individual member directory/biography pages, majors and programs, course listings/descriptions, etc.
- Offer content syndication and sharing—COPE ([create once and publish everywhere](#)). Content duplicated in multiple places should be updatable and maintained in a single location. For example, we offer the same academic program content for a hidden digital advertising landing page as the primary educational program page—the content is updated in one place and published on both pages. We should be able to do this at the page and section/component/widget level while displaying different elements on similar pages, e.g., the hidden landing page might have an RFI form, but the public page might not.
- Provide a [modular](#) or [atomic](#) design framework allowing for more flexibility in content design and delivery across site pages. Here is an [example of modular design](#) from Indiana LCOC. In such a design, the same content component (e.g., member testimonials, brand messages, news stories, content featurettes, videos, lists, events, etc.) can be published in multiple layouts on a page—across one column, two columns, four columns, or six columns. We change our focus on page design from whole pages into parts, allowing our website to combine content and design and allowing our CMS more control. This will enable us to build out pages in ways that make sense from a visual, administrative, and business perspective. A modular or atomic approach to designing and populating content will offer a more flexible and adaptable site that is nimble enough to address changing institutional and visitor needs.
- Provide a [pattern library](#) that offers multiple options for content display; e.g., a blockquote might come with big, bold text with a large background quotation, another might include an image, and another with a vertical line.

The pattern library would offer multiple button, list, image, video, accordion or tab styles, among others.

- Integrate social media content/feeds from LCOC accounts within the website whenever possible for Twitter, Facebook, and Instagram.
- Provide the ability for website personalization either using a built-in or add-on personalization module/engine or utilizing a site-wide taxonomy. We are open to doing a phased approach and pushing personalization off to Phase 2 as long as Phase 1 site development doesn't prevent later site personalization work. We are particularly interested in the idea of prospective members being able to create a "Custom Viewbook" from our website,
- Be optimized to share webpage content to social media sites like Facebook, Twitter, and LinkedIn by employing separate Open Graph (OG) protocol and Twitter cards on every page to specify page title, descriptions, image, and video. It is preferred that all of these tags populate from the main meta fields, but allow us the ability for them to be individually edited.
- Ability to easily add code to the <head>, beginning of <body> and end of </body> at the site level and at the individual page level. We often need to add or update tracking/retargeting/conversion pixels to our site and site administrators should be able to do this easily without requiring development support.
- Include responsive, accessible, semantic data tables. Tables should automatically stack their layouts for mobile screen sizes. Various design options will be available to stripe alternate rows with darker color to increase contrast.
- Ability to manage all 302 and 301 URL redirects through a single website redirect module or apache .htaccess file. This includes the ability to redirect documents to webpages or other documents.
- Website multilingual support should be available via an add-on module.
- Run all website pages and associated scripts, CSS, and assets under an SSL certificate (https://) for improved SEO and site security. All webpages should be run through a non-secure content scan like <https://www.jitbit.com/sslcheck> before launch. Have the ability to redirect automatically all http:// traffic to https://
- Use non-proprietary programming and frameworks for interactive features.
- Follow best practices for website development, which includes a code repository, dev or staging website and a production website.

4. PROJECT DELIVERABLES

The vendor must produce the following project deliverables.

Discovery, Strategy, User Experience, and Information Architecture

- Project discovery and research.
 - Deep dive into Google Analytics for current website to inform redesign project.
 - Review of provided brand documents.
 - 2-3 days of onsite project discovery or client workshops, including invited stakeholder group sessions as well as open sessions for the Regional community.
 - Web survey(s) for primary and secondary audiences.
- Web strategy brief, including development of website personas.
- Creative brief.
- Proposed information architecture, user experience, and content strategy.

- Review of current website governance, site management and staffing, and provide a brief with recommendations for any changes for current website management and support.
- A content management system and hosting recommendations brief. LCOC seeks the guidance and advice from vendor in the selection of a new CMS and hosting platform that best supports the LCOC's digital strategy. Our preference is to use an open source platform like Drupal, but we are open to a proprietary CMS that is widely used in higher education and supported by a large number of vendors or agencies. We are familiar with a number of popular CMS platforms such as Drupal, WordPress, Hannon Hill Cascade Server and are open to considering these and other systems.. It is unknown at this time how many CMS licenses are needed if we were to select a proprietary CMS over an open source CMS. We anticipate fewer than 20 licenses, but our preference is to select a CMS that offers an unlimited or high number of licenses.
- Vendor shall address how a code repository, development or staging site, and production website workflow will be used for maintaining and tracking changes to the website's code base, e.g., GitHub, GitHub Labs, etc.
- Post-website launch support, maintenance, and ongoing site development proposal. This should include recommendations and a menu of options and pricing for ongoing website support, maintenance, and ongoing development options or packages, e.g., bulk purchase of hours (pre-paid), pay as you go or per hour pricing (time and materials). Vendor should detail any warranty of code or bug fixes that are identified post-launch.

Design/Build

- LCOC will likely rewrite all website content in-house. Vendor will propose a process for automating/easing content migration, e.g., scripts to export content from current Finalsite CMS to new CMS and/or service/system for tracking written website content that allows for review and approval and migration into the new CMS, e.g., products like GatherContent, Smartsheet, etc. Process should support written text, photography, video and SEO (page titles, meta descriptions, etc.).
- Design renderings for page layouts (specific decisions to be determined in site strategy) – homepage, audience gateways, Regional location homepage landing (may duplicate main homepage with ability to modify as needed for each Regional location), department landing, lower level, news landing, news story page, news index, search index/results, academic majors/programs listing page, academic program landing page, academic course listing page, Regional directory, member and staff bios page, Regional calendar landing page, Regional calendar events page, social media integration. As noted in this document, the LCOC is interested in a flexible, modular or component design framework. We are also interested in the development of a robust pattern library for the site.
- Coded HTML, CSS, and JavaScript
- Native integration of APIs (e.g., social channels: YouTube, Twitter, Facebook, etc.). We primarily use YouTube for videos. We want to be able to control the thumbnail image that is used and remove YouTube branding and YouTube video information (video title).
- Graphic elements required by the design.
- Technical implementation of selected CMS and integration of design templates, modules, and components/widgets.
- Details and assistance with the development of CMS editorial workflows, approval workflows, and site permissions.
- Static HTML and CSS files as well templates (headers and footers) used for reskinning third-party sites and services.
- Site style guide – this should live on the LR website or is provided directly to LR. It would include a pattern library, typography, various column layouts, and cover all design and style options.

- Site training documentation – this should live on the LR website or if done using a separate service or website, direct ownership access provided to Lockhart Chamber of Commerce..

Website Hosting

LCOC is interested in a cloud-hosted, managed hosting platform or service, e.g. Pantheon, Acquia, Rackspace, AWS, or other similar hosting solution. It is our expectation that the hosting platform provide qualified web hosting support by phone, email, and online ticketing, offer 24/7 support availability, provide ongoing, automated upgrades and security patches, and provide a 99.9% uptime guarantee. The selected vendor for the redesign project will help specify and provide recommendations, including content delivery network (CDN), technical set-up, storage, RAM, sFTP, etc., to LCOC for website hosting that will support the new CMS and associated website applications. It is preferred that the vendor have direct experience working with the recommended hosting provider(s).

Intranet Site

The LCOC is interested in leveraging its public website redesign project, site development, and code base for a separate intranet site developed, maintained, and hosted on the same CMS and hosting platform as the public website. We see the intranet site offering a slightly different header and footer “skin” than the public website to clearly note it as a separate, internally focused site, but offer the same site design and functionality as the public website. More details about the intranet project can be found in [Appendix C](#).

Offering an intranet site on the same CMS and hosting platform as our public website allows us to: (1) develop, train, support, and develop on single platform, (2) realize cost savings from implementing and supporting a single site technology, and (3) leverage site development done for either the public website or intranet on the other site.

5. BACKGROUND – STATE OF CURRENT WEBSITE

Background

The current LCOC website (www.lockhartchamber.com) was launched in 2020. The LCOC implemented centralized website management with website content changes and ongoing website development done entirely by staff and volunteers. The LCOC’s website uses Chamber Master/Growth Zone. The current website design is now dated, and it lacks an engaging design. It is short on visual appeal, intuitive navigation, and an enthusiastic expression of the Features and Benefits of Chamber membership and participation.

Brand Voice/Messaging

In assessing our current website, it is clear that it lacks a clear, cohesive brand voice and messaging that sets LCOC apart from competitors. Site design and typography is poor, site photography is often repeated, is cliché or posed, and there is limited use of video across the site. The current website misses the mark in communicating LCOC’s close-knit and supportive community, the totality of the member experience, and member and prospective business outcomes. Since these are major selling points for the LCOC, this will be a major focus of our website content strategy to emphasize across the website, including on Commerce pages.

User Experience

Overall the site offers a poor user experience for website visitors because of inconsistent navigation (e.g., centered navigation, left-column navigation or use of buttons for navigation), inconsistent header styles, a large amount of website content is hidden in accordions and there is poor content prioritization and editorial decision-making.

About Us – Desired Functions and Content

- **Our Mission**
- **Our Values**
- **Our Goals**
- **Platinum Corporate Sponsors**

Business Directory – Desired Functions and Content

Member Center – Desired Functions and Content

Lockhart – Desired Functions and Content

- **Visit or “Be Our Guest”**

Events – Desired Functions and Content

- **Chisolm Trail Roundup**

What’s New – Desired Functions and Content

- **Consider “Discover”**

Additional Resources – Desired Functions and Content

- **Relocation Resources for Families and Businesses**
- **Links to Our Sponsors**

Website Accessibility

The current website is not in compliance with WCAG 2.0 Level A and Level AA. The LCOC is currently using AudioEye to offer a limited level of accessibility compliance. We plan to discontinue the use of AudioEye once the new fully compliant website is launched.

Site Search

The current search limits us and are not able to elevate internal search results using promoted keywords, remove pages from appearing in search results or use search synonyms and other features. We would like to use either Google Custom Site Search or another free or low-cost search option that offers us more functionality and integration with Google Analytics and Google Search Console. We also need a sitemap created to share with external search engines for SEO.

News

News headlines are currently displayed on the LCOC homepage with a photo and headline. The website offers a news index template and news story template that automatically displays the news story image thumbnail on the

news story page. We have the ability to tag content to appear under specific areas of the website based on Regional or department. We would like the ability to use taxonomy and share news stories throughout the site, including on department/program landing pages, Regional landing pages, etc. We also want to present more visually engaging news stories that offer photo and video galleries, blockquotes and other designed components that are available to the main website.

LCOC Magazine?

Event Calendar

Events are important to building and engaging the LCOC community and external constituents. Any future calendar should feature: (1) individual event landing pages with their own unique URLs, (2) strong SEO and be indexable by internal and external site search, (3) display similar events or event categories using taxonomy tags or event categories, (4) offer event search, (5) offer online registration (paid or free RSVP/tickets), and (6) offer the ability to share individual events by email or share events by date range, e.g., an automated weekly email digest that is sent to subscribers.

The future CMS should offer a strong events calendar module that meets the above needs and is integrated within the site. However, as part of the redesign project, we will also evaluate Localist calendar and the LiveWhale calendar. Both of these products offer robust calendars features, with strong SEO and engagement tools. If either of these are selected, the calendar will need to be “skinned” to match the rest of the LCOC website.

Online Forms

The current website offers an integrated online form builder module. The form module is used to create a number of different online forms, including simple submission forms, RFI forms, online giving forms (for LCOC advancement), job applications (LCOC employment openings are posted online and applications are processed using the online forms module). The current form offers the ability to accept online payment. The future website should also offer online form capabilities, either through an add-on module or third-party application, and accept/process online payments.

We are anticipating that we will move the LCOC advancement online giving forms to our CRM provider, Blackbaud NetCommunity (gifts are manually entered in Blackbaud now) and we hope to move to an external online employment system or job board. Right now, all LCOC jobs are posted by the marketing and communications staff with access provided to various search committee Members to review submitted job applications.

Single Sign-On (SSO)

The current website CMS does not use SSO authentication for website CMS administrators, editors, and content authors. The future CMS should authenticate users through Active Directory Federation Services (AFDS).

Business Directory

Regional Map

We offer an interactive Regional map through Concept3d at www.lockhartchamber.com/map The map is part of the project and will require skinning.

Digital Marketing

LCOC has begun promoting the LCOC and its undergraduate and graduate programs through search engine marketing, digital display advertising, and Facebook advertising. We are using hidden landing pages for digital campaigns and tracking conversions for these campaigns.

The future website must support digital advertising landing pages and the use of a floating request for information (RFI) form on pages similar to the one posted to www.lockhartchamber.com.

LCOC Merchandise Catalog - TBD

LCOC HR and Employment Website

Human Resources currently uses Finalsite CMS forms capability and forms workflow. Jobs are posted on the LCOC employment page and applications are submitted by applicants through Finalsite forms. Search committees are provided access to the website form results area to review candidate applications. The Marketing and Communications staff must manually add all job listing descriptions to the website, manually add each job application form, and also provide site access to each search committee member. There is no applicant tracking system that allow job applicants to be tracked, ranked, or sent individual or bulk email communication directly through the site.

We would like to migrate to an HR/employment career website service or find a website employment module that would allow us to make this more efficient. Ideally, we would use a third-party service where we are just embedding job listings, and job information and application details are handled by the third-party service under a forwarded LCOC subdomain.

Emergency Notifications / Web Alerts - TBD

We need to have the ability to clearly display these emergency alerts on the LCOC website at the top of the homepage and all interior webpages. RAVE Alert syndicates active alerts through an XML feed. We would need a "listener" coded to constantly monitor for new alerts as well as an "all clear" message to remove emergency alerts from the website. We should have the ability to publish alerts using HTML/CSS styling include headers, body text, hyperlinks, buttons, etc. We should also have the ability to disable RAVE Alerts from publishing to the website.

We also require the ability to publish important web alert messages at the top of the homepage and all interior pages. These would be for announcements that are important at certain times during the year, but don't rise to the level of emergency notifications and should not be confused as such (i.e., offer a different design or iconography than RAVE Alert). Examples might include, annual giving day, end of year giving, event cancelations, commencement ceremony moved indoors, weather closures or delays, etc.

6. ABOUT THE LOCKHART CHAMBER OF COMMERCE

REVIEW AND UPDATE::

The Lockhart Chamber of Commerce was established in 1935 by a group of energetic and motivated business leaders in the community. Throughout the years, the Lockhart Chamber has grown from a small group of local businesses to more than 300 diversified businesses of all sizes, non-profit organizations, and individual members throughout Lockhart and Central Texas. The Chamber of Commerce is the “Voice of Business” advocating on behalf of business interests – its strength comes from the voluntary membership of business owners, community leaders, and individual members dedicated to improving the business climate and quality of life for all. The Chamber is also the designated Visitor Center for Lockhart and the “Front Door” for residents, shoppers, and visitors to our community. We are here to welcome, promote, educate and be a resource for all.

7. INSTRUCTIONS TO VENDORS

Project proposals should contain the following.

- General description of the firm, including number of years in business and general experience in interactive web design and development, particularly in higher education working on projects similar in scope.
- Detail the firm's experience with project discovery and research, persona development, digital strategy, user experience, information architecture, mobile and responsive web design, usability testing, website accessibility (WCAG 2.1 and WCAG 2.0 Level A & AA compliance), SEO, content strategy, and digital marketing.
- A list of web content management systems the firm has direct experience implementing and providing ongoing maintenance, support, and development.
- A list of website hosting providers the firm has direct experience and that would support a site similar in scope to the LCOC project.
- Biographies or resumes of all individuals who will be assigned to work directly on the project.
- Case studies with URLs linking to examples of relevant work that is similar in scope to LCOC's project.
- A project plan that describes the firm's approach, methodology and includes timelines.
- A minimum of three references that Lockhart Chamber of Commerce can contact about the firm's work that is similar in scope to this project.

Pricing for the project; including a breakdown by major elements or milestones (e.g., project management, discovery, strategy, UE, IA, design, build, CMS and hosting recommendations brief, content writing and migration support, QA, usability testing), a total project cost, any incidental expenses that would be charged to LCOC, and an applicable hourly rate for additional time and materials work that may result from a scope expansion or other unanticipated work.

- Separate pricing and details for a separate intranet site that is essentially a copy of the public website and on the same CMS and hosting platform. The vendor should provide details on how the code repository for the public website and intranet will be set up and maintained to share common elements between both sites and how hosting for a public website and intranet site would be set up and/or impact website hosting.
- LCOC is interested in working with a long-term strategic partner after site delivery. Vendor should include recommendations and a menu of options and pricing for ongoing website support, maintenance, and ongoing development options or packages, e.g., bulk purchase of hours (pre-paid), pay-as-you-go or per-hour pricing (time and materials). The LCOC is interested in vendor recommendations for how much budget we should allocate toward ongoing maintenance and support for a website similar in size or scope.
- Vendor should detail any warranty of code or bug fixes that are identified post-launch.

Lockhart Chamber of Commerce anticipates retaining a single vendor to perform the entirety of the scope of work. However, we reserve the right to make multiple awards, e.g., selecting one firm for project discovery, strategy, user experience and information architecture and a second for design/build, or to make no award.

8. PROJECT TIMELINE - TBD

LCOC anticipates a 4-5 month project timeframe with site launch occurring before Thanksgiving, 2023.

RFP distributed

RFP will be distributed by email as an attachment or DropBox link.

Deadline for submitting questions

Please submit all questions via email to the Staff@lockhartchamber.com

Responses to questions provided

We will try to respond to all questions within two business days of receipt and no later than this date. Responses to questions will be provided to all agencies at www.lockhartchamber.com/rfp-questions.

Proposals due

Lockhart Chamber of Commerce will review all proposals received and select 3-4 firms to interview with the selection committee.

Notification of interview

All firms will be notified of their status, whether they have been invited for an interview.

Video conference interviews with finalists

Onsite presentation by finalists

Firm selected

Project will begin as soon as possible after selection, pending contract and statement of work completion.

Possible site visit to firm's office by AVP for Digital Strategy

Onsite discovery

Two days of onsite discovery meeting or workshops with Regional stakeholder groups.

Discovery phase complete

Anticipated website launch

Website would be launched at the end of the academic year and following Regional commencements ceremonies.

9. PROJECT BUDGET

We have anticipated the budget required for a site-wide redesign project and new CMS implementation. We are asking vendors to trust us that we have done our due diligence and have budgeted accordingly.

10. PROPOSAL SUBMISSION DEADLINE

Proposals should be submitted by e-mail in Adobe Acrobat PDF format to kclifton@lockhartchamber.com. The deadline for submission is Friday, August 25, 2023, by 5 p.m. Please refer to [Project Timeline](#) for additional dates and deadlines for the project.

11. CONTACT INFORMATION

Any questions about this RFP or the website redesign project should be directed to:

Kimberly Clifton
Director of Operations
Lockhart Chamber of Commerce
104 W. Market Street
Lockhart, TX 78644

APPENDIX A: REBRANDING – THE NEW LOCKHART CHAMBER OF COMMERCE

APPENDIX B: EXAMPLES OF OTHER CHAMBER WEB SITES AND COMPARABLES

APPENDIX C: MEMBERSHIP DIRECTORY – WEB AND PRINT

TYPICAL CONTRACT TERMS

Lockhart Chamber of Commerce typically asks for certain contractual terms, depending on the nature of the solution (with SaaS/vendor hosted having higher requirements) and the data stored within (with applications that have Confidential data or significant regulatory compliance requirements receiving greater scrutiny.)

LCOC and LCOC counsel will anticipate the inclusion of at minimum the following terms, or will request these during final negotiations.

All Contracts

- Sections covering indemnification, indirect damages, or liability caps should be mutually beneficial to both parties to the contract.
- Maximum cost escalator for contract renewal.
- For contracts with auto-renewal clauses, notice of any cost increases at least 60 days before the auto-renewal notice period. (For instance, if a contract requires notice of non-renewal 30 days before end of term, cost increase notification would be required 90 days before end of term.)
- Users should not have to accept an end user license agreement (EULA), or if one is required, assertion that it will not change the terms and conditions of our agreement.
- Security language that notes vendor responsibility to deliver and maintain a secure product, and to provide updates/fixes in a timely fashion where vulnerabilities or flaws are discovered.
- Lockhart Chamber of Commerce will not agree to a specific state's jurisdiction in event of a lawsuit. We will accept the contract remaining silent on this point.
- Inclusion of language that the vendor provides a warranty for the intended use of the software/service is preferred.
- Indemnification of Lockhart Chamber of Commerce against third-party intellectual property claims against vendor, including obtaining rights for Lockhart Chamber of Commerce to continue using the solution by licensing IP, modifying the solution to be non-infringing, or providing exit remedy without Lockhart Chamber of Commerce waiving rights to remedies for non-conforming services.
- Vendor should agree that product meets applicable federal accessibility standards, currently WCAG 2.0 level A and level AA (this is a requirement for all LCOC services provided to the general public, and should be provided as a commitment for all internal services). Although not currently federally mandated, to future proof our project and stay ahead of demand letters and legal complaints, we request that vendors meet WCAG 2.1 accessibility standards.

SaaS, vendor-hosted, or other circumstances where vendor stores, processes, or transmits Lockhart Chamber of Commerce data:

- Vendor agrees to keep all Lockhart Chamber of Commerce data confidential.
- Confidentiality exceptions such as subpoena, warrant, or other governmental request must provide notice to Lockhart Chamber of Commerce and the opportunity for LCOC to intercede with the requesting agency to challenge the requirement.
- Vendor agrees to host all data within the United States, and to use industry-standard system protections to protect data confidentiality, availability, and integrity.
- Lockhart Chamber of Commerce retains ownership of all data, including right for data to be returned on request before or for a limited time period after end of agreement.