R0069703

Date: 05/18/04

PURCHASING DEPARTMENT
100 EAST 11TH STREET
CITY HALL ANNEX
RM 200
CHATTANOOGA, TENNESSEE
37402

REQUEST FOR PROPOSAL

Proposal will be received at this office
100 East 11th Street, CITY HALL ANNEX, Rm. 200
until

06/22/04

Requisition No.: R0069703
Ordering Dept: Information Services
Buyer: Debbie Talley
Phone No.: (423) 757-5184

****

Items Being Purchased: Website Re-Design

****

Request for Proposal

For

Website Re-Design

For the

City of Chattanooga, Tennessee

June 22, 2004

4:00 P.M.

Letter of Intent Due
May 28, 2004
4:00 P.M.

City of Chattanooga
Website Re-Design RFP

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SECTION I - GENERAL INFORMATION

Purpose of RFP

This request solicits proposals to furnish the City of Chattanooga, hereinafter referred to as “the City”, with the design and project management for a replacement to the current City website. Specifications describing the functional and technical requirements can be found in Section IV of this document. It is the City's intent to select the most suitable solution based on responses to this RFP.

Background Information

The Chattanooga /Hamilton County area has a population of approximately 155,000 citizens. The current website, www.chattanooga.gov, has almost 10,000 pages. These include many pages of City ordinances, resolutions, agendas, and minutes that must be well indexed for online searches.

Scope of the Proposed Project

This RFP addresses the design of the website, selection and initial administration of a content-management tool, and project management to import and/or update existing content or create new content as needed to meet the requirements of all City departments.

This RFP does not include the hardware or operating system software as that will be purchased separately under existing city contracts.

The City’s goal is to have its website offer high-quality, effective access to City services and information for all visitors. The site should meet competitive standards of organizations that rate and award government websites, such as MuniNet Guide (http://www.muninetguide.com/), the Digital Cities Survey (http://www.centerdigitalgov.com/center/03digitalcities.phtml), and the National Center for Digital Government (http://www.ksg.harvard.edu/digitalcenter/). By doing so, it should become a site that is engaging, attractive, and easy to use, providing information to:

- Citizens conducting business with the City
- Businesses and non-profit agencies partnering in the City’s growth
- Visitors and others doing research to learn about Chattanooga

The site should be both physically and technically accessible to those with disabilities, with minimal Internet experience, or with less than state-of-the-art computer equipment. It should be easy to navigate, without requiring in-depth knowledge of the City’s departmental structure. It should be easily maintained and updated by non-technical departmental personnel, keeping content relevant, up to date, and within design standards without undue central supervision.

Vendors wishing to partner with the City in this effort will be asked to bring a high level of expertise in site design, graphic arts, public relations, and electronic communications, as well as equal skills in content development, website management, and project implementation.

SECTION II – ADMINISTRATIVE AND CONTRACTUAL INFORMATION

Inquiries

Questions concerning this RFP may be sent by fax or e-mail by end of business day June 3, 2004 to the attention of:

Debbie Talley
Buyer
City of Chattanooga
200 East 11th Street
City Hall Annex
Chattanooga, TN 37402

FAX: (423) 757-7201
e-mail: talley_deb@mail.chattanooga.gov
Phone : (423) 757-5184 or 0643

The questions and answers will then be forwarded to all interested parties.

Exceptions to RFP Specifications

This RFP is intended to describe the City's minimum requirements and response format in sufficient detail to secure comparable proposals. However, vendors are not precluded from submitting proposals that differ from the described specifications. Any exceptions to specifications should be clearly noted and will be considered as they apply to the overall interest of the City.

Implied Requirements

All products and services not specifically mentioned in this RFP, but which are necessary to provide the functional capabilities described by the vendor, must be included in the proposal.

Vendor-Supplied Materials

Any material submitted by a vendor shall become the property of the City unless otherwise requested at the time of submission. Any material considered confidential in nature must be so marked.

Issuing Office

This RFP shall be governed by the laws of the State of Tennessee, and is issued for the City by the Purchasing Division of the Finance & Administration Department.

Rejection of Proposals

The City reserves the right to reject any and all proposals resulting from this RFP.

Incurring Costs

The City is not liable for any cost incurred by vendors prior to the issuance of a purchase agreement for the proposed website design and implementation and will not pay for information solicited or obtained.

Vendor's Proposals

Vendors must submit a response to this RFP in writing and in electronic format. The vendor proposal must follow the format provided in Section IV of this document. The City reserves the right to reject any proposals that do not follow the format outlined in this RFP. Each proposal must be submitted with an original and three (3) hard copies to the issuing office. The accompanying electronic-format document must be identical to the hard-copy, including all attachments.

Economy of Preparation

Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the capabilities of the software proposed. Colorful bindings, displays, promotional materials, etc. are not desired. Emphasis should be placed on clarity and content.

Conditions of Agreement

The City desires to contract with a single vendor for all design, implementation, software, software maintenance, installation, conversion, and support. Proposals submitted must be binding for not less than ninety (90) days after the date received. The City will select the proposal, or combination of proposals, that in its opinion, is in the best interest of the City. The City reserves the right to reject any and all proposals or portions of a proposal. The City also reserves the right to waive minor technicalities in the proposal. The City not only reserves the right at the sole discretion of the City to reject any and all proposals and to waive technicalities, but also reserves the right of evaluation and the right to determine the methodology for evaluation of the proposals to determine which is the best proposal and to accept the proposal (or proposals) deemed to be in the best interest of the City, i.e., the most qualified proposal will not necessarily be the proposal with the lowest cost. Further, the City reserves the right to accept a proposal (or proposals) for any or all items separately or together.

The final award of the proposal and contract will be made by the Chattanooga City Council.

The successful vendor will be expected to enter into contract negotiations with the City that will result in a formal purchase agreement between the parties.

SECTION III – RFP LIFE CYCLE

Letter of Intent

Vendors intending to submit proposals are requested to notify the Purchasing Agent of the City of Chattanooga in writing by the date specified on the cover letter of this RFP. The Letter of Intent should state the fact that you intend to submit a proposal and give a contact name, address, phone number, and FAX number. The Letter of Intent should be sent by letter, e-mail, or fax to:

Debbie Talley
Buyer
City of Chattanooga
200 East 11th Street
City Hall Annex
Chattanooga, TN 37402

Fax: 423-757-7201
e-mail: talley_deb@mail.chattanooga.gov
Phone : 423-757-5184 or 0643

Response Date

Sealed proposals to be considered must arrive at the issuing office on or before the date and time specified on the cover letter of this RFP.

Proposals not received by the City by proposal closing time, may be returned, after receipt, unopened to the vendor.

Initial Screening

The initial screening of submitted proposals will occur as soon as practical following the opening. The initial screening process will involve evaluating all proposals for completeness, conformity, clarity, and compliance to all the RFP requirements. Proposals not meeting minimum requirements will be rejected and dropped from further consideration.

Oral Presentation

Vendors submitting a proposal that passes initial screening may be invited to make an oral presentation of their proposal to the City. Invitations will be given solely at the initiative of the City for any purpose the City deems necessary. Such presentations provide an opportunity for the vendor to clarify their proposal and ensure that a thorough, mutual understanding exists. Oral presentations are not mandatory, but may be requested by the City as an option. These conferences may be conducted by telephone or teleconference.

Product Demonstration

Vendors may be requested by the City to demonstrate the software they are proposing. Demonstrations will be conducted in the most economical manner possible.

Final Evaluation

After all requested oral presentations and product demonstrations have been completed, the final evaluation begins. The final evaluation will be completed as soon as practical depending upon the availability and time constraints placed upon the members of the evaluation team.

Proposal Acceptance

After the final evaluation, the chosen vendor will be notified and contract discussion and negotiation between the City and the selected vendor will begin. The content of this RFP and the successful vendor's proposal will become an integral part of the contract, but may be modified by the negotiations. Vendors are requested to submit current contract forms with their proposal for review by the City.

The final award of the proposal or contract will be made by the Chattanooga City Council.

SECTION IV – REQUIREMENTS FOR THE PROPOSED SYSTEM

Introduction

The purpose of this section is to describe the required and desired features of a re-designed website and related project management for the City. The vendor may propose additional features and options to be considered. The order in which the following items appear in no way represents their priority or importance to this RFP. The City requests that prospective vendors use these specifications to develop proposals within the guidelines set forth in Section II.

General Requirements

The City desires to replace its current website with one better suited to the City's needs. The vendor will be expected to provide all services from design and development through full implementation of the site. The vendor will also be expected to provide tools, training, and a recommended methodology that will allow City personnel to manage and maintain the site thereafter. Those personnel will be a combination of technical IS employees and non-technical departmental employees.

Vendor Information

Prospective vendors must provide a brief description of their organization to include:

- Size of the organization
- Number of support personnel in the organization
- A copy of the organizational chart
- Number of years in business providing similar applications
- A reference list including clients who have used the vendor's website-design services
- Client list including those using products recommended by the prospective vendor
- A list of all State, County, or Municipal government clients who have used the vendor's services, with links to the corresponding websites
- Samples of previous work, including a wide variety of styles
- A firm timeline for implementation
- A project start date commitment
- A resource availability date commitment
- Complete references supporting the potential vendor's Project Manager for this project
- Detail information on vendor's "discovery" methodology

The same information should be provided for any business partners or sub-contractors that the vendors expects to have share in this project.

Prospective vendors must also provide information that will enable the City to evaluate their design and implementation philosophy. This must include:

- Detail information on vendor's "discovery" methodology
- Specific examples of navigation they consider to be "clear and intuitive"
- A list of "Top Ten" rules that should be followed by a municipal website
- A list of "Bottom Ten" things that should <u>not</u> be done on a municipal website
- Any other information or examples that describe priorities and philosophies

Training

Proposals must include all on-site training of end user and support personnel required for the implementation and use of the application and any proposed new systems software.

Test System

Proposals should also include the consideration of a separate but identical test system to be used for training and program testing only.

Cost Detail and Summary

The vendor must itemize all charges for software installation, project management, on-site training, conversion, software customization, maintenance and support, licenses, application programs, implementation assistance, and any other cost associated with the acquisition of the system. These detail costs can be submitted on the vendor's form but must be summarized on the Cost Summary Form in Appendix A of this RFP.

Project Implementation

The vendor must provide a dedicated project manager for the duration of the implementation of the software system. The project manager must be knowledgeable and experienced in website design and management. The vendor must provide documentation describing the project manager's qualifications.

The vendor must provide a project implementation plan describing customer responsibilities and vendor responsibilities. The project plan must describe all tasks associated with the implementation of the system, including data conversion of existing web content. The project plan must include a sample timetable.

The project plan must include checkpoints for milestone payments during the design and implementation process. The City shall have the right to reject the website design at any one of these checkpoints. If the design is rejected, the City shall have the right to request a new design, or to terminate the contract, at the City's discretion. The City shall be liable only for costs associated with milestones successfully completed and accepted by the City up until that point.

The vendor must provide project management costs, including expenses, which will be incurred by the City in the execution of the project implementation plan.

The vendor must be on site to provide needed assistance when the system goes live.

The City shall have the right to return any related software system at no cost to the City at any time during the software installation and for up to a period of 90 days after final installation and implementation, if the City determines the system to be undesirable.

Vendor documents

The vendor must provide a sample purchase contract, maintenance agreement, warranty terms and license fee with proposal.

Functional Requirements and Strategic Goals

The solution proposed by the vendor should include the following elements:

Guidelines for Website Policies

- The response should include guidelines for:
  - Publishing new or updated content
  - Linking to other sites (dealing with liability issues for implied recommendations)
  - Any other concerns relating to the management of the website.

An Overall Plan for the Website Look-and-Feel

- This should provide consistent style from page to page within the site. Navigation should be clear and intuitive for all site visitors: citizens, current or prospective business owners, out-of-town visitors, and others wishing to learn about Chattanooga and its government.
- The graphics and other art used throughout the website must meet City requirements.
- The website design must comply with all government mandates, guidelines, and best practices for accessibility.
- Note that the City has existing Web applications hosted outside the main site. These include in-house-written inquiries into back-office databases, 3rd-party pages that offer online payments for various City services, and access to the City's 311 Call Center/CRM application for service requests. These applications must continue to be supported within the new site. Any style sheets or other supporting information must be provided to the outside vendors and applications as needed.

Content Standardization

- The vendor should provide a set of proposed standards for webpage content. This should include recommendations for the use of graphics, animation, bandwidth requirements (keeping in mind that many visitors will have slower connections), compatibility with multiple browsers, PDA's, and wireless devices, and other standards as appropriate.
- The vendor should provide a recommendation concerning multi-lingual access to the website. The content developed, and the content management tool recommended, should support that recommendation.

Content Development

- This will include extensive interviews with representatives of each City department and associated Agency to determine the information they would like to present on the site. Many have existing content that may or may not be adequate for their current needs; others have no existing web pages. Any existing content that is determined to be of value should be migrated to the new site without requiring it to be re-created.
- Development should use current leading technology. The new site is expected to have a life span of five years or more. The technology used in its development should be reasonably expected not to become obsolete within that time frame.
- The Design Studio - a public/private venture run jointly by the Regional Planning Agency, the Mayor's office, the River City Company and several other entities - will have a presence on the City's website. However, their needs are very specialized:
  - While the site should be hosted by the city, it would need a separate url. (Any costs associated with a second url should be itemized in the RFP response.)
  - The style will be different than that of other City departments.
- The pages will need to be extremely graphics intensive, including some streaming video.

Content Management

- The vendor is asked to recommend a content editing and management tool that will facilitate on-going maintenance of the site. This must be an off-the-shelf product, in common use and with a high market share. Supporting documentation for market share and wide-spread acceptance of the tool must be included as part of the response to this RFP. The vendor will be expected to provide training for both administrators and end users. Such a tool should provide:
    - Easy, non-technical creation of content that adheres to the standards set for the site
    - A method for content to be repeated on multiple pages without duplicate entry
    - A method for importing and exporting content from/to multiple sources
    - Version control and audit trails for modified content
    - Administrative control before new or modified content is released
    - Sufficient flexibility and functionality to meet the needs of graphics-intensive pages, including but not limited to those of the Design Studio.
    - Compatibility with Microsoft FrontPage

Project Management

- The vendor will be expected to fully manage the implementation project for the new website. The proposal should include a dedicated Project Manager, a business plan, and a timeline with measurable milestones.

A Strategy for On-going Website Management

- This should provide guidelines for the number of webmasters, their responsibilities, and their location (central, distributed among department specialists, out-sourced, etc.).
- The management plan and all accompanying tools must provide for separate development, testing, and staging sites in addition to the production website.

Technical Requirements

The current website host is a Windows 2000 server running IIS 5. Languages supported are: PHP 4, ASP.net, ASP, Perl, and IHTML. Other languages (such as ColdFusion) are not currently supported by the City's Web host; however, they may be considered if it is proven to be in the City's best interests.

Any proposed software (such as Content Management) must run on a wide area network composed of generic personal computers (PC) and a network server in a client/server mode. The network server will be operating in the Windows 2000/2003 Server environment. Client PC's attached to the network will be running the Windows 98, NT 4.0 Workstation, 2000 Professional or XP operating system. All associated hardware should be available from local vendors and require no specialized configuration or additions to run the proposed application.

Workstation and network hardware, printers, operating systems, database, cabling, and communications will be purchased independent of this RFP, and will be installed and functional at the time the proposed application is delivered. The vendor should provide their recommendations for:

- Network Server specifications
- Client PC specifications
- Minimum disk storage requirements
- Minimum bandwidth requirements

The proposed software configuration should include the license costs to support a centrally located network server and concurrent users spread over multiple remote sites. The number of licenses needed should be a part of the vendor recommendations. The RFP response should indicate the license pricing structure: whether each license is priced individually, group pricing for a given number of licenses, volume discounts, per-seat vs. concurrent licensing, etc.

If the vendor, based on their knowledge of their product, feels this is not the optimum network configuration for their proposal, they should make a recommendation reflecting what they think the optimum configuration should be. The vendor's proposal must include licensing cost consistent with their network configuration recommendation.

The database management system used by the proposed software should be a full function DBMS. Functional and management features should include but not be limited to on-line backups, transaction control to include rollback and commit functionality, restore and roll forward to point of failure functionality, row level locking, unique and non-unique indexing, automatic enforcement of referential integrity, set of management tools, and ODBC compliance.

The preferred database management system would be, in order of preference, SQL Server or Oracle.

All the proposed software configurations should reference the current production version of the package as of the vendor response date.

All proposed software should include the following documentation:

- Complete user manuals and online Help reference materials
- Database table schematics and record descriptions
- A description of the database security and audit-trail features
- A description of the source language used
- Complete source code to be placed in escrow to be accessed only in event of vendor demise
- Documentation on any standard reports provided with the application
- Documentation on any ad-hoc report writer provided with the application

Performance Requirements

An acceptance test will be developed by the City with support from the selected vendor to determine that the delivered system performs adequately and meets City expectations established during selection. Results will be used to determine if the vendor has satisfactorily met their contractual obligations for delivery of an operational system.

As general guidelines for acceptance, the proposed software should not have:

- Any non-interactive job or process that requires more than one (1) hour to complete
- Any interactive transaction or process to be performed more that ten (10) times in a regular workday that requires more than six (6) seconds to complete
- Any interactive transaction to be performed less than ten (10) times in a regular work day that requires more that one (1) minute to complete
- Any interactive process or transaction that requiring all other system users to exit before initiating
- Any non-interactive process or service requiring all system users to exit before initiating

APPENDIX A – PROPOSAL COST SUMMARY FORM

The undersigned, being familiar with the requirements of the City of Chattanooga Request for Proposal for a Municipal Court Records Management system RFP, proposes to furnish products and services to the City in accordance with that request.

The summary below reflects projected City costs for system acquisition and implementation. Supporting detail must be attached describing hourly rates, per form cost, projected expenses, licensing structure for each component, of both server and client software, discounts, and anything else that will lead to a clear understanding of the proposal. Maintenance costs are to be listed separately for each component to which they apply.

ITEM	COST
Software license(s)	_____
Project Management	_____
Standard Implementation Support	_____
Training	_____
Travel Expense	_____
Other (describe in detail)	_____
Annual Maintenance and Support	_____
Conversion	_____
Software Customization	_____
Reports	_____
TOTAL	_____

In submitting this proposal, I understand that the City reserves the right to reject any and all proposals.

The undersigned further agrees that this proposal is made in good faith and is not founded on, or in consequence of, any collusion, agreement or understanding between his or herself or any other interested party.

OFFICIAL ADDRESS:

_____ _____
FIRM NAME

_____ _____
(Signature of Principal)

_____ _____
(Title)

_____ _____
(Phone #) (Date)

Affirmative Action Plan

The City of Chattanooga is an equal opportunity employer and during the performance of this Contract, the Contractor agrees to abide by the equal opportunity goals of the City of Chattanooga as follows:

1. The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or handicap. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, national origin, or handicap. Such action 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. The Contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

2. The Contractor will, in all solicitations or advertisements for employees placed by or on behalf of the Contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin, or handicap.

3. The Contractor will send to each labor union or representative of workers with which he/she has a collective bargaining agreement or other contract or understanding, a notice advising the said labor union or workers' representatives of the Contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

4. In all materials and equipment contracts or subcontracts in excess of $10,000 to be performed for the City of Chattanooga, any contractor and/or subcontractor is further required to file in duplicate within ten (10) days of being notified that it is the lowest responsible bidder, an affirmative action plan with the City’s Equal Employment Opportunity/Title VI Compliance Officer. This plan shall state the Contractor’s goals for minority and women utilization as a percentage of the work force on this project.

5. This Plan or any attachments thereto shall further provide a list of all employees annotated by job function, race, and sex who are expected to be utilized on this project. This plan or attachment thereto shall further describe the methods by which the Contractor or Subcontractor will utilize to make good faith efforts at providing employment opportunities for minorities and women.

During the term of this contract, the Contractor upon request of the City, will make available for inspection by the City of Chattanooga copies of payroll records, personnel documents and similar records or documents that may be used to verify the Contractor's compliance with these Equal Opportunity provisions.

6. The Contractor will include the portion of the sentence immediately preceding paragraph 1 and the provisions of paragraphs 1 through 6 in every subcontract so that such provisions will be requested of each subcontractor. The Contractor agrees to notify the City of Chattanooga of any subcontractor who refuses or fails to comply with these equal opportunity provisions. Any failure or refusal to comply with these provisions the contractor and/or subcontractor shall be a breech of this contract.

_____

(Signature of Contractor)

_____

(Title and Name of Company)

_____

(Date)

REQUIREMENTS FOR INSURANCE COVERAGE

The Contractor shall not commence work under these Contract Documents until he has obtained all insurance required herein nor shall the Contractor allow any Subcontractor to commence work on his subcontract until similar insurance required of the Subcontractor has been obtained by the Subcontractor. Insurance shall be placed by the Contractor with one or more insurance carriers licensed to do business in the State of Tennessee. Each insurance policy shall be renewed ten (10) days before the expiration date of the policy.

Certificates of insurance shall be filed with the City prior to commencement of the work. These certificates shall contain a provision that coverage's afforded under the policies will not be changed or canceled unless at least fifteen (15) days' written notice has been given to the city. The Contract shall not be binding upon the city until the insurance coverage required herein has been obtained and certificates have been filed with the City.

Adequate insurance coverage shall be maintained by the Contractor at all times. Failure to maintain adequate coverage shall not relieve the Contractor of any responsibilities or obligations under these Contract Documents. In the event any insurance coverage is canceled or allowed to lapse, the Contractor will not be permitted to prosecute the work until adequate and satisfactory insurance has been obtained and certificates of insurance furnished to the City. Failure to keep insurance policies in effect will not be cause for any claims for extension of time under these Contract Documents.

All such policies shall be subject to approval by the City Attorney. Should the City Attorney at any time in his sole discretion determine that the insurance policies and certificate provided may not be sufficient to protect the interests of the City because of the insolvency of the insurance company or otherwise, the Contractor shall replace such policies with policies meeting his approval.

The Contractor shall procure and maintain at his own expense, during the Contract Time, insurance as hereinafter specified:

Workmen's Compensation Insurance that shall protect the Contractor against all claims under applicable state workmen's compensation laws shall be maintained. The Contractor shall also be protected against claims for injury, disease or death of employees which, for any reason, may not fall within the provisions of a workmen's compensation law. This policy shall also include an endorsement providing coverage in all states in which work is performed. The Contractor shall require all the Subcontractors to provide similar Workmen's Compensation Insurance for all the Subcontractors' employees on the work unless such employees are covered by the protection afforded by the Contractor. The liability limits shall not be less than that required by statute.

General Public Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims arising from injuries including death, to members of the public or damage to property of others arising out of any act or omission of the Contractor or his agents, employees, or Subcontractors. In addition, this policy shall specifically insure the contractual liability assumed by the successful bidder to defend and indemnify the City of Chattanooga against such claims or suits.

To the extent that the work may require blasting, explosive conditions or underground operation, the comprehensive general public liability and property damage coverage shall contain no exclusion relative to blasting, explosion, collapse of buildings, or damage to underground property.

The comprehensive general public liability and property damage coverage shall also protect the Contractor against all claims resulting from damage to:

1. Private driveways, walks, shrubbery and plantings;
2. Public utility facilities; and
3. U.S. Government monuments.

The liability limits shall not be less than:

Bodily Injury$ 500,000 each person
$1,000,000 each occurrence

Property Damage$ 250,000 each occurrence
$ 500,000 aggregate

The general public liability and property damage insurance shall carry an endorsement in form satisfactory to the City to the effect that the Contractor shall save harmless the City from any claims and damage whatsoever, including patent infringement. General public liability and property damage insurance shall be kept in force at all times during the course of the work until such time as the work covered by these Contract Documents has been completed and accepted by the City.

Comprehensive Motor Vehicle Liability and Property Damage Insurance that shall be written in comprehensive form and shall protect the Contractor against all claims for injuries to members of the public and damage to property of others arising from the use of motor vehicles, and shall cover operation on or off the site of all motor vehicles licensed for highway use, whether they are owned, non-owned, or hired.

The liability limits shall not be less than:

Bodily Injury$ 250,000 each person
$ 500,000 each occurrence

Property Damage$ 100,000 each occurrence