

**Request for Proposal
for
Development of the APO Website, Web
Content Management and Maintenance**

Offers are invited from reputed and experienced Agency/Company/Firm for working as a Service Provider with the Asian Productivity Organization (APO) for developing the APO Website, Web Content Management and Maintenance.

Issued on: 3 August 2017

Last Date for Submission: 18 August 2017

SCHEDULE OF EVENTS		
S. No	Particulars	Details
1	Document reference number	APO/IPR/WEB/07-17
2	Date of issue of RFP	3 August 2017
3	Last date for seeking clarification through email	9 August 2017, 5:00 PM JST
4	Clarification response by IPR Team through email	11 August 2017
5	Last Date & Time for submission of proposal	18 August 2017, 5:00 PM JST
6	Award of project order	Within 30 days after 18 August 2017
7	Email address for submission of proposal	To: sparth@apo-tokyo.org CC: YFujimoto@apo-tokyo.org
8	Subject Line for submission of proposal	Proposal developing the APO Website, WCM and Maintenance /company name
9	APO Website	http://www.apo-tokyo.org/
10	Social Media	FB: https://www.facebook.com/pages/Asian-Productivity-Organization/379474798786687 Twitter: https://twitter.com/TheAPONews LinkedIn: https://www.linkedin.com/company-beta/87893/ YouTube: http://www.youtube.com/user/apochannel1 Instagram: https://www.instagram.com/theaponews/

1 General Information

1.1 Purpose

This Request for Proposals (RFP) is issued by the Asian Productivity Organization (APO) for designing and developing the APO Website in English and Japanese; initial content development/rewriting for About Section and other section introductions to match the new website design and Web Content Management in English; and overall website maintenance.

1.2 Background

Established in 1961, APO is an intergovernmental organization with the mission of contributing to the socioeconomic development of the Asia-Pacific region through productivity promotion. The current membership comprises 20 economies: Bangladesh, Cambodia, Republic of China, Fiji, Hong Kong, India, Indonesia, Islamic Republic of Iran, Japan, Republic of Korea, Lao PDR, Malaysia, Mongolia, Nepal, Pakistan, Philippines, Singapore, Sri Lanka, Thailand, and Vietnam.

The APO supports its member countries through capacity-building efforts such as training courses, workshops, seminars, and other activities to enhance productivity. In serving its members, the APO performs five key roles: Think Tank, Catalyst, Regional Adviser, Institution Builder, and Clearinghouse for Productivity Information.

1. **As a think tank**, the APO conducts research on emerging needs of members for their follow-up and for determining appropriate assistance to them.
2. **As a catalyst**, the APO promotes bilateral and multilateral alliances among members and between them and others outside the APO region for collaboration in productivity-related activities for mutual benefit.
3. **As a regional adviser**, the APO surveys the economic and development policies and performance of each member country and assists in formulating strategies for achieving enhanced productivity and competitiveness.
4. **As an institution builder**, the APO strengthens the capability of the national productivity organizations (NPOs) and other institutions to provide productivity promotion, training, and consultancy services to the public and private sectors.
5. **As a clearinghouse for productivity information**, the APO facilitates the dissemination and exchange of information on productivity among its members.

1.3. Types of Activities

While the APO activities target a diverse group of productivity stakeholders, its objective is to provide practical training through a combination of: 1) lectures by experts; 2) field visits to factories, farms, and facilities for observation of actual applications; and 3) country reports by participants for the sharing of experiences. The APO projects are intended to be as immediately useful and applicable to participants as possible, and the participants are expected to create multiplier effects by disseminating their newly acquired knowledge and understanding to others in their home countries. The various approaches and methodology that APO uses for achieving its objective are listed as below:

1.3.1 Technical Expert Services: Consultation services to member countries by assigning experts to cater to the specific needs of NPOs. Experts conduct training, consultancy, or national programs.

1.3.2 Development of Demonstration Companies/Organizations: A program to establish model projects to improve productivity in factories, companies, and organizations and then disseminate best practices to others.

1.3.3 Bilateral Cooperation between NPOs: Provides opportunities for productivity professionals, high-level officials, or policymakers from NPOs or related organizations in one member country to visit one or more other NPOs, organizations, or enterprises for mutual learning and collaboration.

1.3.4 Institutional Strengthening of NPOs: Consists of two mutually dependent components – the Development of NPOs (DON) Strategy to determine the needs of member countries; and DON Implementation to translate the results of DON Strategy into training programs that meets their needs.

1.3.5 Training courses: Impart information and practical skills based on an established body of knowledge following a structured curriculum to improve competency and performance.

1.3.6 Research: In-depth study requiring the collection and analysis of data to address specific productivity-related issues.

1.3.7 Conferences: Share or disseminate new knowledge, best practices, and research findings in a field, subject, or topic.

1.3.8 Forums: Share views and knowledge on current and emerging productivity-related issues, their implications, and potential solutions.

1.3.9 Observational Study Missions: Provide opportunities to learn based on direct observations of applications of best practices, innovations, and advanced technologies. Workshops: Discuss, share knowledge on, and explore emerging topics related to productivity tools, technique, methodologies, and issues for making relevant recommendations and/or developing action plans to energize the productivity community.

1.3.10 eAPO: The APO Digital Learning Programs that offers courses carried through mobile, web-based and videoconferencing platforms.

2 Project Information

2.1 Objective of the APO Website

2.1.1 Create awareness and increase visibility of the APO and its activities among stakeholders in the member economies. The APO stakeholders are listed as below:

- APO Directors, NPO Heads, Liaison Officers (LOs) and senior officials from the NPOs
- Policymakers and bureaucrats from member economies
- Professionals engaged in productivity, quality and green initiatives
- Domain Experts/prospective participants/prospective employees
- Think Tank/Academia/Industry Bodies
- Researchers/Analysts/Consultants in agriculture and industry sectors
- CXOs in private and public sector enterprises
- Other international organizations
- Mass Media and APO Alumni
- Citizens of the member countries

2.1.2 Disseminate information about the APO, its workshops, conferences, various research initiatives, publications and engagement opportunities, thereby making people aware about APO operations, productivity issues and approaches and widening APO's reach among

different communities.

2.1.3 Make the APO visible to other like-minded organizations/agencies/institutions and targeted public such as SMEs, universities, academics and research institutions, domain experts, etc., and foster a network and relationship resulting in possible collaborations and partnerships.

2.1.4 Help develop a wider network of international organizations, and reach out to non-member countries, key opinion leaders and influencers by establishing the APO as a credible reference partner and promoter of productivity in the region.

2.1.5 Strengthen the APO brand as a think tank, a catalyst, regional adviser and as a clearinghouse for productivity information.

2.2 Definitions and Acronyms

2.2.1 APO: Asian Productivity Organization

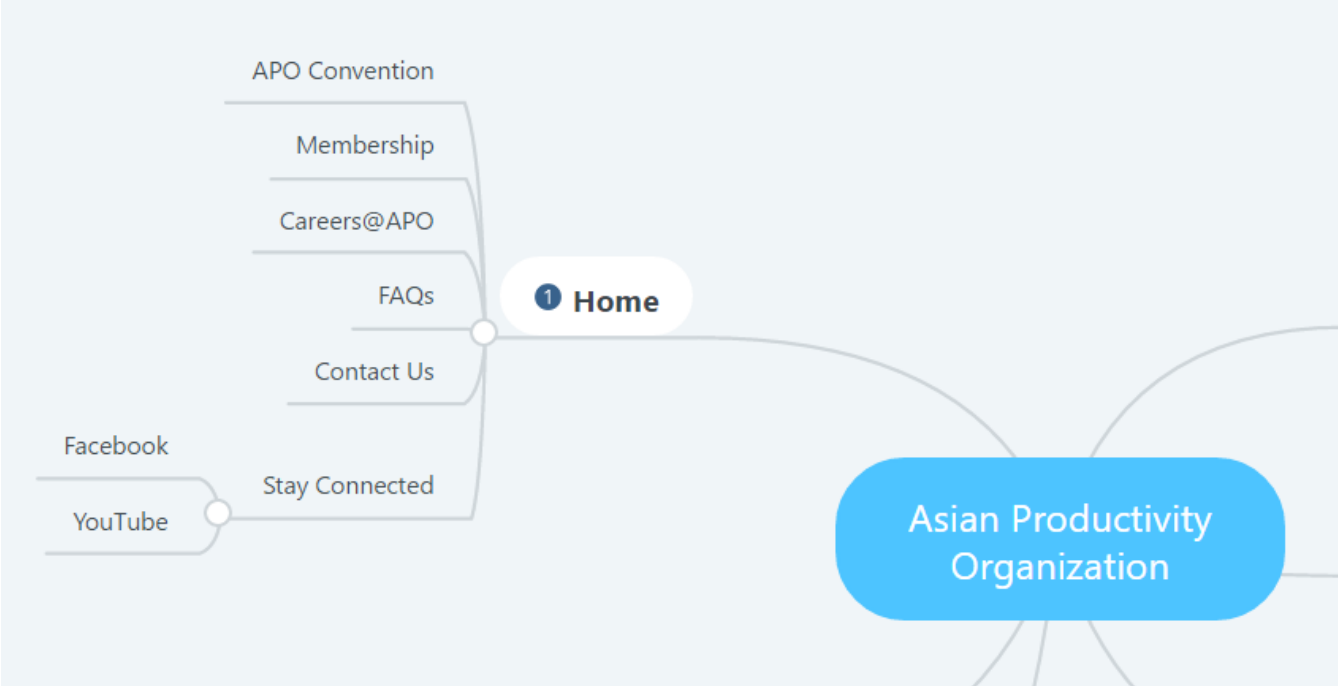
2.2.2 Service Provider: Any Agency, Company, Firm willing to provide its expertise and services as defined in the scope of work of this RFP document.

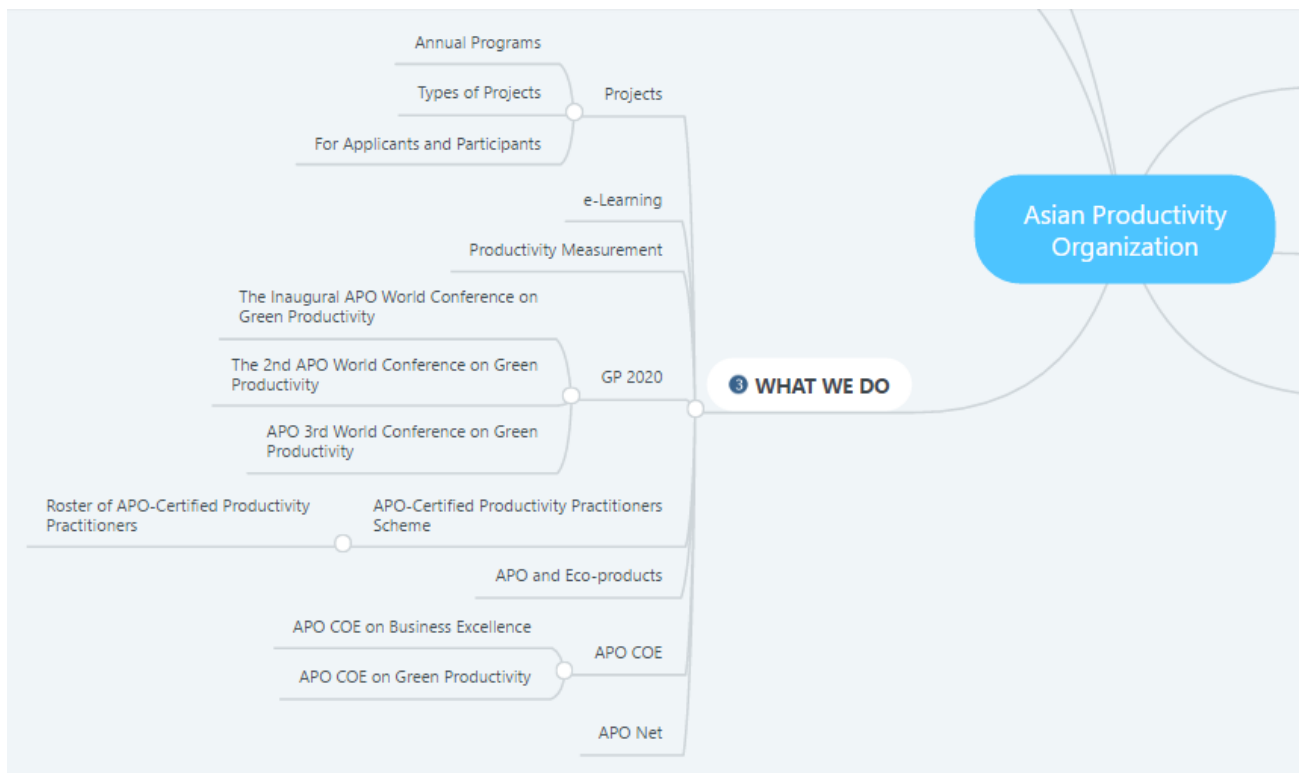
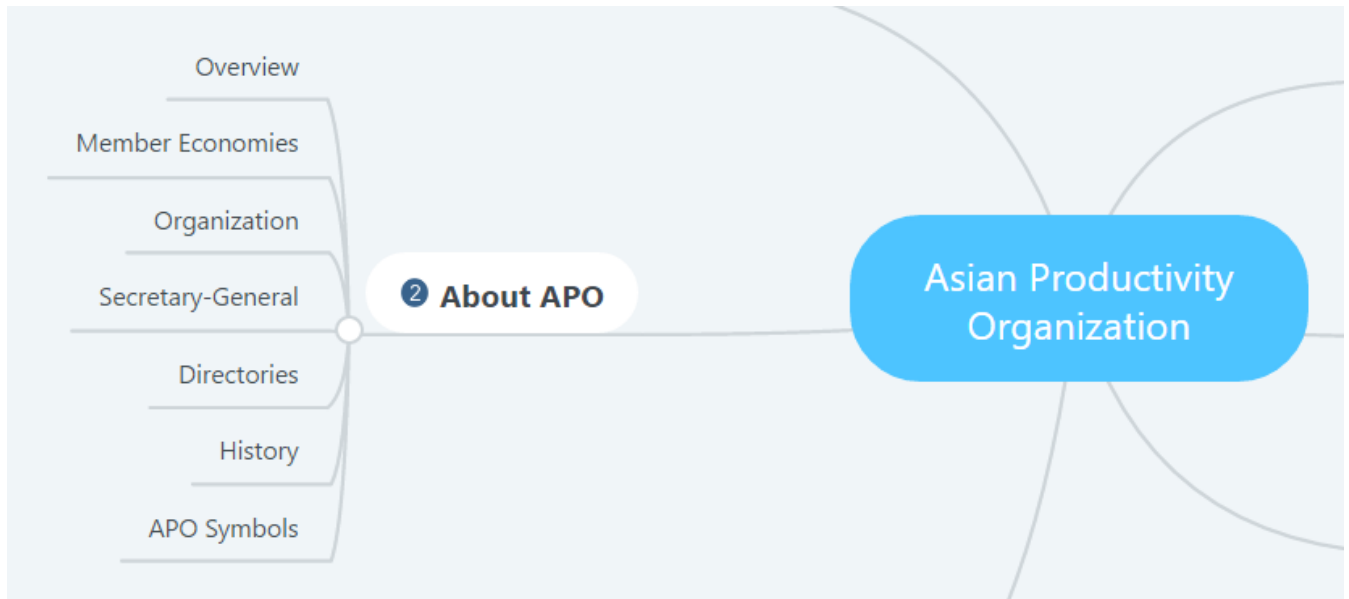
2.2.3 Shall, Will, Must: Denotes a mandatory requirement.

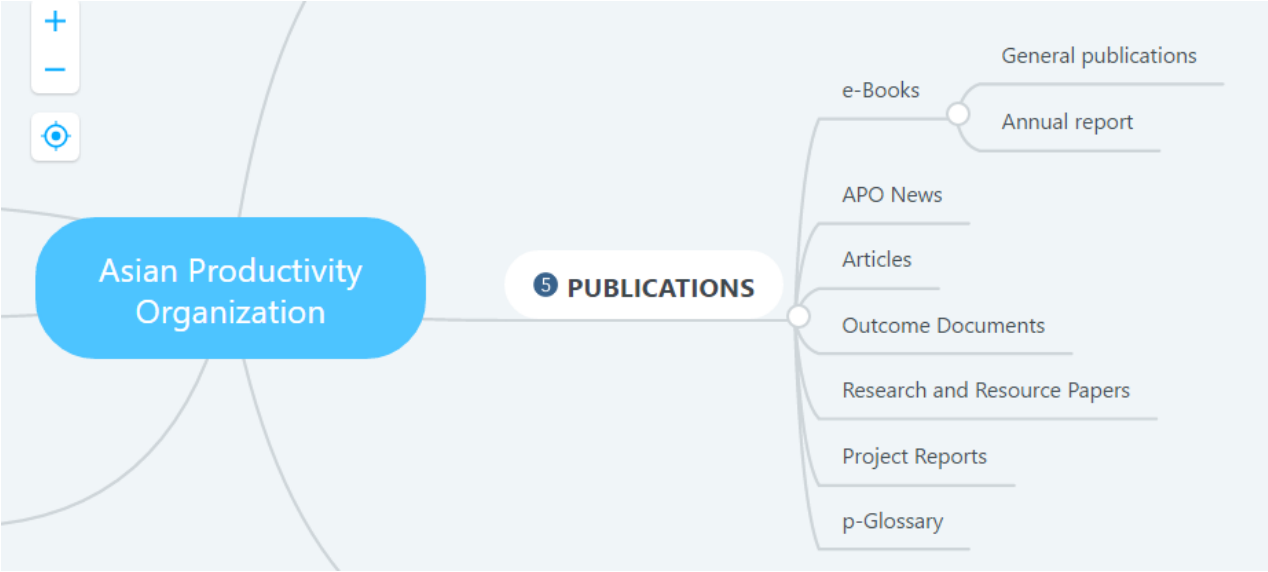
2.2.4 Should, Can, May: Denotes a preference, not mandatory requirement.

2.3 Present APO Web Portal Structure (www.apo-tokyo.org)

Current Portal: Sitemap









2.4 Scope of Work

This Request for Proposal seeks submission of proposals from Agency/Company/Firm to provide the following services.

2.4.1 Design and Development: This includes conceptualizing the Web Portal workflow, developing the database structure, and designing of the responsive APO Web Portal, including development of creatives and designs that appeals to the multi-country audience to meet the objectives as defined in Section 2.1 above.

2.4.2 Content Development & Management

2.4.2 (a) Pre-Launch: Creating relevant basic content (text and visual including infographics, illustrations, sketch, photo editing and related activities) for the About Section, introduction of other Sections and Sub-section pages, and re-writing the existing content to suit the new design, look and feel and functionalities. The Service Provider shall also be responsible for developing various help menu text and template for auto prompt messages and other auto transactional messages.

2.4.2 (a) Post-Launch: Content aggregation for the Newsdeck (as in Section 2.5.6), developing program announcement news based on Project Notifications, developing Project Report for news section based on information shared by the IPR team, uploading content on the APO website as provided and approved by the IPR team, and Newsletter management.

2.4.3 Content Migration: Transfer of approved content from the existing web portal to the new portal and ensuring all links are mapped and working.

2.4.4 Training: The project also includes training of IPR staff and other APO staff on the use of new functionalities, CMS and publishing tool.

2.4.5 Identification of applicable software and hardware for self-hosting and advise the APO for use of the same, including advising on updates.

2.4.6 Maintenance and Support Services: This will be supported by a services level agreement to ensure 99.9% uptime and availability of support at any time (weekend, 24 hours). The support will include troubleshooting; effecting minor changes to the design of the website, effecting minor changes to the software and/or database comprised in the Website as instructed by the APO-IPR team, software/plugin/CMS updates and maintaining HTML5 compatibility. This will also include incident handling, escalation and resolution as per the chart below.

APO Web Portal Incident Severity Chart

Impact Level	Impact	Escalation (Business Hours)	Response Time	Resolution Time (Business Hours)	Resolution Time (Outside of Business Hours)
5	Critical Example: Full website is Down	Immediate	Within two (2) Hours	Within four (4) Hours	Within four (4) Hours
4	Extremely Urgent Example: Certain services / functionality is not available	Immediate	Within two (2) Hours	Within four (4) Hours	Within four to six (4-6) Hours
3	Urgent Example: One of the service / Functionality is not available. Performance is sluggish	Within (1) Hour	Within four (4) Hours	Within eight (8) Hours	Within next business day
Impact Level	Impact	Escalation (Business Hours)	Response Time	Resolution Time (Business Hours)	Resolution Time (Outside of Business Hours)
2	Medium Example: Complaints from few users, interface or compatibility issues etc.	Within one (1) business day	Within four (4) Hours	Within next business day	Within next business day
1	Low Example: Service is functional, but assistance is required in the configuration or use of certain modules.	Planned Activity	As per Schedule	As per Schedule	As per Schedule

2.5 New Web Portal Requirements

For the proposed web portal structure, complete list of portal functionalities and CMS functionalities and modules, please refer to [APO Website Revamp RFP_2017_Annexure 4.xlsx](#).

2.5.1 Responsive Site: The new APO Web Portal shall be dynamic with built in responsive design capabilities. The Portal and modules deployed on the portal must be compatible on desktop, mobile (all Operating Systems) and tablets.

2.5.2 Right-based Access Control: The portal will have different user types and accordingly, there must be right-based access control feature. The different type of users will be:

- i. Admin
- ii. Editor (of article/column/blog/program reports/project notification and any other text-based content on portal)
- iii. Contributor (article/column/blog/program report)
 - a. Internal (APO Staff)
 - b. External User (login must to download publications and use certain tools & frameworks)
 - c. All users shall have dashboard to see their activities and responses.

2.5.3 Advanced Content Management System: The CMS shall support responsive web design. It shall have features like responsive design, progressive enhancement, designing for accessibility etc. The CMS shall also allow Content Scheduling for social media as well by means like Buffer etc. Please refer to “**CMS Functionalities & Modules**” in [APO Website Revamp RFP_2017_Annexure 4.xlsx](#).

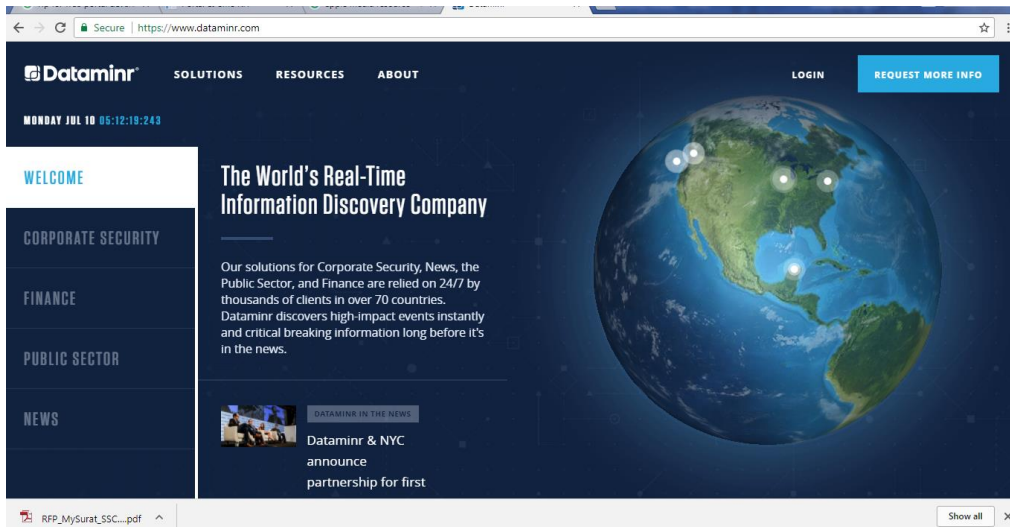
2.5.4 Blog & Column: The Portal shall support publishing of blogs that are easy to manage while allowing contributors to post new content. There will be two types of users who will be allowed to post blog content. (1) Internal APO staff, and (2) External expert. However, in both the cases, the blogs post will need to be edited and approved by the IPR team before it can be published.

2.5.5 APO Newsroom: This section is meant exclusively for the mass media/journalists and have Press Release, APO collaterals, leadership profile, photographs, videos, copy of speeches, glossary, etc). (Sample: <https://www.apple.com/newsroom/>)

2.5.6 Newsdeck: This will have content aggregated from different resources (external and internal), APO News and will be open to all. The Newsdeck shall have ability to automatically pull content from different external and internal sources, as also using automated keyword-based search. The section will clearly mention that: The content in this section has been curated from different online sources, including publications,

websites and blogs and the APO does not take responsibility for the correctness of the content. The copyrights of the content belong to the source.

- 2.5.7 Social Media Integration:** This will list down various APO Social Media Platforms, including the existing FB, Twitter, LinkedIn, YouTube, Instagram, Slideshare and newer platforms that the APO may use in future. (For sample check the website: https://www.eni.com/en_IT/media/eni-social-media.page)
- 2.5.8 APO TV:** Will integrate <https://www.youtube.com/user/apochannel1> and pull latest content on the page in chronological order. Shall also allow pinning of any video on top. (Sample: https://www.eni.com/en_IT/media/multimedia.page. However, we can look at listing more videos, depending on page design.)
- 2.5.9 APO Podcast:** Can hosted within the site or using third-party tool and pull latest content on the page in chronological order. Shall also allow pinning of any podcast on top. (Sample: https://www.eni.com/en_IT/media/multimedia.page. As displayed in Podcast section). The vendor needs to suggest the solution as part of the proposal.
- 2.5.10 Webinar:** This will only provide link to the webinar section on eAPO (<http://eapo-tokyo.org/webinar/>).
- 2.5.11 eLibrary:** The section will have online bookshelf to showcase all APO publications, with summary to explain the content of the publication. The eLibrary shall allow both free and paid download. However, user registration is must for both. Registered users can login using their existing account to download or read it online. The publications will be indexed under 28 categories.
- 2.5.12 Discussion Forum:** The discussion forum will be user restricted and participants will need to log in to join the discussion and comment. Users may also create a discussion but that will need to be approved by the admin. There will be a form to capture the Discussion topic, note by the person initiating the discussion to explain the objective/purpose of the discussion. It shall also have the feature to allow two levels of comments on comments.
- 2.5.13 Interactive Geo-Tagging Map for Projects:** The geo-tagging of projects shall integrate with the APO Event Calendar and use a global map to list ongoing and upcoming programs. On hover, the basic details of venue, nomination deadline (only if it is live), name and photograph of the program officer, etc shall become visible. Each program on the map shall be clickable and lead to the respective program page that will have the Project Notification, list of experts, reference material and post event program report. (Sample: <https://www.dataminr.com/>)



2.5.14 Landing page: The landing page shall be able to demonstrate all 19 APO member countries (*COUNTRY FLAGS ARE NOT TO BE USED*)

3 Instructions for Preparation of Proposal

It is important for the participating Agency/Company/Firm to comply with the following instructions during preparation of their proposals:

3.1 The Agency/Company/Firm shall carefully go through the Background Information and the details about the APO structure, its focus areas and the activities, all instructions, guidelines, scope of work, and the note of the RFP. Failure to furnish all the necessary information as required by the RFP Document or submission of a proposal not substantially responsive to all the requirements of the RFP shall be liable for rejection.

3.2 The proposal and all associated correspondence shall be written in English.

3.3 The proposal shall include the following information, and strictly follow the sequence as listed below:

3.3.1 Covering letter (as per Annexure 1).

3.3.2 Basic organization details (as per Annexure 2).

3.3.3 Profile of the Agency/Company/Firm (max 1 A4 size page).

3.3.4 Relevant experience of executing similar projects (as per Annexure 5).

3.3.5 Supporting document pertaining to the projects as listed in Annexure 5 for last three (3) years (2015, 2016 & 2017).

3.3.6 Fill up the sheets “**Functional Modules**” and “**CMS Functionalities & Modules**” as in the [APO Website Revamp RFP 2017 Annexure 4.xlsx](#) to clearly indicate in Yes or No whether the solution proposed by the Service Provider includes a functionality and/or the module. The Service Provider may propose additional functionalities and/or modules but the APO will have discretion to decide whether or not to include it in the proposed Web Portal.

3.3.7 Summary of (maximum two A4 size pages) the Scope of Work as understood by the Agency/Company/Firm (do not reproduce the text from this RFP) and suggestions, if any.

3.3.8 Project execution plan as in Section 2.4, Scope of Work (maximum 4 A4 size pages).

3.3.9 Samples of creatives (Website Design & Content).

3.3.10 Structure of the Project Implementation team.

3.3.11 Name designation, email id and mobile phone number of the Single Point of Contact (SPOC); Team Leader: Project Development; Team Leader: Technical Maintenance; and Team Leader: Content Management as in Annexure 3.

3.3.12 Commercial Proposal in USD as per the format in Annexure 6. The Service Provider shall quote tax inclusive price and the APO will be considering the total cost as in Item Nos. 1 to 6 in the Commercial Proposal format for evaluation purpose of this RFP.

3.3.13 The Service Provider may propose cost for additional functionalities and/or modules, if any in the Annexure 6, as indicated separately along with the tax-inclusive cost for the same. However, the APO will not be including it for evaluation purpose.

3.3.14 The APO will be making milestone-based payment for the development of the new web portal. The Service Provider should propose the Project Implementation timeline and the payment schedule.

3.4 The proposal shall be sent only through email attachment as a password-enabled PDF duly signed by the authorized person latest by 18 August 2016 to sparth@apo-tokyo.org with CC to YFujimoto@apo-tokyo.org.

3.5 All pages of the Proposal must be numbered in the format Page x of y, where x is the specific page and y is the total number of Proposal pages.

3.6 The subject line of the email must be: **Proposal for developing the APO Website, WCM and Maintenance /company name.**

4 Terms & Conditions

4.1 The Service Provider shall not misuse the APO and related logos in any way which may deceive the public to believe unsolicited, unauthorized or unverified content. The APO logo shall be used only in such manner as to provide credibility to the authentic webpages/applications/platforms belonging to the APO.

4.2 The Service Provider will be bound by the Non-Disclosure Clause and will not disclose or communicate, in any manner, either during or after the contract period, information about the APO, its operations, or any other information, that relate to the operations of the APO which would be deemed confidential or other forms of proprietary information of the APO.

4.3 The APO reserves the right to change the Schedule of Events or revise any part of the RFP by issuing an addendum to the RFP at any time.

4.4 The Service Provider Work Order shall be terminated if APO finds it responsible for uploading any defamatory, seditious, gender prejudiced or obscene content with a notice of 10 days. The APO shall terminate the work order if no reply is received from the Service Provider or the reply received from the Service Provider is unsatisfactory. The Service Provider shall promptly remove any content of malicious nature uploaded by a member of the public, and inform the APO of the same to provide the APO to take necessary action, legal or otherwise within 4 hours from the receipt of information from APO failing which the work order will be terminated.

- 4.5** The APO content shared online must be copyright protected and unauthorized use of this is to be monitored.
- 4.6** Photographs/visuals/text (posts) uploaded by the Service Provider from any other source shall be checked for copyright violation. Any material violating/infringing on the copyright of the original source shall not be uploaded the APO Web Portal, unless it is allowed to be shared or is under Creative Commons.
- 4.7** The selected Service Provider shall engage in Annual Maintenance & Support Services (technical) for a period of one year. The contract with the Service Provider may be extended for a maximum period of one year after the expiry of the first year and again after the second year of the contract. However, under no circumstances will the contract under this RFP be extended to the Service Provider beyond three years.
- 4.8** The selected Service Provider shall engage in content creation and management for a period of one year and content and designs/visuals created by the Service Provider will be the property of APO. The contract with the Service Provider may be extended for a maximum period of one year after the expiry of the first year and again after the second year of the contract. However, under no circumstances will the contract under this RFP be extended to the Service Provider beyond three years.
- 4.9** All materials submitted in response to this RFP will become the property of the APO. Selection or rejection of a proposal does not affect this right.
- 4.10** Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.
- 4.11** The APO will not be liable for any errors in proposals and reserves the right to make corrections or amendments due to minor errors identified in proposals. The APO, at its option, will have the right to request clarification or additional information from the proposers.
- 4.12** The selected Service Provider will be expected to enter into a contract prepared by the legal team of the APO. The Service Provider shall not submit its own standard contract terms and conditions as part of the response to this RFP.
- 4.13** The RFP is intended to seek proposals from Design Agency/Company/Firm and Submission of proposal by Design Agency/Company/Firm should not be considered as grant of project to the Agency/Company/Firm by the APO.

4.14 The RFP process is meant to help the APO identify most suited Agency/Company/Firm for the project, based on their experience of executing similar projects and the proposed cost.

4.15 The Agency/Company/Firm offering best cost and value proposition will be awarded the project.

4.16 The APO will not bear any cost related to research, planning, designing or any other such activity related to preparation of the proposal in response to the RFP by the Agency/Company/Firm or that of sending it to the APO.

5 Conflict of Interest

5.1 The Service Provider shall provide professional, objective and impartial service and hold the APO's interest paramount.

5.2 The Service Provider shall not deploy former employees who have served APO in last one year.

5.3 Non-disclosure of such an association by the Agencies/Companies/Firms will lead to termination of the contract and Blacklisting from participating in any future APO projects for a period of 3 years.

6 Right to Accept or Reject any Proposal

6.1 Issuance of this RFP in no way constitutes a commitment by the APO to award a contract.

6.2 The APO reserves the right to annul the RFP or the vendor selection process, or to accept or reject any or all the proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected Agencies/Companies/Firms or any obligation to inform the affected Agencies/Companies/Firms of the grounds for such decision.

6.3 The APO reserves the right to enter into a Contract without further discussion of the proposal submitted based on the initial offer received. The APO reserves the right to contract for all or a partial list of services offered in the proposal. The RFP and proposal of the selected proposer will become part of any contract initiated by the APO.

7 Termination of Contract

7.1 The project work order shall be terminated at any time by the APO Secretary-General, if the services are not up to the satisfaction level and after giving an opportunity to the Service Provider of being heard and recording of the reasons for termination.

7.2 Should either party desire to cancel or terminate this contract prior to the completion date, the party shall give two months written notice in advance of the ending of the contract. APO will only pay for the work done up to the time contract is terminated.

8 Terms of Payment

8.1 The APO will be making mile-stone based payment for the development of the new web portal. The Service Provider should propose the Project Implementation timeline and the payment schedule.

8.2 The annual technical and content maintenance fee shall be paid on monthly basis and the compensation shall become due and will be payable within 30 days of submission of a month-end invoice.

Annexure 1
Covering Letter Format (to be submitted on letterhead)

To,
IPR Department
Asian Productivity Organization
1-24-1 Hongo, Bunkyo-ku, Tokyo 113-0033

Sub: Proposal for Development of the APO Website, Web Content Management and Maintenance

Dear Sir,

1. We, the undersigned, having carefully examined the referred Request for Proposal document for Development of the APO Website, Web Content Management and Maintenance, offer to provide the required services, in full conformity with the said RFP Document.
2. We have read all the provisions of RFP Document and confirm that these are acceptable to us.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this Proposal, consisting of this letter, the approach and methodology, the commercial proposal, and all other documents for submission of Proposals as stipulated in the RFP Document and modifications resulting from Work Order negotiations, and it shall remain binding upon us and may be accepted by you at any time till a maximum of 60 days of the last date of submission of the proposal.
5. Until the formal final Work Order is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding Work Order between us.
6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it shall lead to our disqualification.
7. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in preparing and submission of this proposal.

Yours sincerely,

<Signature>

<Name>

<Designation>

Date: xx August 2016

Annexure 2

Basic Organization Details

Details of the Organization	
Name of Agency/Company/Firm	
Date of Incorporation / Establishment	
Date of Commencement of Business	
Address of the Registered Office	
Address of the Correspondence	
Area of expertise with respect to this project	
Signing Authority	
1	Name
2	Designation
3	Mobile Number
4	E-mail

Annexure 3

Single Point of Contact (SPOC)	
1	Name
2	Designation
3	Mobile Number
4	E-mail
Team Leader: Project Development	
1	Name
2	Designation
3	Mobile Number
4	E-mail
Team Leader: Technical Maintenance	
1	Name
2	Designation
3	Mobile Number
4	E-mail
Team Leader: Content Management	
1	Name
2	Designation
3	Mobile Number
4	E-mail

Annexure 5

Relevant Experience of Executing Similar Projects

Details of Projects						
S. No	Name of the Company for which the project was executed	Details of the Project	Start Year	End Year	Value of Project	Reference of Supporting Document enclosed

Annexure 6

Commercial Proposal for Development of APO Website, Web Content Management and Maintenance		
Item No	Activity	Quoted Price (in USD)
1	Design & Development	
2	Pre-launch Content Development	
3	Content Migration	
4	Training	
5	Annual Maintenance & Support Services: Technical (payable on monthly basis)	
6	Annual Content Management Services (payable on monthly basis)	
TOTAL PROJECT COST FOR FIRST YEAR		\$0.00
USD <total quoted cost in words>		
Item No	Additional Activity	Quoted Price (in USD)
1		
2		
3		
4		
TOTAL OF ADDITIONAL COST		\$0.00
USD <insert total additional cost in words>		