

Kanawha County Public Library system (KCPL)

Website Design Request For Proposal (RFP) – October 21, 2013

Scope of Work

Kanawha County Public Library system (KCPL) is accepting proposals from experienced website designers to build and install a completely redesigned website based on a standard, easy-to-use and functional content management system for the Library system as well as provide ongoing technical assistance and support.

The current website structure does not allow Library staff to add or modify content or change navigation easily. New technologies cannot be easily implemented.

The Library's current website (www.kanawhalibrary.org) resides on GoDaddy.com. It was designed in-house using CSS and Perl with Oxygen as the editor; pulls files from Office documents, spreadsheets and eXist databases as well as pdf documents; consists of multiple pages and micro sites; and integrates software from several third parties. The Library anticipates changes and modifications of structure and content as well as additions as part of the new website and not just a simple migration.

The Library's website manager position responsible for overall site maintenance and technical issues is currently vacant. Other Library staff now have ongoing day-to-day responsibility for updating content in individual pages or sections.

Goal

KCPL serves a wide range of people who live, work and go to school in Kanawha County, West Virginia, as well as daycares, schools, organizations and government agencies within the county. People visit the Library's facilities (including the Main Library, 9 branches and 1 affiliate branch) and Mobile Library as well as the Library's website, social media presence and numerous outreach programs and services.

KCPL's website functions as a gateway to resources and information as well as a "virtual" branch Library. It is used to market the Library, promote Library programs and services, provide information, access the Library's catalog and premium databases, communicate with users, and deliver programs and services.

The overall goal is to develop an accessible, engaging and fully functional website that:

- Allows easy use for the general public to a wide range of information, resources and interaction with users from multiple devices;
- Is maintained easily by Library staff; and
- Is responsive to the Library's changing service needs.

Design Parameters

The website will use the current domain name and host. It must be:

- Vibrant and engaging in appearance;
- Easy to use for both experienced and inexperienced users;
- Easy for multiple Library staff with a range of technical skills to maintain and update content;
- Responsive to changing needs; and
- Fully functional from a wide range of standard mobile devices.

It also must use:

- Library branding design elements as well as graphics and photos;
- Standard, established nonproprietary content management;
- Option to use HTML coding when necessary; and
- Content from multiple sources (such as Office documents, spreadsheets and databases as well as pdf documents).

It must allow for:

- Approval of changes prior to publishing;
- Printer friendly version for printing pages;
- Streaming;
- Interaction with users (such as chat, RSS feeds, wikis, surveys, social media networks, and forms); and
- Integration of third party software.

And it must provide:

- Security;
- Easy access by Library staff to analytics/statistics on use (comparable to Google Analytics);
- Site map;
- Intuitive, clear, efficient navigation; and
- One year of website support (phone support and remote/onsite support hours) and CMS maintenance from the date the new website is “live” with an option to renew.

Usability Requirements

The primary users of the Library’s website include Library staff and all ages of the general public in Kanawha County and some adjacent counties. Online literacy skills vary widely among users. Other users include educators, small businesses and entrepreneurs, general information seekers, and other libraries. The Library also targets specific audiences including children, teens, adults, seniors, job seekers, small businesses and entrepreneurs, as well as teachers and students.

English is the primary language of users.

The website must be compliant with current requirements for ADA and web content accessibility guidelines.

It must be web-based and 100% PC and Mac-compatible. The website must display optimally in all browsers and most browser versions as well as be fully functional from a wide range of standard mobile devices.

Functional Parameters

The website must provide access for users to a range of services including the online catalog, schedule of events, electronic databases, and information. It must allow for authentication of users, registration for programs/services, surveys/polls, chat and other social media interactions.

The website must integrate third party software as needed. The Library currently uses:

- SirsiDynix Symphony and e-Library
- Evanced Solutions
- EZProxy
- Library H3LP
- Outlook
- Syndetic

It must also allow for integration of other third party software in the future such as e-commerce, Library staff or public forums and submission of online forms. The vendor may propose recommendations for changes or additional third party software or services.

Users must be able to interact on the website with premium databases and resources currently available on the “Research Tools” page of the current Library website. Other premium databases and resources may be added in the future.

The website must allow multiple Library staff to easily upload content or media. Some content (such as hours of operation) should update automatically.

The vendor must provide a fully operational website, a comprehensive “full function” CMS software solution including, but not limited to, template creation, security and approval levels, content editor, versioning, content scheduling, etc. as well as training for 10-15 Library staff and documentation.

Technical assistance and support Monday-Friday 9am-5pm via telephone, email, remote or onsite visits as appropriate must be provided for one year from the “live” date with an option to renew.

The vendor MUST use the attached Price Form and provide all cost information, including costs to:

- Meet with Library staff during design, testing and deployment phases;
- Build, test and deploy the website;
- Onsite presentation of intermediate and final designs;
- Troubleshooting and technical support for one year from “live” date; and
- Any other costs not identified here.

Submission, Evaluation and Selection of Proposal

In order to be considered, the proposal MUST include:

- Letter of interest;
- Overview and background of the firm or individual submitting this proposal;
- Names of web designer(s), web developer(s) and content manager(s) that will work on the project as well as each individual's relevant experience;
- Proposal narrative, including the vendor's understanding of the scope of work and any other information the vendor would like to include;
- Detailed timeline for creation, implementation, and training as well as details of technical assistance and support;
- Information about the proposed content management system (CMS) including functional specifications, licensing provided in proposal and links to websites that the vendor has developed that use this CMS product;
- Samples of or links to previous design work relevant to this project (including work for other libraries) and reference contacts for those projects;
- Separate cost information using the attached Pricing Form for individual aspects of the project including design, testing, deploying, training, troubleshooting and ongoing maintenance and other components as needed (such as additional hardware, software or licenses) as well as the total cost for all services;
- Definitions of any additional services and the rate for providing those services;
- Copies of any license agreements that would need to be entered into as part of any of the website design and/or ongoing maintenance; and
- Notation of the ability to comply with the terms of KCPL's **STANDARD TERMS AND CONDITIONS (Request For Bids/Proposals/Contracts)**

Seven (7) copies of Proposals shall be submitted to:

Alan Engelbert, Director
Kanawha County Public Library
123 Capitol Street
Charleston, West Virginia 25301
alan.engelbert@kanawhalibrary.org

Proposals will be accepted through **4:00 p.m. EST on November 15, 2013**. Proposals submitted by telephone, fax or verbally will not be accepted. Proposals may be emailed, but the KCPL does not guarantee they will be received or received in their entirety. Proposals received after the deadline will not be considered. The Library reserves the right to reject any and all proposals received.

Proposals will be evaluated by a staff committee, which will make a recommendation to the Board of Directors. The Committee will evaluate proposals according to their responsiveness to the parameters and requirements above. They may arrange a telephone or in-person interview as part of the evaluation process. It is anticipated that the Board will act at their meeting of **December 9, 2013**. Upon approval of the Board, a contractual agreement will be negotiated between KCPL and the selected vendor on the basis of the vendor's proposal. The contractual agreement will outline a final scope of services to be provided, a timeline for project milestones and compensation for the project. It will incorporate the Standard Terms and Conditions which are specified below.

The vendor will work with the Library staff to finalize the information architecture for the site, including the site map. The vendor will work through up to 3 rounds of revisions and suggestions with Library staff. The vendor will deliver final site map and wireframes detailing the components and features of the home page and interior pages.

Once the web site has been completed and accepted by KCPL, the website design and all of its contents, software, and architecture become property of KCPL (excluding third-party and open-source software).

1. STANDARD TERMS AND CONDITIONS (Request For Bids/Proposals/Contracts)

1.0 APPLICABILITY: The terms and conditions set forth in this document apply to Requests for Proposals (RFP), Bids and all other transactions whereby the Kanawha County Public KCPL system, hereinafter referred to as “the Library” or KCPL, acquires goods or services, or both.

1.1 ENTIRE AGREEMENT: These Standard Terms and Conditions shall apply to and become a part of any contract, including any purchase order, awarded as a result of this request. Special requirements of a resulting contract may also apply. Further, the written contract with referenced parts and attachments shall constitute the entire agreement, and no other terms and conditions in any document, acceptance, or acknowledgment shall be effective or binding unless expressly agreed to in writing by KCPL.

1.2. DEFINITIONS: As used herein, “vendor” includes a provider of goods or services, or both, who is responding to an RFP or a bid, and “bid” includes a response to either an RFP or a bid.

2.0 SPECIFICATIONS: The specifications in this request are the minimum acceptable. When specific manufacturer and model numbers are used, they are to establish a design, type of construction, quality, functional capability or performance level, or any combination thereof, desired. When alternates are proposed, they must be identified by manufacturer, stock number, and such other information necessary to establish equivalency. KCPL shall be the sole judge of equivalency. Vendors are cautioned to avoid proposing alternates to the specifications which may result in rejection of their bid.

3.0 DEVIATIONS AND EXCEPTIONS: Deviations and exceptions from terms, conditions, or specifications shall be described fully, on the vendor’s letterhead, signed, and attached to the bid. In the absence of such statement, the bid shall be accepted as in strict compliance with all terms, conditions, and specifications and the vendor shall be held liable for any such undisclosed and unaccepted deviation or exception.

4.0 QUALITY: Unless otherwise indicated in the request, all material shall be first quality. Items which are used, demonstrators, obsolete, seconds, or which have been discontinued are unacceptable without prior written approval by KCPL.

5.0 QUANTITIES: The quantities shown on this request are based on estimated needs. The Library reserves the right to increase or decrease quantities to meet actual needs.

6.0 DELIVERY: Deliveries shall be FOB destination freight prepaid and included unless otherwise specified. Shipments sent C.O.D. or freight collect will not be accepted.

7.0 PRICING: Unit prices shown on the bid shall be the price per unit of sale, e.g., gal., cs., doz., ea., etc., as stated on the request or contract. For any given item, the quantity multiplied by the unit price shall establish the extended price; the unit price shall govern in the bid evaluation and contract administration.

7.1 Prices established in continuing agreements and term contracts may be lowered due to market conditions, but prices shall not be subject to increase for the term specified in the award. Any increase proposed shall be submitted to the Library thirty (30) calendar days before the proposed effective date of the price increase, and shall be limited to fully documented cost increases to the vendor which are demonstrated to be industry wide. The conditions under which price increases may be granted shall be expressed in bid documents and contracts or agreements.

7.2 Submission of a bid constitutes bidder's certification that no financial or personal relationship exists between the bidder and any KCPL official or employee except as specially set forth in writing attached to and made a part of the bid. The successful bidder shall disclose any such relationship which develops during the term of the contract.

8.0 ACCEPTANCE-REJECTION: KCPL reserves the right to accept or reject any or all bids, to waive any technicality in any bid submitted and to accept any part of a bid as deemed to be in the best interests of the Library. Submission of a proposal or a bid constitutes the making of an offer to contract and gives KCPL an option valid for 60 days after the date of bid opening by the Library.

8.1 Bids MUST be dated and time stamped by the Library Administrative Offices on or before the date and time that the bid is due. Bids deposited or time stamped in another office will be rejected. All bids must be clearly labeled. Actual receipt in the Library Administrative Offices is necessary; timely deposit in the mail system is not sufficient.

9.0 METHOD OF AWARD: Award shall be made to the lowest responsible, responsive vendor conforming to specifications, terms, and conditions, or to the most advantageous bid submitted to the Library on a quality versus price basis. Quantities involved, time of delivery, purpose for which required, competency of vendor, the ability to render satisfactory service, and past performance, will be considered in determining responsibility.

10.0 ORDERING/ACCEPTANCE: Written notice of award to a vendor in the form of a purchase order or otherwise, mailed or delivered to the address shown on the bid will be considered sufficient notice of acceptance of bid. A formal contract containing all provisions of the contract signed by both parties shall be used when required by KCPL.

11.0 PAYMENT TERMS AND INVOICING: KCPL normally will pay properly submitted vendor invoices within thirty (30) days of receipt of goods or services, or combination of both, which have been delivered, installed (if required), and accepted as specified, unless otherwise agreed in writing. Invoices presented for payment must be submitted in accordance with instructions contained on the purchase order including reference to purchase order number and submittal to the correct address for processing.

11.1 NO WAIVER OF DEFAULT: In no event shall the making of any payment or acceptance of any service or product required by this Agreement constitute or be construed as a waiver by the Library of any breach of the covenants of the Agreement or a waiver of any default of the successful vendor, and the making of any such payment or acceptance of any such service or product by the Library while any such default or breach shall exist shall in no way impair or prejudice the right of the Library with respect to recovery of damages or other remedy as a result of such breach or default.

12.0 TAXES: Kanawha County Public Library system is exempt from payment of all federal tax and West Virginia State and local taxes on its purchases. The State of West Virginia Department of Revenue has issued tax exempt number 556000337006 to KCPL.

13.0 GUARANTEED DELIVERY: Failure of the vendor to adhere to delivery schedules as specified or to promptly replace rejected materials shall render the vendor liable for all costs in excess of the contract price when alternate procurement is necessary. Excess costs shall include administrative costs.

14.0 APPLICABLE LAW: This contract shall be governed under the laws of the State of West Virginia, and venue for any legal action between the parties shall be exclusively in Kanawha County Circuit Court. The vendor shall at all times comply with and observe all federal and state laws, local laws, ordinances, and regulations which are in effect during the period of this contract and which in any manner affect the work or its conduct.

15.0 ASSIGNMENT: No right or duty in whole or in part of the vendor under this contract may be assigned or delegated without the prior written consent of the Library.

16.0 NONDISCRIMINATION/AFFIRMATIVE ACTION: During the term of this agreement the vendor agrees not to discriminate against any person, whether an applicant or recipient of services, and employee or applicant for employment, on the basis of age, race, ethnicity, religion, color, gender, disability, marital status, sexual orientation, national origin, cultural differences, ancestry, physical appearance, arrest record or conviction record, military participation or membership in the national guard, state defense force or any other reserve component of the military forces of the United States, or political beliefs. The vendor shall provide an harassment-free work environment. These provisions shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruitment, advertising, layoff, termination, and training, including apprenticeships, rates of pay or other forms of compensation.

17.0 PATENT, COPYRIGHT AND TRADEMARK INFRINGEMENT: The vendor guarantees goods sold to KCPL were manufactured or produced in accordance with applicable federal labor laws, and that the

sale or use of the articles described herein will not infringe any patent, copyright or trademark. The vendor covenants that it will at its own expense defend every suit which shall be brought against KCPL (provided that such vendor is promptly notified of such suit, and all papers therein are delivered to it) for any alleged infringement of any patent, copyright or trademark by reason of the sale or use of such articles, and agrees that it will pay all costs, damages, and profits recoverable in any such suit.

KCPL shall have a royalty-free license under any and all U.S. and foreign copyrights that vendor has or may have in work to be performed or created by vendor for KCPL. Said license shall extend to KCPL the right to reproduce copies of the work and to modify the work and reproduce copies of the work as modified. Further, vendor agrees to supply to KCPL copies of the work in digitized format, on computer readable disk, along with a written statement of the programs necessary to read and manipulate the data provided. Vendor further agrees that all of the originals of any and all materials created in conjunction with the work heretofore produced by vendor for KCPL shall be the exclusive property of KCPL. All future work performed or created by vendor for KCPL of the type falling within the definition of "works made for hire" under the Copyright Act to 1976 shall be considered work made for hire, and KCPL shall be considered the author of such work and the owner of the copyright in it. Vendor further agrees that with respect to any such future work, that the original and all copies of such work shall be the exclusive property of KCPL and vendor agrees to turn over any and all such property to KCPL, in the format requested by KCPL, including but not limited to digitized format in computer-readable form, along with a description of the programs necessary to read and manipulate the data, upon the request of KCPL and at no additional charge to KCPL other than the full payment of the contract price for the preparation of the future work.

18.0 SAFETY REQUIREMENTS: All materials, equipment, and supplies provided to the Library must fully comply with all safety requirements as set forth by the State of West Virginia and all applicable OSHA Standards.

18.1 MATERIAL SAFETY DATA SHEET: If any item(s) on an order(s) resulting from this award(s) is a hazardous chemical, as defined under 29 CFR 1910.1200, provide one (1) copy of the Material Safety Data Sheet for each item with the shipped container(s) and one (1) copy with the invoice(s).

19.0 WARRANTY: Unless specifically expressed otherwise in writing, goods and equipment purchased as a result of this request shall be warranted against defects by the vendor for one (1) year from date of receipt. The equipment manufacturer's standard warranty shall apply as a minimum and must be honored by the vendor.

20.0 INSURANCE RESPONSIBILITY: The successful vendor who is providing services to Kanawha County shall:

20.1 Maintain worker's compensation insurance as required by West Virginia Statutes, for all employees engaged in the work. The successful vendor shall furnish evidence of adequate worker's compensation insurance.

20.2 Indemnify, hold harmless and defend KCPL, its boards, commissions, agencies, officers, employees and representatives against any and all liability, loss (including, but not limited to,

property damage, bodily injury and loss of life), damages, costs or expenses which KCPL, its officers, employees, agencies, boards, commissions and representatives may sustain, incur or be required to pay by reason of the successful vendor furnishing the services or goods required to be provided under the contract with KCPL, provided, however, that the provisions of this paragraph shall not apply to liabilities, losses, charges, costs, or expenses caused by or resulting from the acts or omissions of KCPL, its agencies, boards, commissions, officers, employees or representatives. The obligations of the successful vendor under this paragraph shall survive the expiration or termination of any contract resulting from the successful vendor's bid.

20.3 At all times during the term of this Agreement, keep in full force and effect comprehensive general liability and auto liability insurance policies (as well as professional malpractice or errors and omissions coverage, if the services being provided are professional services) issued by a company or companies authorized to do business in the State of West Virginia and licensed by the Offices of the west Virginia Insurance Commissioner, with liability coverage provided for therein in the amount of at least \$1,000,000.00 CSL (Combined Singe Limits), Coverage afforded shall apply as primary. KCPL shall be given ten (10) days advance notice of cancellation or non-renewal. Upon execution of this Agreement, the successful vendor shall furnish KCPL with a certificate of insurance listing KCPL as an additional insured and, upon request, certified copies of the required insurance policies. If the successful vendor's insurance is underwritten on a Claims-Made basis, the Retroactive Date shall be prior to or coincide with the date of this agreement, the Certificate of Insurance shall state that coverage is Claims-Made and indicate the Retroactive Date, the successful vendor shall maintain coverage for the duration of this agreement and for two years following the completion of this agreement. The successful vendor shall furnish KCPL, annually on the policy renewal date, a Certificate of Insurance as evidence of coverage. It is further agreed that the successful vendor shall furnish KCPL with a 30-day notice of aggregate erosion, in advance of the Retroactive Date, cancellation, or renewal. It is also agreed that on Claims-Made policies, either the successful vendor or KCPL may invoke the tail option on behalf of the other party and that the Extended Reporting Period premium shall be paid by the successful vendor. In the event any action, suit or other proceeding is brought against KCPL upon any matter herein indemnified against, KCPL shall give reasonable notice thereof to the successful vendor and shall cooperate with the successful vendor's attorneys in the defense of the action, suit or other proceeding.

20.4 KCPL reserves the right to require higher or lower limits where warranted.

20.5 In case of any sublet of work under this Agreement, the successful vendor shall furnish evidence that each and every subcontractor has in force and effect insurance policies providing coverage identical to that required of the successful vendor.

21.0 CANCELLATION: KCPL reserves the right to terminate any agreement due to non-appropriation of funds or failure of performance by the vendor. This paragraph shall not relieve KCPL of its responsibility to pay for services or goods provided or furnished to KCPL prior to the effective date of termination.

22.0 PUBLIC RECORDS ACCESS: It is the intention of the Library to maintain an open and public process in the solicitation, submission, review, and approval of procurement activities. Bid openings

are public unless otherwise specified. Records may not be available for public inspection prior to issuance of the notice of intent to award or the award of the contract. Copies of bids may be available to the public immediately following the bid opening. Bid results and all files related to the bids may be obtained by visiting the Library administrative offices Monday - Friday, between 9:00 a.m. and 4:00 p.m. Prior appointment is advisable.

22.1 PROPRIETARY INFORMATION: If the vendor asserts any of its books and records of its business practices and other matters collectively constitute a trade secret, KCPL will not release such records to the public without first making a reasonable attempt in good faith to notify the vendor of the request for the records and affording the vendor an opportunity to challenge in a court of competent jurisdiction the requester's right to access such records. The entire burden of maintaining and defending the trade secret designation shall be upon the vendor. The vendor acknowledges and agrees that if the vendor shall fail, in a timely manner, to initiate legal action to defend the trade secret designation or be unsuccessful in its defense of that designation, KCPL shall be obligated to and will release the records.

22.2 Data contained in a bid, all documentation provided therein, and innovations developed as a result of the contracted commodities or services cannot be copyrighted or patented. All data, documentation, and innovations become the property of KCPL.

22.3 Any material submitted by the vendor in response to this request that the vendor considers confidential and proprietary information and which vendor believes qualifies as a trade secret must be identified in writing. In any event bid prices will not be held confidential after award or contract.

23.0 PROMOTIONAL ADVERTISING: Reference to or use of KCPL, any of its departments or sub-units, or any KCPL official or employee for commercial promotion is prohibited, unless otherwise agreed to in writing.

24.0 ANTITRUST ASSIGNMENT: The vendor and KCPL recognize that in actual economic practice, overcharges resulting from antitrust violation are in fact usually borne by KCPL (purchaser). Therefore, the vendor hereby assigns to the Library any and all claims for such overcharges as to goods, materials or services purchased in connection with this contract.

25.0 RECORDKEEPING AND RECORD RETENTION - PUBLIC WORKS CONTACTS: The successful bidder on a public works contract shall comply with the State of West Virginia prevailing wage scale and shall establish and maintain adequate payroll records for all labor utilized as well as records for expenditures relating to all subcontracts, material men and suppliers. All records must be kept in accordance with generally accepted accounting procedures. KCPL shall have the right to audit, review, examine, copy, and transcribe any such records or documents. The vendor will retain all documents applicable to the contract for a period of not less than three (3) years after final payment is made.

25.1 RECORDKEEPING AND RECORD RETENTION - COST REIMBURSEMENT CONTRACTS: The successful bidder on a contract where payment to the vendor is based on the vendor's costs shall

establish and maintain adequate records of all expenditures incurred under the contract. All records must be kept in accordance with generally accepted accounting procedures. The Library shall have the right to audit, review, examine, copy, and transcribe any pertinent records or documents relating to any contract resulting from this bid/proposal held by the vendor. The vendor will retain all documents applicable to the contract for a period of not less than three (3) years after final payment is made.

Questions

Questions may be directed to Alan Engelbert at (304) 343-4646, extension 1241 or alan.engelbert@kanawhalibrary.org.

Background information

Kanawha County Public Library serves a wide range of people who live, work and go to school in Kanawha County, West Virginia, as well as daycares, schools, organizations and government agencies within the county. People visit the facilities (Main Library, 9 branches and 1 affiliate branch) and Mobile Library as well as the Library's website, social media presence and numerous outreach programs and services.

General Demographics of Kanawha County based on 2010 Census:

Ages	Population	% of Total Population	Male	Female
Under 5	10,790	5.6%	5,498	5,292
5-9	11,063	5.7%	5,602	5,461
10-17	17,881	9.3%	9,213	8,668
18-34	39,107	20.3%	19,444	19,663
35-59	68,844	35.7%	33,463	35,381
60+	45,378	23.5%	19,505	25,873
Total	193,063	100.0%	92,725	100,338

The Library service area includes 46 elementary schools (14,033 students), 13 middle schools (6,367 students), and 9 high schools (8,148 students) with a total enrollment of 28,548. The Library also serves a homeschool population.

According to the American Community Survey, the median age is 41.9 years old. Home ownership is high in the county with 71.3%. 13.7% of the county population lives below the poverty level. According to the US Census Bureau (Connectivity Continuum, by State: 2011) both Smartphone use and computer connectivity in West Virginia is lower than in many areas of the country.

There are currently more than 93,000 user accounts at KCPL. The libraries circulate more than 1 million items including downloadable titles each year. The FY2013-2014 operating budget for KCPL of \$7,540,299 comes from a variety of sources including the City of Charleston, Kanawha County Commission and the Kanawha County School Board as well as some from the state and other local entities.

**Kanawha County Public Library system (KCPL)
Website Design Request For Proposal (RFP) – Pricing Form**

This form MUST be used as a proposal requirement to indicate separate cost information for individual aspects of the project including design, training, ongoing maintenance and other components as needed (such as additional hardware, software or licenses) as well as the total cost for all services.

Item	# of Hours	Hourly Rate	Fixed Price (F) or Estimate (E)?	Total One-Time cost	Annual costs
CMS Software*					
Design					
Development					
Porting					
Training					
Other					
One Year Support					
Totals:					
Long term support					

*Describe the CMS Licensing (e.g. site license, # consecutive or concurrent licenses, etc.)

The vendor may add additional lines to the table above. Additional details regarding the above pricing components may be noted below. Any exemptions to this proposal must be noted and described separately.