

Request for Proposal

For

WEB DESIGN, MAINTENANCE and SUPPORT

Proposal Due Date – 2 p.m., Monday, March 28, 2022

4525 Education Park Drive Schnecksville, PA 18078 610-799-2121

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Introduction

Lehigh Carbon Community College (LCCC) is initiating a process for the selection of a vendor to provide the College with web design, maintenance and support. The College is requesting written responses to this proposal. The proposals are due by 2 p.m., Monday, March 28, 2022. No proposals will be accepted after the proposal date.

The Request for Proposal (RFP) is part of a competitive process which will be undertaken in order to serve the College's best interests and provide vendors with a fair opportunity for their professional services to be considered. Representatives from the College will evaluate the proposals based upon a number of factors including, but not limited to fees, services, and qualifications. The final determination will be based on the proposal which, in the opinion of the selection committee and the College, best serves the interest of the College. The College reserves the right to reject any and all proposals or select a single item from any proposal or cure any non-material oversight.

Timeline

Request for Proposals issued
Deadline to submit questions
Proposal Due Date
Finalists selected and invited to present
Virtual presentations from finalists
Recommendation to Finance & Facilities Committee
Approval of Board of Trustees
Contract begins

Monday, February 21, 2022 2 p.m., Fri., March 18, 2022 2 p.m., Monday, March 28, 2022 Monday, April 11, 2022 Week of April 25, 2022 Monday, May 16, 2022 Thursday, June 2, 2022 July 1, 2022

Contact Information

Questions concerning the RFP should be directed to:
Susan Lindenmuth, Purchasing & Contracts Manager
slindenmuth@lccc.edu

Phone: 610-799-1151 Fax: 610-799-1566

General Instructions for Proposal

- a) Proposal Content-A completed proposal must contain the following:
 - Appendix A-Requirements of Proposal/Scope of Work (responses required)
 - Appendix B-Proposal Form-completed by an individual authorized to bind the vendor. All proposals submitted without proposal form may be deemed inadequate.
 - Appendix C-Non collusion Affidavit

b) <u>Term & Renewal</u>-The term of the Contract shall be for **three years (July 1, 2022-June 30, 2025)**. The College reserves the right to extend the contract on a year-by-year basis.

Submission of Proposal

Written proposals are to be received no later than 2 p.m. on Monday, March 28, 2022, at the office of the Purchasing & Contracts Manager, Lehigh Carbon Community College, 4525 Education Park Dr., Schnecksville, PA 18078, (Attention: Ms. Susan Lindenmuth). One (1) paper copy and a thumb drive of the proposal must be in a sealed envelope marked "Web Design and Development Proposal." Electronic files will not be accepted.

General Information

Lehigh Carbon Community College is a community college with the main campus in Schnecksville, Pa., and sites in Tamaqua and Allentown, Pa. Classes in the aviation program are offered at the Lehigh Valley International Airport. The college was founded in 1966 and offers associate's degrees and certificates, as well as workforce training and community education. Whether students are taking their first two years of their bachelor's degree, preparing for immediate employment or just exploring a new interest, LCCC offers programs for everyone, including more than 90 degrees, certificates and specialized programs.

Student enrollment for 2020-21 was 8,979 credit and 2,805 noncredit/workforce students.

Appendix A Scope of Work

Background

Since its inception in 1966, Lehigh Carbon Community College has touched thousands of lives. From associate's degrees and certificates to workforce training and community education, LCCC's influence in the region has been profound. Whether students are taking their first two years of their bachelor's degree, preparing for immediate employment or just exploring a new interest, LCCC offers programs for everyone, including more than 90 degrees, certificates and specialized programs. In addition to academics, programs include custom training for business through the Center for Leadership and Workforce Development. LCCC has four sites – main campus in Schnecksville, the Donley Center in Allentown, the Morgan Center in Tamaqua and the Lehigh Valley International Airport.

The college's mission is to provide affordable, accessible and high quality education. New marketing strategies must be continuously developed to meet emerging challenges. The college's LCCC.edu website is its main marketing tool, with information on admissions, financial aid, academic programs, news and events, etc. It is essential that the webpage reflects best practices and provides information in an organized, logical manner, with options to include a variety of elements to enhance its marketing function, such as calendars, inquiry forms, videos, photography, etc.

Goals

The college is seeking an agency as a long-term partner to help to develop a newly designed website and corresponding Content Management System that works toward achieving the ultimate goal of increasing enrollment at LCCC.

Project Elements

The successful vendor will deliver the following:

Web Design, Maintenance and Support

Lehigh Carbon Community College seeks a complete redesign and offsite hosting of its primary website with improvements in navigation, responsive design, content management solutions, and training. The site is a primary communication tool for our audiences:

PRIMARY: future students and their parents/family/friends

SECONDARY: current students

TERTIARY: alumni, business and political leaders, community, donors

INTERNAL: faculty and staff

Current website platform is Kentico 11. We do not wish to continue with this platform. The proposed solution must be a cloud hosted and managed platform or service.

Proposals should include a content management system and hosting recommendations brief. LCCC seeks guidance and advice from a vendor in the selection of a new CMS and hosting platform that best supports the college's digital strategy. We are interested in a CMS that is widely used in the higher education sector and is widely supported.

Vendor shall address how a code repository, development, or staging site, and production website workflow will be used for maintaining and tracking changes to the website's code base (e.g., GitHub, GitHub Labs, etc.).

Vendor should detail any warranty of code or bug fixes that are identified in a post-website launch support, maintenance and ongoing site development proposal. This should include recommendations and a menu of options with pricing for ongoing website support, maintenance and ongoing development options or packages — e.g., bulk purchase of hours (pre-paid), pay as you go or per-hour pricing (time and materials). It is our expectation that the hosting platform will provide qualified support by phone, email and online ticketing, offer 24/7 support availability, provide ongoing, automated upgrades and security patches, and provide a 99.9% uptime guarantee. Specify your agency's uptime guarantee in the Service Level Agreement. Include also your hosting security policy and hosting backup policy.

This project will be a concept-to-completion production, and will include scoping, design, development, implementation and sustainability. The project will require content migration services. The entire .edu domain will need to be migrated. Currently there are approximately 50 different page design templates.

The Office of College Relations has one web coordinator, and there are no developers on staff. Approximately 20-30 individuals college-wide will be using the CMS. Training the initial group of users on the CRM will be part of the scope of this project.

There are approximately 500-600 web pages in scope for the redesign. And roughly 4,000 files/documents in the media library. About 25% are accessible or visible on the site.

Major design and migration was last conducted in 2015, with additional design update in 2017-18 and periodic design updates in the interim.

Proposal should also include fees for website hosting and ongoing maintenance.

Redesign process will begin with implementation of the contract and new site to be launched in 9-12 months. Milestones will be set in coordination with successful agency.

A content audit will not be required. We will primarily use current content, with approximately 25-50 pages of new content we would request the agency to provide. Sitemap structure will be similar to the current website.

The successful agency should possess expertise in UX/UI design, SEO, Google Core Web Vitals, mobile first design, content marketing, page design for maximum lead generation, conversion rate optimization and more.

Agency will primarily work with the College Relations team on this project. Focus groups with other key groups will be held prior to the redesign. Discovery groups will include: Enrollment, Advising, Academic Services, Financial Aid, Educational Support Services, Online Learning, Noncredit/Workforce, Foundation, Faculty, Students. Final approval on design will come from Executive Team (president, vice presidents, Chief Information Officer)

We currently use Google Analytics and have about 3 million page views per year.

Specify your agency's uptime guarantee in the Service Level Agreement. Include also your hosting security policy and hosting backup policy.

Current Microsites

- Emergency and Alerts
- Foundation and Giving
- Workforce
- LCCC Online
- Library

News and Magazines

- Site includes Aspire online magazine, and
- College Voice staff newsletter (re-designs are not in the scope of this RFP)

Requirements

- Web accessibility standards— WCAG 2.1 (AudioEye accessibility software exists on current site and will need to be included in new design.)
- Mobile first responsive design
- Include multilingual support options available, including built-in, add-on or third party integrations.
- Integrate social media content/feeds from college accounts within the website for Twitter, Facebook and Instagram.
- Open graph social tags
- Industry standard security practices to prevent malicious activity. SSL Certificate required for secured access to site and available resources.
- Include development/test, staging and production site
- Assist with website governance structure. Currently there are more than 20 active users
 including Administrator, Site Level Editor and Page Level Editor. The process of administration,
 permissions, assigning user roles and access to different areas of the site needs to be
 streamlined through the CMS. SSO integration with Okta Identity Management for
 administrative users is recommended.
- Ability to audit access, changes or modifications through logs or some other method must be identified and included in the proposal response.
- The final product must support a distributed workflow that includes approval processes and must be easily extensible. Include two types of workflows: a direct publish and one with an approval process.
- Provide training and documentation on CMS. Include options to train users.
- Provide architectural and logical documentation outlining the operations of the website along with any integration services.
- Provide a reliable and stable Web CMS with a proven capability and continuous 99.9% up-time. Give examples of similar large deployments.
- Site must have the ability to communicate and integrate with secondary data sources (e.g., SQL, SalesForce, Google, AudioEye, Banner system ERP, public Google Calendars) for access to course, program, CRM and other data.
- Offer guidance on best practices for website design and development
- Provide a central asset repository that can be accessed by web publishers for content creation.
 The repository will be used as a central store for the College's digital assets and allow them to be reused across College websites (e.g. images, metadata, documents, forms, etc.)
- Repository should support a wide range of common content types (e.g. code, images, documents, rich media, etc.)

- Site will include calendars and inquiry forms, which will have their own pages and be embedded into page templates.
- Eliminate redundancy and simplify content
- Ability to easily customize page templates
- Develop marketing landing page templates that meet lead generation best practices and are easily customizable
- We will assist with migration and the majority of site content creation

Criteria for Evaluation

While the cost of services is an important factor, low cost is not the final determining criterion for success. Other criteria include:

- 1. Understanding of and ability to meet stated goals and objectives
- 2. Experience in higher education and/or relevant marketplace is a plus, but not a requirement.
- 3. A creative vision to address LCCC challenges and strengths.
- 4. Understanding of community college challenges.
- 5. Proposed project schedule with a history of meeting project deadlines and successfully completing contracts of this type.
- 6. Background, credentials and expertise of assigned project team.
- 7. Deep knowledge and experience in Search Engine Optimization best practices
- 8. Experience in web and landing page design and best practices

Proposal Should Include

Structure proposal to follow the required elements below. Agencies should include a proposal that responds to the following:

- Provide an overview of your company, including full contact information, years in business, expertise of principals, any awards and accolades, and successful campaigns and products.
- Summarize the resources you would assign to your relationship with LCCC.
- Provide information on members of the team who will be assigned the project, including background and experience on similar projects related to scope of work.
- Submit the following items for hosting services:
 - Completed HECVAT-Lite or Full (version 3) can be found here: https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit
 - Service Level Agreement and support options with pricing.
 - Submit a completed VPAT for proposed content management system(s).
- List any prior or current clients in the higher education field (experience does not have to be in higher education, but showing similarities will be helpful). You may be asked to provide references from these clients.

- Specify the compensation method (project by project; retainer; lump sum; hourly, etc.) and proposal costs.
- Submit pricing chart with proposed price for contract requirements. Include ala carte pricing, if appropriate.
- Include relevant examples of work for equivalent clients.
- Explain how projects will be tracked and managed project management software or other.
- Include a minimum of three references with contact information.
- Any inquiries about the RFP should be directed to SLindenmuth@lccc.edu.
- Deadline for questions is Friday, March 18, 2022

Pricing Chart

Please include your proposed price for each of the following requirements in the right-hand column. In the "Other Services" row, provide a proposed price for any other functionality or service your company can provide that is not included in the scope of work, and include a description of those services in the proposal report.

	Year 1	Year 2	Year 3
Project management fee			
Web redesign (indicate hourly rate if applicable and estimated time to completion)			
Web hosting and ongoing maintenance			
Content writing for web redesign			
Development of marketing web landing pages			
Miscellaneous			
Other Services			

Project Deliverables

Website redesign and site hosting/management

Process

- Upon review and approval of the Board of Trustees, a contract will be awarded for the fiscal year beginning July 1, 2022.
- The expectation is the discovery process to begin in the summer/fall 2022. Website redesign launch anticipated within 9-12 months.

Appendix B VENDOR PROPOSAL FORM

TO: LEHIGH CARBON COMMUNITY COLLEGE

We, the Undersigned, having examined the specifications and all other documents and, being familiar with the various conditions under which these services and/or supplies are to be used, agree to furnish, install, and warrant all labor, materials, equipment, and any other required services to fulfill the requirements of the Request for Proposal.

COMPANY NAME:			
ADDRESS:			
AUTHORIZED SIGNATURE: _			
PRINTED NAME:			
TITLE:			
Verify receipt of:		Date Received	
	Addendum No Addendum No.	Date Received Date Received	

Appendix C NON COLLUSION AFFIDAVIT

State	of	:				
Coun	ty of	: s.s.				
that I	am authorized to make th	(Title) of is affidavit on behalf of my firm, m for the prices(s) and the amou	and its owners, directors, and officers. I am			
ı stat 1.	. ,	of this proposal have been arrive nent with any other contractor,	ed at independently and without consultation, proposer or potential proposer.			
2.	approximate amount of t	his proposal, have been disclose	neither the approximate price(s) nor d to any other firm or person who is a osed before the proposal submissiondate.			
3.	contract, or to submit a		firm or person to refrain from proposingon this posal, or to submit any intentionally high or yproposal.			
4.			rsuant to any agreement or discussion with, or mentary or other noncompetitive proposal.			
5.	(Name of Firm) its affiliates, subsidiaries, officers, directors, and employees are not currently under investigation by any governmental agency and have not in the last four years been convicted or found liable for any act prohibited by state or federal law in any jurisdiction, involving conspiracy or collusion with respect to proposing and/or bidding on any public contract, except as follows:					
abov Servi unde	e representations are mate ces in awarding the contrac rstands that any misstatem	rial and important, and will be rect(s) for which this proposal is su	n) understands and acknowledges that the elied upon by the Department of General bmitted. I understand and my firm be treated as fraudulent concealment from the submission of thisproposal.			
	(Signature)		SWORN TO AND SUBSCRIBED BEFORE ME THISDAY OF, 20			
(Signatory's Printed Name)		Notary Public			
(Signatory's Title)		My Commission Expires			

INDEPENDENT CONTRACTOR AGREEMENT

THIS INDEPENDENT CONTRACTOR AGREEMENT (the "Agreement") is made and entered into as of the XX day of XXXXXXXX, by and between LEHIGH CARBON COMMUNITY COLLEGE, with its principal office at 4525 Education Park Drive, Schnecksville, PA 18078, (the "College"), and XXXXXX, of XXXXXX (the "Contractor").

BACKGROUND

WHEREAS, Contractor has extensive expertise and training inXXXXXX; and

WHEREAS, the College desires to engage Contractor to provide XXXXXXX to the College upon the terms and conditions set forth herein; and

WHEREAS, Contractor is willing to provide XXXXXX to the College upon the terms and conditions set forth herein.

NOW, THEREFORE, the parties, intending to be legally bound, and in consideration of the mutual covenants and promises contained in this Agreement, do hereby agree as follows:

- 1. <u>RECITALS.</u> The recitals set forth above are incorporated herein as if fully set forth at length.
- 2. <u>SERVICES.</u> Contractor hereby agrees to be retained by the College, as an independent contractor, to provide XXXXXXX to the College as set forth on Schedule "A" attached hereto and incorporated herein.
- A. Contractor shall supply, at Contractor's sole expense, all equipment, materials and/or supplies required to perform the duties and responsibilities of Contractor hereunder, and shall determine, in Contractor's discretion, but subject to the rules and requirements of the College, the times, daily schedule, itinerary and hours Contractor shall devote to the duties of Contractor hereunder.
- B. Contractor hereby represents and warrants to the College that Contractor has, and will at all times hereunder have, the requisite certifications, expertise, experience, personnel and equipment to perform the services required hereunder.
- 3. <u>COMPENSATION.</u> The Contractor's compensation for services rendered hereunder shall be as set forth on Schedule "B" attached hereto. Contractor shall not be entitled to reimbursement for any expenses incurred by Contractor in performing Contractor's services hereunder except for those expressly set forth on Schedule "B" attached hereto.

4. TERM AND TERMINATION.

- A. <u>Term.</u> The term of this Agreement shall commence on XXXXXXX and end on XXXXXXXX unless otherwise terminated by either party in accordance with this Agreement.
- B. <u>Termination</u>. The College or the Contractor may terminate this Agreement by giving the other party at least sixty (60) days prior written notice of such termination. Upon termination hereunder, all obligations, duties and responsibilities of the parties shall immediately cease except as follows: (1) the College shall remain obligated to pay any compensation earned by Contractor prior to the date of termination; and (2) any obligations, promises or covenants in this Agreement that are expressly made to extend beyond termination of this Agreement shall remain in effect.
- 5. <u>AFFIRMATIVE COVENANTS OF CONTRACTOR.</u> During the term of this Agreement, Contractor shall:
- A. Provide and perform the services required of Contractor hereunder in accordance with all federal, state and local laws and regulations;
- B. Identify Contractor as being an independent contractor associated with the College; and
- C. Maintain and keep current all licenses and certifications necessary for Contractor to provide and perform the services required of Contractor hereunder.
- 6. <u>CONTRACTOR'S REPRESENTATIONS AND WARRANTIES.</u> Contractor represents and warrants to the College that: (a) there are no restrictions, by law, regulation, or otherwise, which would prevent or make unlawful Contractor's execution of this Agreement, Contractor's engagement hereunder or the performance of Contractor's services hereunder; (b) Contractor's execution of this Agreement and Contractor's engagement hereunder do not constitute a breach of any other contract, agreement or understanding, oral or written, to which Contractor is a party or by which Contractor is bound; and (c) Contractor is free and able to enter into this Agreement with the College, and to perform all of Contractor's duties contemplated hereby. Contractor hereby agrees to indemnify, defend and hold harmless the College from and against all claims, judgments, losses, damages, settlements, costs and expenses incurred or suffered by the College as a result of a breach by Contractor under this Section.
- 7. <u>INDEPENDENT CONTRACTOR</u>. It is hereby understood and agreed that Contractor in performing the services pursuant to this agreement is acting in the capacity of an independent contractor, and that Contractor is not an agent, servant, partner, joint venture, or employee of the College. Contractor shall be solely responsible to pay all employment taxes, all withholdings, unemployment compensation contributions and other employment related matters applicable to any of Contractor's employees. Notwithstanding the foregoing, Contractor shall

devote the appropriate amount of time necessary to provide the services described herein, and will operate within the rules and policies of the College as may be amended from time to time. Contractor shall maintain such child abuse history and/or criminal history background checks for Contractor, and any other individuals who may be providing services to the College pursuant to this Agreement, as may be required by the College and by Pennsylvania law. The College acknowledges that as an independent contractor, Contractor may, during the term of this Agreement, be engaged in other business activity rendering the same or similar services to other organizations.

- 8. <u>INDEMNIFICATION</u>. Contractor hereby agrees to defend, indemnify, protect and hold harmless the College from and against any and all claims, suits, damages and liabilities of any kind arising as a result of, or caused by, the negligence of Contractor, Contractor's agents, officers, employees or contractors, and/or the breach by Contractor of any of Contractor's obligations hereunder.
- 9. <u>INSURANCE</u>. Contractor shall at all times hereunder maintain general liability insurance of not less than \$1,000,000.00 combined single limit coverage, and professional liability insurance of not less than \$1,000,000.00 combined single limit coverage, with the College and its employees listed on each such insurance policy as additional named insureds. Prior to commencement of the term of this Agreement, and thereafter upon reasonable request, Contractor shall provide the College with a Certificate of Insurance reflecting the aforesaid insurance coverage requirements. Contractor shall notify the College in writing within thirty (30) days of any change in said coverage, and within three (3) business days of receiving any notice of termination of said coverage.
- creates a relationship of confidence and trust on the part of Contractor for the benefit of the College. During the term of this Agreement, Contractor may be responsible, in whole or in part, for the creation of, or may acquire, certain confidential information of the College, including but not limited to education records, and Contractor acknowledges that the College would not have entered into this Agreement unless it were assured that all confidential information would be held in confidence by Contractor for the sole benefit of the College. Therefore, during the term of this Agreement and at all times thereafter, Contractor will keep all of such confidential information in confidence and will not disclose any of the same to any other person, except to such persons designated in writing by the College. Contractor will not cause, suffer or permit the confidential information to be used for the gain or benefit of any party other than the College, or for Contractor's personal gain or benefit outside the scope of Contractor's engagement by the College hereunder. The Contractor shall take all reasonable action that the College deems necessary or appropriate to prevent the unauthorized use or disclosure of, or to protect the College's interests in, such confidential information.
- A. Contractor acknowledges and agrees that any and all technologies, documents, lists, software, systems, disks, tapes, designs, inventions, processes, enhancements, improvements, theories, discoveries, materials and/or creations, whether or not confidential information, made or created, in whole or in part, by Contractor, in the course of or relating to

Contractor's engagement with the College (individually a "Creation" and collectively "Creations") were, are and shall each be treated as and shall remain a "work for hire" by Contractor for and on behalf of the College.

- Contractor shall and does hereby unconditionally and irrevocably assign to B. the College any and all right, title and interest that Contractor, had, has and/or from and after the date hereof may have in or to any of such Creations, without any additional compensation, and free of any and all liens, interests and/or encumbrances of any form, nature or type. Upon discovery and/or conception of any Creation, Contractor shall, at the request and cost of the College, sign, execute, make and deliver any and all such deeds, assignments, documents and other instruments, and do any and all such acts and things, as the College may reasonably require, (i) to apply for, obtain and/or vest in the name of the College alone (unless the College otherwise so directs in writing) letters, patent, copyrights and/or any other analogous protection in the United States of America or any other country; and, when and as so obtained or, vested, to renew and restore the same; and (ii) to defend any opposition proceedings in respect of any such applications and any opposition proceedings or petitions or applications for revocation of any such letters patent, copyright and/or other analogous protections. Contractor further covenants and agrees that the compensation and benefits to which Contractor may be entitled pursuant to this Agreement includes payment for Contractor's assignment of any and all such rights, title and interests to the College, including any and all copyrights, patent rights, patent applications, and any and all other intellectual property rights of Contractor in and to any of the Creations.
- 11. <u>SURVIVAL.</u> Sections 6, 7, 8, and 10 of this Agreement shall survive termination of this Agreement.

12. MISCELLANEOUS.

- A. <u>Binding Effect</u>. This Agreement shall inure to the benefit of and be binding upon the College, its successors and assigns, and upon Contractor, Contractor's successors, heirs, executors, administrators and legal representatives.
- B. <u>Controlling Law</u>. This Agreement shall be governed by and construed in accordance with the laws of the Commonwealth of Pennsylvania.
- C. <u>Assignment</u>. This Agreement may not be assigned by either party without the prior written consent of the other party.
- D. <u>Entire Agreement</u>. This Agreement constitutes the entire agreement between the parties hereto with respect to the subject matter hereof, and supersedes all prior agreements, understandings, or commitments between the parties. This Agreement may only be modified by a written agreement signed by both parties hereto with the approval of the Board of Directors of the College.
- E. <u>Notices</u>. Any notice required or permitted to be given hereunder shall be sufficient if in writing and delivered (i) in person, or (ii) by nationally recognized courier including (but not limited to) FedEx, UPS or USPS via a delivery confirmation service, to the

parties at the addresses first set forth herein, or at such other address as either party may designate in writing. All notices hereunder shall be deemed delivered when received by the party to whom it was sent.

- F. <u>Waiver</u>. The waiver by either party of a breach of any provision of this Agreement by the other party shall not be construed as a waiver of any subsequent breach by said party.
- G. <u>Headings</u>. The headings of the Sections herein are for reference only; they form no part of this Agreement and shall not in any way affect its meaning or interpretation.
- H. <u>Execution and Counterparts</u>. This Agreement may be executed in any number of counterparts, each of which shall be deemed to be an original and all of which together shall constitute one and the same instrument.
- I. <u>Budget Approval</u>. The College obligation hereunder is subject to approval by its Sponsor of the annual budget. The College covenants to include in its annual budget for approval for the term hereof the amounts payable hereunder. The College does not guarantee approval of the budget.
- J. <u>Conflicts</u>. In the event of a conflict between the terms of this Agreement and the terms set forth on any attachment or schedule, the terms of this Agreement shall prevail.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement effective as of the day and year set forth above.

Bv:

COLLEGE:

LEHIGH CARBON COMMUNITY COLLEGE

J
Title:
Date:
CONTRACTOR:
By: <u>Title:</u>
Date:

SCHEDULE "A" SCOPE OF SERVICES

$\frac{\text{SCHEDULE "B"}}{\text{FEES}}$