



Request for Proposal (RFP)

Revamp of APEC's Statistical Database Website

Introduction

- A The APEC Secretariat is seeking proposals for the provision of the Services described in *RFP Schedule 1 – Statement of Requirement*.
- B Each Bidder to this RFP is expected to:
- (i) fully inform themselves on all aspects of the work required to be performed;
 - (ii) submit its proposal on the template provided at *RFP Schedule 2 – Proposal*, including the signed Declaration by Bidder at the end of *Schedule 2*; and
 - (iii) submit its proposal in accordance with *RFP Schedule 1 – Statement of Requirement* and with due note of *RFP Schedule 5 – Evaluation Criteria*.
- C Each Bidder, by submitting its proposal, agrees that the proposal is subject to the RFP Schedule 4 – Standard Conditions of Proposal, and agrees to comply with those conditions. Acceptance of a proposal will occur only when a contract is executed. Any Contract will incorporate the APEC policies and guidelines identified in RFP Schedule 3 - Special Conditions of Proposal and the contract at RFP Schedule 6 - Standard Contract Conditions.
- D Bids from contractors based in non-member economies and bids from international organisations may be considered. However, priority is given to suitably qualified tenders from member economies.

Structure of the RFP

The RFP has six parts:

- **Schedule 1: Statement of Requirement**
- **Schedule 2: Proposal Template**
- **Schedule 3: Special Conditions of Project Proposal**
- **Schedule 4: Standard Conditions of Request for Proposal**
- **Schedule 5: Evaluation Criteria**
- **Schedule 6: APEC Standard Contract Conditions**

RFP Schedule 1 – Statement of Requirement

Key Dates and Details

Event	Details
Closing Time for submission of Proposals	Friday, 02 February 2024 at 11:59 pm, Singapore time
Request for Proposal Tender Briefing (virtual meeting)	Thursday, 11 January 2024 or Friday, 12 January 2024 (before 12:00PM, Singapore time) Note: Interested vendors must provide a valid email address to the Contact Officer below by 10 January 2024, 12:00 PM, Singapore Time. Subsequently, the Contact Officer can share the virtual meeting link based on the provided email address.
Method to Submit Proposal	Proposals must be submitted in electronic copy, indicating the project number: PSU40 The Proposal (in PDF format) is to be submitted in the <u>same email message</u> to the Contact Officer (indicated below) by the closing time specified above: Mr Sylwyn Jr Calizo, Policy Support Unit (PSU) Email: sjcc@apcc.org Ms Esther Magalingam, Policy Support Unit (PSU) Email: enm@apcc.org Proposals lodged in any manner other than as detailed in this paragraph, or are submitted after the deadline shall be deemed to be invalid and may be excluded from consideration.
Contact Officer	Mr Sylwyn Jr Calizo Researcher, Policy Support Unit (PSU) APEC Secretariat, 35 Heng Mui Keng Terrace, Singapore 119616 Email: sjcc@apcc.org
Expected execution date of Contract	Monday, 04 March 2024
Date Services are to be completed	The Services are required to be completed on or before 04 October 2024 .

The Services

The APEC Secretariat is seeking proposals for the project on **Revamp of APEC's Statistical Database Website**.

1. Background

1.1. Content

APEC's statistical database website called StatsAPEC is a statistics portal with data dating back to APEC's inception in 1989. It provides statistics for all 21 APEC economies, including APEC and World aggregates, across more than 120 indicators. This makes it easy to examine the region. Its main purpose is to provide stakeholders with easy and quick access to APEC-specific statistics, without having to go through multiple sources or process raw data. StatsAPEC data is organized into two databases: the Key Indicators Database (KID) and the Bilateral Linkages Database (BLD). Access to both databases are free-of-charge and the data can currently be exported to Microsoft Excel. StatsAPEC can be accessed here: <https://statistics.apec.org/>.

Key Indicators Database (KID)

The KID has been developed to facilitate detailed analysis of trade, financial and socio-economic trends in the Asia-Pacific region. This database includes over 120 economic, social and environmental indicators for APEC's 21 member economies dating back to APEC's inception in 1989. Data are sourced from a range of reputable providers, including the World Bank, the International Monetary Fund, and the United Nations. Through the KID, APEC aggregates for a broad range of indicators have been made available, making it easier to examine the region. Aggregates for APEC are either sums or weighted averages based on population, gross domestic product (GDP), and trade data, unless otherwise indicated. The KID is currently composed of 128 indicators, and it is organized into 15 categories as shown in Table 1.

Table 1 List of KID indicators, by category

#	Category	Code	Indicator
1	Population	1.1.1	Total population (in thousands)
		1.1.2	Population growth rate (annual %)
		1.2.1	Population, ages 0-14 (% of total population)
		1.2.2	Population, ages 15-64 (% of total population)
		1.2.3	Population, ages 65 and above (% of total population)
2	Gross Domestic Product (GDP) / Gross National Income (GNI)	2.1.1	GDP, current USD (in millions)
		2.1.2	GDP, constant 2015 USD (in millions)
		2.1.3	GDP, PPP, current international dollar (in millions)
		2.1.4	GDP, PPP, constant 2017 international dollar (in millions)
		2.2.1	GDP per capita, current USD
		2.2.2	GDP per capita, constant 2015 USD
		2.2.3	GDP per capita, PPP, current international dollar
		2.2.4	GDP per capita, PPP, constant 2017 international dollar
		2.3.1	GDP growth rate (annual %)
		2.3.2	GDP per capita growth rate (annual %)
		2.4.1	GNI, atlas method, current USD (in millions)
		2.4.2	GNI, PPP, current international dollar (in millions)
		2.4.3	GNI per capita, atlas method, current USD
		2.4.4	GNI per capita, PPP, current international dollar
3	Inflation	3.1	Consumer prices (annual %)
		3.2	Producer prices (annual %)
		3.3	GDO deflator (annual %)
4	Labor	4.1.1	Labor force participation rate, total (% of total population ages 15+)
		4.1.2	Labor force participation rate, female (% of female population ages 15+)
		4.1.3	Labor force participation rate, male (% of male population ages 15+)
		4.2.1	Unemployment rate, total (% of total labor force)
		4.2.2	Unemployment rate, female (% of female labor force)
		4.2.3	Unemployment rate, male (% of male labor force)
		4.3	Labor productivity per person employed (constant 2022 USD at PPP)
		4.4.1	Age dependency ratio (% of working-age population)
		4.4.2	Age dependency ratio, old (% of working-age population)

		4.4.3	Age dependency ratio, young (% of working-age population)
5	Economic Structure	5.1.1	Value added, agriculture (% of GDP)
		5.1.2	Value added, industry (% of GDP)
		5.1.3	Value added, services (% of GDP)
		5.2.1	Employment, agriculture (% of total employment)
		5.2.2	Employment, industry (% of total employment)
		5.2.3	Employment, services (% of total employment)
6	Trade	6.1.1	Imports of merchandise goods and commercial services (in current USD millions)
		6.1.2	Imports of merchandise goods (in current USD millions)
		6.1.3	Imports of commercial services (in current USD millions)
		6.1.4	Imports of merchandise goods and commercial services (% of GDP)
		6.2.1	Exports of merchandise goods and commercial services (in current USD millions)
		6.2.2	Exports of merchandise goods (in current USD millions)
		6.2.3	Exports of commercial services (in current USD millions)
		6.2.4	Exports of merchandise goods and commercial services (% of GDP)
		6.3.1	Merchandise goods trade (% of GDP)
		6.3.2	Commercial services trade (% of GDP)
		6.4.1	Current account balance (in current USD millions)
		6.4.2	Current account balance (% of GDP)
		6.5	Net barter terms of trade index
7	Trade Barriers	7.1.1	MFN applied tariff, simple average, all products (rate)
		7.1.2	MFN applied tariff, simple average, agricultural products (rate)
		7.1.3	MFN applied tariff, simple average, non-agricultural products (rate)
		7.2.1	MFN applied tariff, duty-free, all products (% of HS 6-digit subheadings)
		7.2.2	MFN applied tariff, duty-free, agricultural products (% of HS 6-digit subheadings)
		7.2.3	MFN applied tariff, duty-free, non-agricultural products (% of HS 6-digit subheadings)
		7.3.1	Economic freedom of the world index, mean tariff rate (rating)
		7.3.2	Economic freedom of the world index, non-tariff trade barriers (rating)
		7.4	Ease of doing business index, trading across borders (score)
8	Foreign Direct Investment (FDI)	8.1.1	FDI flows, inward (in current USD millions)
		8.1.2	FDI flows, outward (in current USD millions)
		8.1.3	FDI flows, inward (% of gross fixed capital formation)
		8.1.4	FDI flows, outward (% of gross fixed capital formation)
		8.2.1	FDI stocks, inward (in current USD millions)
		8.2.2	FDI stocks, outward (in current USD millions)
		8.2.3	FDI stocks, inward (% of GDP)
		8.2.4	FDI stocks, outward (% of GDP)
9	Movement of People	9.1.1	International tourism arrivals (in thousands)
		9.1.2	International tourism receipts (% of total exports)
		9.1.3	International tourism expenditures (% of total imports)
		9.2	Travel & tourism development index (score)
		9.3.1	International migrant stock (in thousands)
		9.3.2	International migrant stock (% of total population)
		9.4.1	Personal remittances, paid (in current USD millions)
		9.4.2	Personal remittances, received (in current USD millions)
		9.4.3	Personal remittances, received (% of GDP)
10	Finance	10.1.1	Market capitalization of listed companies (% of GDP)
		10.1.2	S&P global equity indices (annual % change)
		10.2	Real interest rate (%)
		10.3.1	Total reserves, including gold (in current USD millions)
		10.3.2	Total reserves, excluding gold (in current USD millions)
		10.4.1	Public sector revenue (% of GDP)
		10.4.2	Public sector expense (% of GDP)
		10.4.3	Public sector tax revenue (% of GDP)
		10.4.4	Public sector cash surplus/deficit (% of GDP)
11	Education	11.1.1	School life expectancy, total (years)

		11.1.2	School life expectancy, female (years)
		11.1.3	School life expectancy, male (years)
		11.2.1	Gross enrolment ratio, secondary, total (%)
		11.2.2	Gross enrolment ratio, secondary, female (%)
		11.2.3	Gross enrolment ratio, secondary, male (%)
		11.3.1	Net enrolment rate, lower secondary, total (%)
		11.3.2	Net enrolment rate, lower secondary, female (%)
		11.3.3	Net enrolment rate, lower secondary, male (%)
		11.3.4	Net enrolment rate, upper secondary, total (%)
		11.3.5	Net enrolment rate, upper secondary, female (%)
		11.3.6	Net enrolment rate, upper secondary, male (%)
		11.4.1	Gross enrolment ratio, tertiary, total (%)
		11.4.2	Gross enrolment ratio, tertiary, female (%)
		11.4.3	Gross enrolment ratio, tertiary, male (%)
12	Environment	12.1.1	Adjusted savings: net forest depletion (in current USD millions)
		12.1.2	Adjusted savings: net forest depletion (% of GNI)
		12.1.3	Adjusted savings: carbon dioxide damage (in current USD millions)
		12.1.4	Adjusted savings: carbon dioxide damage (% of GNI)
		12.2.1	CO2 emissions per GDP (in metric tons per million constant 2017 international dollar)
		12.2.2	CO2 emissions per capita (in metric tons)
13	Information & Communications	13.1.1	Internet subscriptions (per 100 inhabitants)
		13.1.2	Internet subscriptions, broadband (per 100 inhabitants)
		13.1.3	Internet users (% of total population)
		13.2.1	Mobile cellular subscriptions (per 100 inhabitants)
		13.2.2	Mobile cellular subscriptions (ratio to fixed telephone lines)
		13.3	Network readiness index (score)
14	Quality of Life	14.1.1	Life expectancy at birth, total (years)
		14.1.2	Life expectancy at birth, female (years)
		14.1.3	Life expectancy at birth, male (years)
		14.2	Human development index trends (years)
		14.3.1	Gender inequality index (value)
		14.3.2	Global gender gap index (score)
		14.3.3	Gender equity index (value)
15	Policy-related	15.1.1	Economic freedom of the world index (rating)
		15.1.2	Ease of doing business index (rank)
		15.2	Corruption perceptions index (score)
		15.3.1	Enabling trade index, overall (score)
		15.3.2	Enabling trade index, market access (score)
		15.3.3	Enabling trade index, border administration (score)
		15.3.4	Enabling trade index, transport and communications infrastructure (score)
		15.3.5	Enabling trade index, business environment (score)

Bilateral Linkages Database (BLD)

The BLD has been developed to facilitate detailed analysis of the trade flows within APEC and between APEC and the World. This database includes several indicators illustrating the merchandise trade, foreign direct investment, portfolio investment assets, and bank lending linkages between APEC economies dating back to APEC's inception in 1989. Data are sourced from the United Nations Comtrade, Organisation for Economic Co-operation and Development, the International Monetary Fund, and the Bank for International Settlements. Through the BLD, APEC aggregates for a broad range of indicators have been made available, making it easier to examine the region. The BLD currently contains 16 indicators, and it is organized into four categories as shown in Table 2.

Table 2 List of BLD indicators, by category

#	Category	Code	Indicator
1	Merchandise Trade	1.1.1	Exports, total merchandise (in USD millions)
		1.1.2	Exports, manufacturing (in USD millions)
		1.1.3	Exports, non-manufacturing (in USD millions)

		1.2.1	Imports, total merchandise (in USD millions)
		1.2.2	Imports, manufacturing (in USD millions)
		1.2.3	Imports, non-manufacturing (in USD millions)
2	Foreign Direct Investment (FDI)	2.1.1	FDI flows, inward (in USD millions)
		2.1.2	FDI flows, outward (in USD millions)
		2.2.1	FDI stocks, inward (in USD millions)
		2.2.2	FDI stocks, outward (in USD millions)
3	Portfolio Investment Assets	3.1	Portfolio investment, total (in USD millions)
		3.2	Portfolio investment, equity securities (in USD millions)
		3.3.1	Portfolio investment, debt securities, total (in USD millions)
		3.3.2	Portfolio investment, debt securities, long-term (in USD millions)
		3.3.3	Portfolio investment, debt securities, short-term (in USD millions)
4	Bank Lending	4.1	Consolidated foreign claims, immediate borrower basis (in USD millions)

1.2. Current Environment

1.2.1 Existing website

The existing website was designed and developed using PHP. StatsAPEC was first launched in 2010, jointly managed by the APEC Policy Support Unit (PSU) and the APEC Communications and Public Affairs Unit (CPAU). The website aims to appeal to different target audiences, as well as to support the communication and information needs of various departments. Audiences served by the existing website are listed in Table 3.

Table 3 List of target audiences

External	Internal
<ul style="list-style-type: none"> ▪ Policymakers and their staff ▪ Media, including journalists and reporters ▪ Academe, including students and researchers ▪ Private sector, including businesses ▪ Others, including civil society, and non-government organizations 	<ul style="list-style-type: none"> ▪ Current APEC staff and researchers ▪ APEC economies, including policymakers and government officials

1.2.2 Content management

The existing website is currently maintained by approximately 3-6 content editors and content owners. The content editors receive internal training and support from CPAU in managing and administering web content using WordPress content management system (CMS). See sub-clause 3.6.2 for requirements related to CMS.

In addition, content editors currently update the KID and BLD by uploading an Excel spreadsheet into the system. **This database updating procedure needs to be retained in the proposed revamp of the website.**

1.2.3 Content strategy

The PSU seeks to streamline and redesign the volume of content on the website for (a) ease of use to retrieve data and data presentation from the database; (b) manageability; (c) reduction of risk of outdated content; and (d) usability and readability.

1.2.4 Website hosting

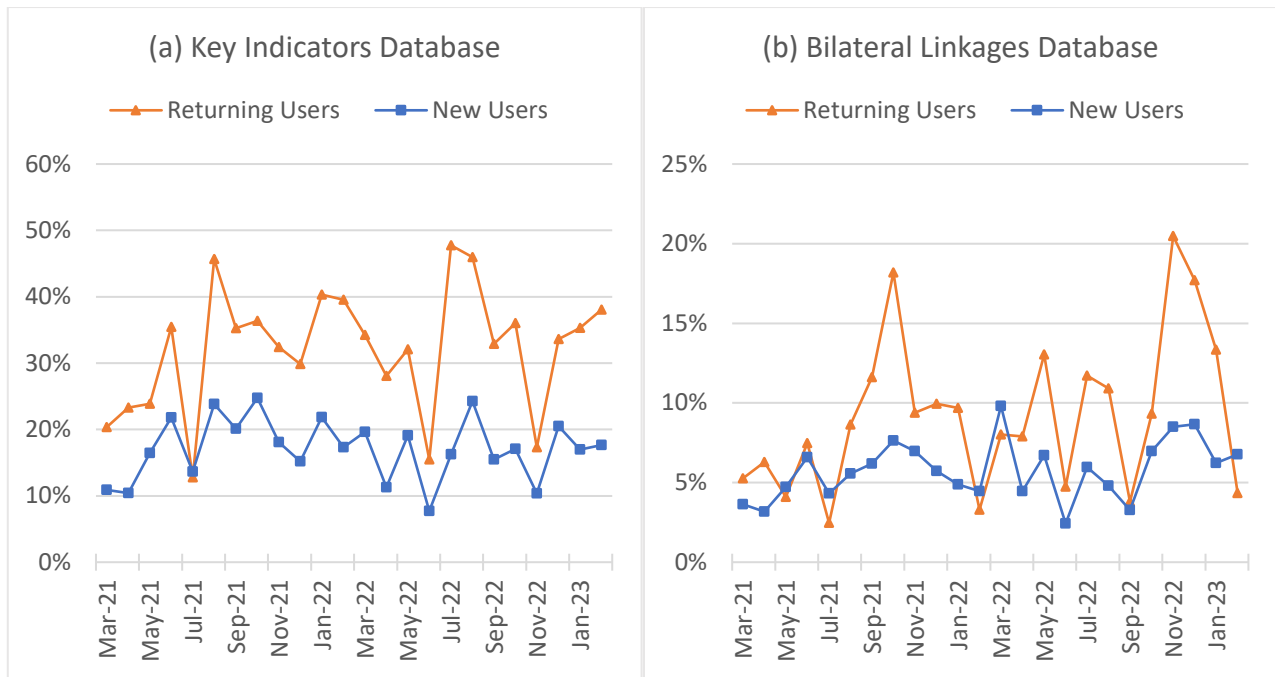
The existing website is currently hosted by a third-party managed WordPress hosting service provider.

We are open to explore with any new hosting service or suggestion to leverage apec.org existing web hosting which is on Sitefinity Cloud Tier 1.

1.3 Current Performance

1.3.1. On average, only a small proportion of users successfully complete either a KID or a BLD search. From March 2021 to February 2023, only 16 percent and 5 percent of new users complete a KID or a BLD search, respectively (Figure 1). The completion rate is higher for returning users at 29 percent (KID) and 9 percent (BLD) but still lower than what we want.

Figure 1 Percentage of users that have successfully searched for data, by database and type of user (Mar-21 to Feb-23)

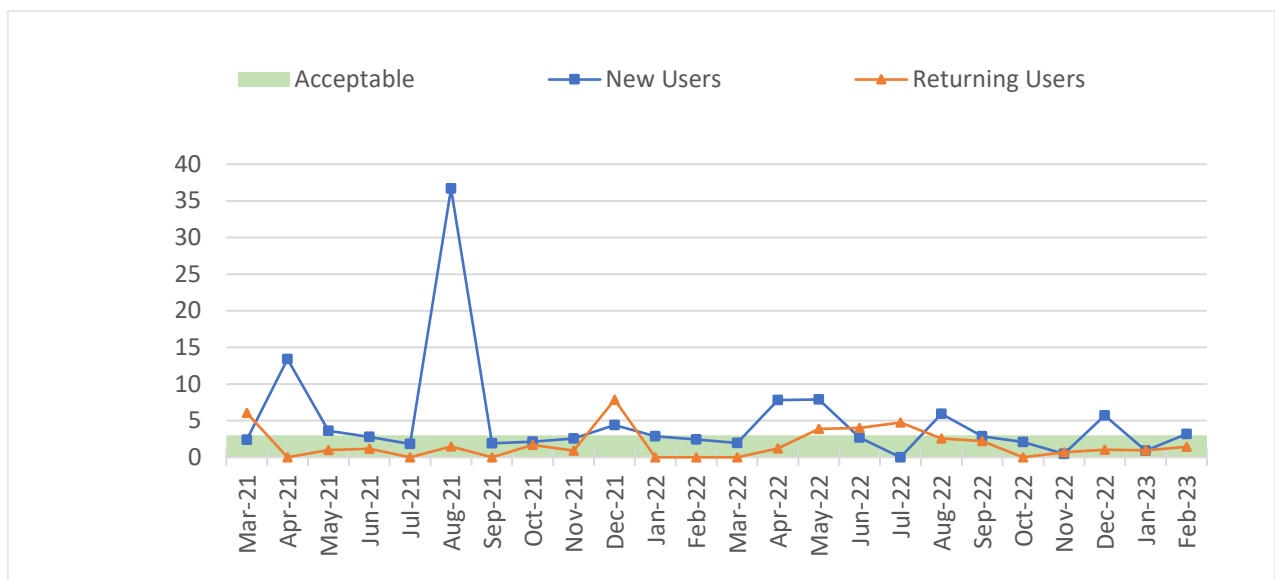


Note: Successful searches refer to users reaching a results page.

Source: Google Analytics.

1.3.2. Some possible issues can be because of the more than three seconds average loading time (some pages can take six seconds or more to load) (Figure 2) and/or because of too many steps to complete a single search and/or because of too many screens to filter data options. In effect, only 3.4 (returning) and 3.2 (new) out of 10 users stay long enough to complete a KID search (Table 4).

Figure 2 Average loading time in seconds (Mar-21 to Feb-23)



Note: Average loading time measured across all pages interacted with by users.

Source: Google Analytics.

Table 4 Drop-off rate for KID searches as a share of sessions, by type of user (Mar-21 to Feb-23)

Step #	Page	Returning Users	New Users
1	Homepage	58.5	63.2
2	Terms and conditions	0.8	1.5

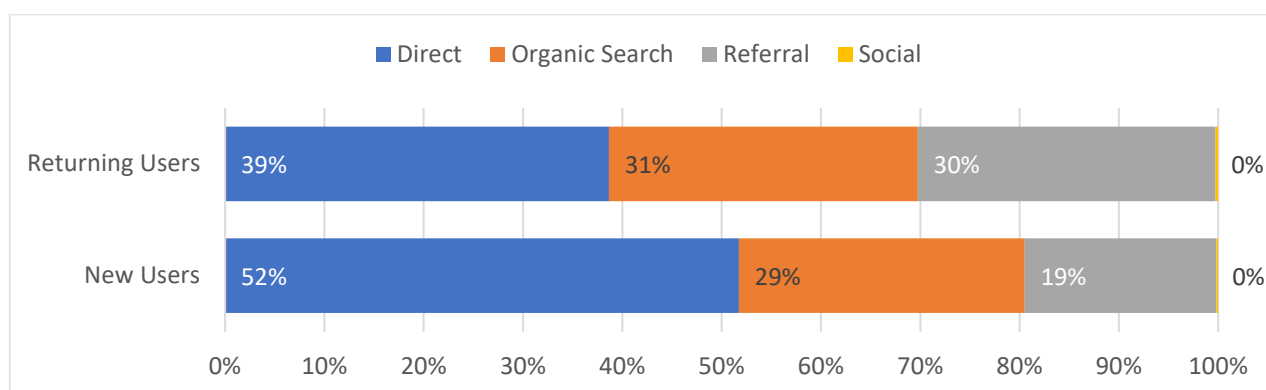
3	Economy list	2.1	0.9
4	Indicator list	4.1	2.3
5	Year list	0.2	0.1
	Cumulative total	65.7	68.0

Note: Total number of sessions during the survey period is 2,900 for returning users and 11,000 for new users. Figures are based on a complete set of interactions (i.e., users landing at the homepage and transitioning towards a complete KID search). Interactions from users that landed elsewhere (i.e., not at the homepage) are not counted in this table.

Source: Google Analytics.

1.3.3. Only about a third of users have accessed StatsAPEC through organic searches (Figure 3).

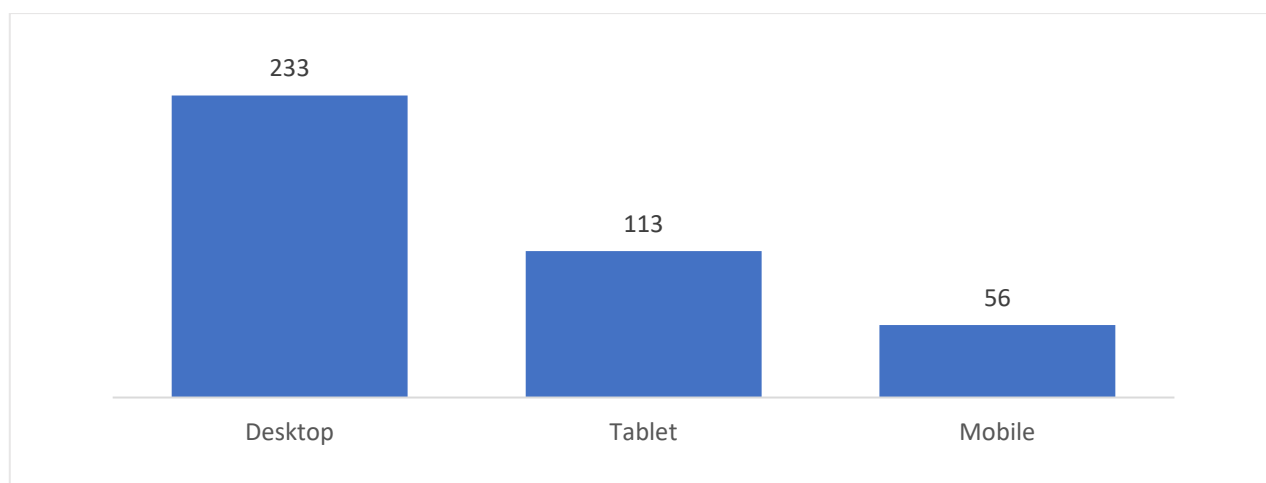
Figure 3 Percentage of users, by channel and type of user (Mar-21 to Feb-23)



Source: Google Analytics

1.3.4. Mobile users stayed for less than a minute (76 percent less than desktop users) (Figure 4).

Figure 4 Average session duration in seconds, by device (Mar-21 to Feb-23)



Note: Only 4 percent of mobile users completed a KID search, significantly lower compared to 24 percent for desktop users and 9 percent for tablet users. This means that the short mobile session duration is not the result of faster interactions.

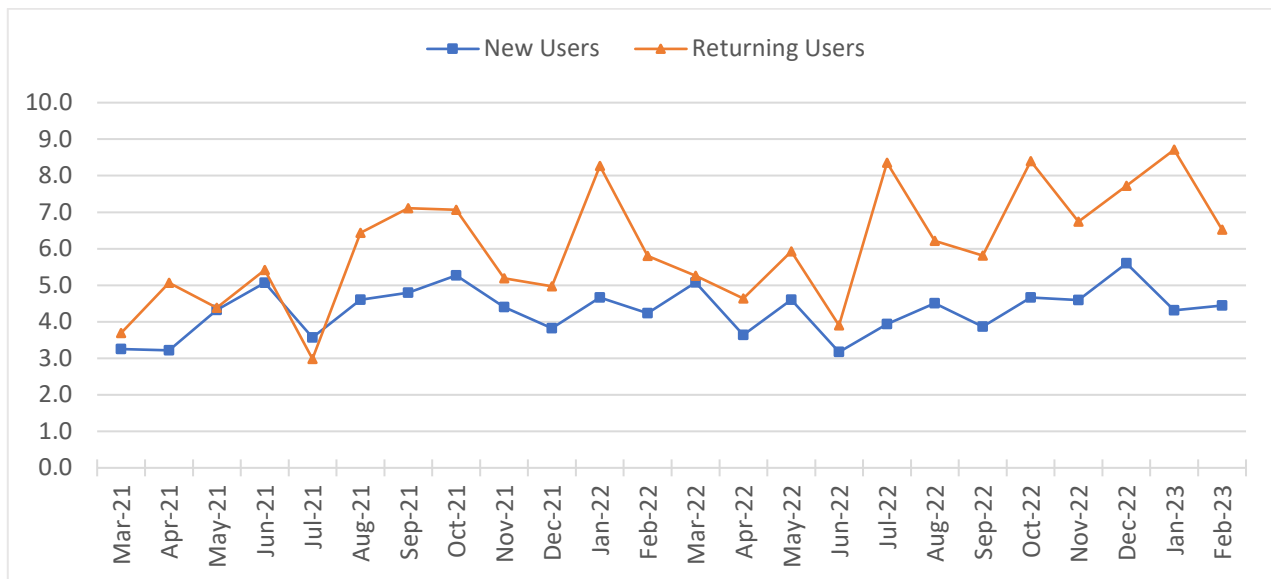
Source: Google Analytics.

1.3.5. About half of new users enter and leave without doing anything. Based on the homepage as a landing page, the bounce rate for new users is at 45 percent while the rate is 29 percent for returning users.

1.3.6. Some possible issues include the difficulty in navigating mobile webpages (e.g., because of screen size) and insufficient content to become visible in search engines. For example, multi-year and multi-economy data queries can be difficult to navigate for mobile users.

1.3.7. On average, new users view only 4 pages per session (i.e., 2 pages less to complete one KID or BLD search) (Figure 5). From March 2021 to February 2023, pageviews averaged 4.2 for new users and 5.7 for returning users.

Figure 5 Number of pageviews per session, by type of user (Mar-21 to Feb-23)



Note: StatsAPEC has a total of 10 pages. It takes 6 pages to complete one KID or BLD search starting from the homepage to the results page.

Source: Google Analytics.

1.3.8. On average, returning users only went back once from March 2021 to February 2023. Some possible issues could include the lack of unique material to make them return or poor user experience and engagement, including the lack of data visualization options.

2. Objectives of the Project

- 2.1 The PSU is seeking to revamp its public-facing website with the database to be more externally focused, dynamic, energetic, and engaging.
- 2.2 The PSU's primary objective is to provide easy and quick access to data, engage stakeholder interest, and build a community of returning users.
- 2.3 The goals of the website revamp are to:
 - Improve the user experience of our target audiences, as listed in Table 3;
 - Effectively engage our target audiences' interest;
 - Provide incentive/s for our target audiences to regularly use StatsAPEC;
 - Visualize data to create engaging content;
 - Effectively communicate the overarching brand messages;
 - Achieve a coherent look and feel across every corner of the website by incorporating the APEC branding; and
 - Be mobile-friendly and responsive for all device and screen sizes.

3. Requirements of Specification / Technical Specification

The scope of work will include an overhaul of the existing external website. The need is a full and complete redesign that requires everything that is necessary for the delivery of a new website, including the website content management system that achieves the project objectives and goals in Section 2.

3.1 Scope of Services

The PSU believes that by implementing the best web practices and technologies, revising the information architecture, creating a content strategy, and aligning the visual design, we can bring a better user experience and a more coherent and effective message to our target audiences to further strengthen our engagement with them.

The appointed Contractor shall use best practices and creative solutions to achieve the PSU's objectives and goals in Section 2. The appointed Contractor shall also deliver website redesign and development services and meet the following requirements in Table 5.

Table 5 Scope of services

Scope of Services	Expected deliverables shall include, but are not limited to:
Content strategy	<ul style="list-style-type: none">▪ Content inventory/matrix▪ Content structure▪ Web engagement strategy▪ Calls-to-action strategy▪ Conversion strategy
Content development and copywriting	<ul style="list-style-type: none">▪ Web content and copy▪ Accessibility validation report (WCAG 2.2)
Content population	<ul style="list-style-type: none">▪ New content population▪ Migration of existing content
User experience (UX) and web design	<ul style="list-style-type: none">▪ Information architecture (IA)▪ User flow diagram▪ Low-fidelity wireframe▪ High-fidelity visual mockups, prototypes▪ Usability testing▪ Website guidelines and HTML templates
Web development	<ul style="list-style-type: none">▪ Front-end coding▪ Back-end coding, incorporating templates with CMS associated with apec.org▪ Purchase of SSL Certificate
Videography and photography	<ul style="list-style-type: none">▪ Images and videos that align with the visual direction
Project management	<ul style="list-style-type: none">▪ Project Implementation plan and schedule▪ Monthly status report▪ Requirement specifications▪ Requirements workshops documentation/ meeting minutes▪ Migration plan▪ User acceptance test (UAT) plan and bug reports▪ Admin user guide and training▪ Broken link report
Performance tracking, reporting and optimisation	<ul style="list-style-type: none">▪ Measurement plan▪ Metrics report▪ Search engine optimisation (SEO) plan

Bidders must clearly indicate the scope of services and price breakdown in the proposal.

3.1.1 Out of Scope Services

The following services will not be required for this tender:

- Domain name registration
- Vulnerability assessment
- Code scanning

3.1.2 Project Documentation

Documentation shall be updated throughout the implementation stage and until the end of the project. The PSU reserves the right to reproduce, at no additional cost to the PSU, any part of the documentation provided by the Contractor for the PSU's internal use.

3.1.3 Web Design Guidelines and HTML Templates

As part of the delivery of the website revamp, the appointed Contractor is required to develop new web design guidelines and usage manuals for the web CMS. The guidelines aim to establish a set of standards for the PSU to:

- Create consistent and cohesive digital branding across all sites; and
- Ensure a smooth and seamless experience navigating across all sites and sections.

The guidelines should include, but are not limited to:

- Site-wide style guide/ design system
- Mandatory components
 - APEC branding
 - APEC PSU wordmark
 - Navigation bar
 - Header
 - Footer
- Editable components
 - Variation of the mandatory components, if any
 - Use cases of UI components
- Responsive breakpoints

The HTML templates shall include, but are not limited to:

- Homepage
- Page and subpages
- Header
- Footer
- 404 Error Page
- Microsite

3.1.4 Admin User Guide and Training

The appointed Contractor shall provide a user manual and training session for the content editors to manage the content of the PSU website on the CMS. Content editors will be able to create, edit, update posts, upload images, and upload data to manage the website.

3.2 Qualifications of the Bidder

3.2.1 Strong Project Management

The website shall be developed through the cooperation of the PSU, CPAU, and the appointed Contractor, facilitated under the supervision of a dedicated Project Manager in the direct employ of the appointed Contractor.

The appointed Contractor shall appoint an experienced Project Manager with excellent supervisory, communication and project management skills to manage the project during the contract period, including any extended period of this Contract. The Project Manager shall be the single point of contact and shall remain contactable during business hours of the PSU during the delivery of this Contract.

The appointed Contractor shall inform the PSU of any change of the Project Manager at least twenty (20) days before the change takes effect. The curriculum vitae (CV) of the new Project Manager should also be sent to the PSU, including their business contact details, educational and professional qualifications and training, actual relevant working experience, and track record.

3.2.2 Skilled Team

The appointed Contractor shall supply a team of user experience, copywriters, design and development professionals to supplement the development process led by the Project Manager. This team shall include staff members skilled in higher education website user experience, navigation and information architecture, higher education website design, accessibility and support and training of the content management system.

Bidders shall submit the portfolios and curriculum vitae (CVs) of the key persons involved in this project, consisting minimally of the Project Manager, Creative Lead, and Technical Lead in the proposal.

3.2.3. Proven Development Process

The appointed Contractor shall have a proven development process and flexible timeline structure that takes into consideration the availability and time commitment of the PSU.

Bidders shall submit a description of their adopted management approach and development process in the proposal.

3.2.4. Bidder's Experience

The appointed Contractor shall be a strategic partner that has experience in managing web design projects for large enterprises and expertise with best practices regarding:

- Successful web redesign
- User experience and usability testing
- Information architecture
- Interactive diagram design
- Website development
- Content strategy
- Social media integration
- Search engine optimization (SEO)
- Responsive design

Bidders shall submit a company profile including a listing of at least one (1) past project of a similar nature.

3.3. Reporting and Coordination Arrangements

3.3.1. The PSU will oversee the management of this project and expect to have a high level of involvement. The PSU Project Lead for this project is Mr Sylwyn Jr Calizo.

3.3.2. The appointed Contractor will liaise with the PSU Director and the PSU Project Lead concerning the negotiation of the contract, the implementation process for the project, and the outputs generated. This may include meeting certain protocols, taking into account certain sensitivities, adhering to a range of guidelines, procedures and processes as well as being aware of the limitations and expectations in APEC. The appointed Contractor will also need to consider the perspectives of relevant stakeholders in the course of completing this project.

3.3.3. The PSU Project Lead will coordinate closely with the appointed Contractor in completing the deliverables.

3.4. Design Requirements and Guidelines

The design of the website shall be welcoming, dynamic, and engaging. Aligned with the upgraded look and feel of apec.org, the final version of the design should be a collaborative effort between the PSU, CPAU, and the appointed Contractor, incorporating elements that effectively represent the APEC brand and messaging through a data-driven and consultative development process.

3.4.1. Understand Pain Points from Internal Stakeholder Interviews

- Users find it difficult or cumbersome to use, especially when looking for data multiple times since that requires them to tick or untick checkboxes every time.
- Users find the lack of data visualization options makes the website less engaging.
- Non-academics, such as journalists and private sector users, find the query system less straightforward and possibly intimidating to use.
- Mobile users find the website difficult to navigate and use.
- Some users find that the website looks dated compared to other statistical websites of the same tier.
- Some users noted the lack of user engagement, which is currently limited to a 'contact us' page.
- Some users noted that data could only be exported as an Excel file.

3.4.2. Draw Insights from Website Analytics

The appointed Contractor shall utilize historical web analytics data and site search statistics to understand patterns and information useful to the development of the new website.

3.4.3. Compliance to Web Content Accessibility Guidelines (WCAG 2.2)

The appointed Contractor shall make recommendations and plans to improve the accessibility of the PSU website. Through the redesign and development of the websites, the PSU aims to comply with WCAG 2.2 standards, for the website to be more inclusive, usable, and relevant to different users, including users with special needs.

3.4.4. Responsive Layout

The appointed Contractor shall produce a responsive website for the PSU to meet the needs of users accessing the site on a variety of devices, including laptops, desktop computers, tablets, and smartphones. The solution should automatically detect the screen resolution of any device and respond with a view of the site that is optimized specially for that screen.

The appointed Contractor shall include a responsive view during the design phase in both low-fidelity and high-fidelity visual deliverables.

3.4.5. Other Specific Design Guidelines

- Clearly identify APEC branding on every page;
- Use images that reflect APEC values and priorities;
- Provide informative summary in easy-to-scan manner;
- Emphasize the PSU's strengths and achievements;
- Make it easy for users to visualize data, view data, interact with the data, retrieve the data, query the data, and export the data as an MS Excel file and a PDF file;
- Clearly show data with interactive diagrams and offer step-by-step descriptions; and
- Follow the user journey and help audiences to accomplish their task.

3.5. System Features

All website feature and integrations found on the current website should be included as part of the revamp, unless explicitly stated by the PSU or the Bidders to be excluded during the tender process.

3.6. Technical Requirements

3.6.1. Browser and Device Support

The appointed Contractor shall ensure that the delivered website is compatible with the following major browsers and devices.

- Browsers
 - Microsoft Edge
 - Safari 10 onwards
 - Chrome 100.0 onwards
 - Firefox 115.0 onwards
- Devices with Operating System (OS)
 - Windows 10 onwards
 - macOS 10 onwards
 - iOS 14 onwards
 - Android 10 onwards

3.6.2 Content Management System (CMS)

Ease of use of the CMS is of priority for both web administrators and content editors to manage the digital content in a productive manner. The PSU is open for Bidders to suggest a CMS using .NET that best suits the PSU's needs, together with the best practices for the particular CMS.

Bidders shall provide advice on a modern alternative, if applicable.

3.6.3. Third-Party Integrations

The appointed Contractor shall ensure that the existing features that involve integrations will work on the revamped website. The integrations include, but are not limited to:

- Site-wide search
- Library search
- PSU publications

3.6.4. Compliance to APEC IT Security Policy

The websites delivered, and the appointed Contractor, including any assigned personnel shall comply with the APEC IT Security Policy. The policy will be provided to the appointed Contractor upon award of the tender.

3.6.5. Third-Party Plugins

The use of third-party plugins will be subjected to vulnerability scanning conducted by the PSU. The appointed Contractor shall provide alternative solutions once vulnerabilities are found during the implementation stage and warranty period. The PSU reserves the right to accept or reject the solution recommended by the appointed Contractor until an acceptable solution is found.

3.6.6. Security Vulnerabilities

The website source codes, including any third-party plugins and libraries will be subjected to vulnerability scanning:

- (i) prior to deployment in a production environment; and
- (ii) periodically, during the warranty period.

Any security vulnerabilities identified prior to deployment on production must be resolved before proceeding. Any security vulnerabilities detected from the periodic scanning process must be resolved within the required timeframes indicated in Table 6.

Table 6 Risk rating of security vulnerabilities with the expected time to resolution

Risk rating	Must be resolved
Critical	Within 24 hours, with updates every 2 hours
High	Within 1 week
Medium	Within 2 weeks
Low	When possible

3.7. Project Timeline

- 3.7.1. The appointed Contractor shall propose a project timeline based on the PSU's targeted Go-Live date of August 2024.
- 3.7.2. Bidders must submit a draft implementation plan showing what the phases are and what the process is to accept feedback from the stakeholders.
- 3.7.3. The draft implementation plan shall reflect the Bidder's proposed submission dates for all deliverables and reports, schedule of progress, and migration plan with the PSU and/or stakeholders involved and key milestones for the Project. All proposed dates shall adhere to the timelines set out in sub-clause 3.7.1. All deliverables shall be successfully completed and delivered to the PSU by the prescribed timeframe assigned to them. The PSU reserves the right to amend the details of the scope when necessary as the project develops, in consultation with the appointed Contractor within the scope of services and value award.
- 3.7.4. The appointed Contractor shall meet with the PSU and CPAU within the first two (2) weeks after the date of award of the Contract for a briefing with the core working team. Thereafter, the appointed Contractor shall be available to meet with the PSU regularly to review the progress of the Services, at such times and at such venue as the PSU may specify.
- 3.7.5. Upon appointment, the draft implementation plan will be further reviewed and finalized.

- 3.7.6. Any delay of the final delivery from the appointed Contractor, without prior approval from the PSU, will be subjected to liquidated damages (LD).

3.8. Project Delivery

An acceptance test shall be conducted in the presence of the PSU and CPAU, before the new website is permitted to go live. The acceptance test will comprise of the following:

1. Resolution of issues raised from the vulnerability scanning;
2. Compliance to the APEC IT Security Policy; and
3. Completion of User Acceptance Test (UAT).

3.9. Warranty and Maintenance Support

A 1-year warranty will commence on the day of deployment (final rollout). The appointed Contractor will be responsible for taking actions and resolving incidents in the following circumstances during this warranty period according to the defined service levels, without any additional charges.

1. Any security vulnerabilities flagged during the periodic scanning;
2. Any bugs found or errors occurred;
3. Any version updates of third-party plugins; and
4. Any incompatibility that arises due to version upgrade of CMS.

Bidders shall include a Service Level Agreement (SLA) and Post-Warranty Maintenance Support that detail the scope and levels of support and services, as well as escalation process that apply during the warranty period.

3.10. Ownership

The APEC Secretariat, on behalf of the PSU, owns all websites, designs, and source codes in connection with all services and deliverables provided by the appointed Contractor. Upon delivery of the web revamp, the appointed Contractor shall hand over the source codes for the website, all documents and information on the process of implementation, which are necessary for the maintenance and/or customization of websites.

4. Proposal Costs and Payment

- 4.1 Proposal costs are to be presented in Singapore Dollars and should not exceed a total amount of SGD 100,000 (Singapore Dollars One Hundred Thousand). Proposals above this amount which can provide a detailed justification for the higher cost and evidence to demonstrate value for money will not be excluded.
- 4.2 Subject to the satisfactory completion of the Services, the APEC Secretariat shall pay the selected Contractor **up to SGD 100,000 (Singapore Dollars One Hundred Thousand)**. Any payment is inclusive of any Goods and Services Tax (GST) and bank charges levied by the selected Contractor's agent and/or beneficiary banks for remittances made to the selected Contractor's bank account. The Bidder is required to prepare a detailed itemized budget in submitting their proposal, including consultancy fees and administrative support charges, with unit cost and the number of hours/days proposed to be devoted to the project. The Bidder must also clearly indicate the proposed budget allocated for professional service fees (component 1) and for software license fees (component 2), which **together should not exceed a total amount of SGD 100,000 (Singapore Dollars One Hundred Thousand)**.
- 4.3 The APEC Secretariat shall make payment on Contractor Fee according to the Milestone Payments Schedules identified below and/or as soon as practicable after approving the Milestone and receiving the appropriate invoices and accompanying supporting documentation from the selected Contractor. The selected Contractor must complete the Services by **04 October 2024**.

Component 1: Professional Service Fees

#	Stage/Milestone	% of Awarded Component Price	Cumulative % Total (in SGD, inclusive of taxes)
1.1	Thirty (30) days from the date of Letter of Acceptance	10%	10%
1.2	Thirty (30) days from the date of requirements and design specifications sign off	20%	30%
1.3	Thirty (30) days from the date of completion of User Acceptance Testing (UAT) sign off	20%	50%
1.4	Thirty (30) days from the date of commissioning of System	20%	70%
1.5	Thirty (30) days from Acceptance Date	20%	90%
1.6	Thirty (30) days from expiry of System Warranty Period	10%	100%

Component 2: Software Licenses Fees

#	Stage/Milestone	% of Awarded Component Price	Cumulative % Total (in SGD, inclusive of taxes)
2.1	Thirty (30) days from the date of Letter of Acceptance	50%	50%
2.2	Thirty (30) days from the date of Software Purchased and Received by Client	50%	100%

RFP Schedule 2 – Proposal Template

Instructions to assist Bidders to complete their proposal have been included as white text on a black background.

Instruction to Bidders:

Ensure your response covers off on the evaluation criteria identified in Schedule 5 - Evaluation Criteria.

Bidder's Details

Full legal name and postal address:

Business registration number (if applicable):

Contact Officer

For all matters relating to this RFP, the Bidder's Contact Officer will be:

Name/position title:

Telephone

Mobile:

Email:

Contract Manager

Instruction to Bidders:

Bidders should provide the requested details of the person who is the Bidder's proposed Contract Manager, responsible for general liaison and accepting and issuing any written notices under the contract, if a contract is awarded.

Name/position title:

Telephone:

Mobile:

Email:

Bidder's Proposal

Instruction to Bidders:

Bidders should describe how they will meet the requirements set out in Schedule 1. Include Method and Workplan.

Proven Capacity

Statement of Skills and Experience

Instruction to Bidders:

Bidders should provide evidence of their skills and experience in providing the Services. Give evidence of why you/your company/your team members are most capable to deliver the Services. Ensure this responds to the requirements of this project, identified in Schedule 1 "the Services".

Specified Personnel

Instruction to Bidders:

List who will do what. Attach CVs where appropriate. Note that any fees shown in this table form part of the pricing itemised budget below – they are not additional. If no Specified Personnel insert “Not applicable”.

Name	Position/Role	Rate (\$SGD, inclusive of taxes)	Anticipated Time	Total for Person
Total (inclusive of tax)				\$SGD

Subcontractors

Instruction to Bidders:

Bidders must provide (in the form of the table below) details of any subcontractors that the Bidder proposes to engage to deliver the Services and an explanation for using subcontractors. If no subcontractors will be used insert “Not applicable”.

Proposed subcontractor (full legal name)	Scope of services to be subcontracted and technical significance	Fees and associated expenses (inclusive of tax)

Pricing

1. Itemised budget (all pricing must be inclusive of taxes)

Instruction to Bidders:

Prepare a detailed itemised budget in your proposal, including specification of:

- Consultancy fees and administrative support charges, with unit cost and the number of hours/days proposed to be devoted to the project;

If there are reimbursable items in your proposal (if stated in the RFP Schedule 1), refer to the Guidebook on APEC Projects that sets out guidelines for reimbursable items.

Conflict of Interest

Instruction to Bidders:

This is a mandatory field, a response is required. If there is no conflict of interest then state that. If a real or perceived conflict of interest exists with the submission of a proposal, or would exist if the Bidder entered into a contract with the APEC Secretariat for the Services in this proposal, full details should be included here. Detail a plan to manage the conflict of interest.

Standards and Best Practice

Instruction to Bidders:

If there was a requirement in Schedule 1, you must respond here.

Bidders must complete and sign a Declaration in the form presented below.

Declaration by Bidder

The Bidder proposes to provide the Services described in *Schedule 1* to the RFP (*Statement of Requirement*) on the following terms:

- the RFP Schedule 1 - Statement of Requirement;
- the proposal is submitted according to Schedule 2 – Proposal Template;
- the RFP Schedule 3 – Special Conditions of Proposal;
- the RFP Schedule 4 - Standard Conditions of Request for Proposal; and
- the APEC Standard Contract Conditions described at RFP Schedule 6.

These documents collectively comprise the Bidder's "**Proposal**".

The Proposal

The Bidder agrees to enter into a contract to provide the Services in accordance with its Proposal in the form of the *Standard Contract* at Schedule 6 of this RFP which incorporates by reference APEC Terms and Conditions of Contract, and in accordance with APEC Guidelines referenced in RFP Schedule 3.

The Bidder agrees that the APEC Secretariat may accept or decline the Bidder's Proposal at its discretion. No commitment or contract exists until a contract in the form of the *Standard Contract* is executed by both parties.

The Bidder agrees that participation in any stage of the RFP process is at the Bidder's sole risk and cost.

Conflict of Interest

At the time of submitting a proposal, the Bidder agrees there is no conflict of interest (real or perceived) unless specifically and clearly identified in their proposal (see Schedule 2, under heading Additional Information) with a recommended plan to manage the conflict of interest.

The Bidder agrees to notify the APEC Secretariat immediately if an actual or potential conflict of interest arises.

..... Signatory's printed name: Signatory's signature:
..... Signatory's Position Date
..... Signatory's Phone Number Signatory's Email Address

RFP Schedule 3 – Special Conditions of Proposal

1. APEC POLICIES

Bidders should familiarise themselves with [APEC Policies, Guidebooks and Guidelines](#) as they are all applicable to the management and delivery of APEC projects:

- (a) Guidebook on APEC Projects;
- (b) APEC Branding Manual; and
- (c) APEC Publications Guidelines.

These Policies describe APEC's approach to contracting activities, expectations of team members and contractors, and state specific requirements for use of APEC logo, branding and APEC nomenclature and other publishing requirements. Bidders are encouraged to access and inform themselves of this set of guidelines which are available on APEC's internet site at <https://www.apec.org/about-us/about-apec/policies-and-procedures>.

RFP Schedule 4 – Standard Conditions of Request for Proposal

1. GENERAL

Bidders should submit proposals in the format provided at RFP Schedule 2 - Proposal Template, in response to the requirements stated in RFP Schedule 1. Proposals must be provided in English and prices must be quoted in Singapore Dollars.

2. APEC SECRETARIAT'S RIGHT TO DECLINE

The APEC Secretariat, at its discretion, may discontinue the RFP; decline to accept any proposal; decline to issue any contract; or satisfy its requirement separately from the RFP process.

3. CHANGES TO REQUEST FOR PROPOSALS

The APEC Secretariat may, at its discretion, vary the Request for Proposals before the Closing Time. Changes will be posted on the APEC website as a Revision, beside the original RFP. The Bidder is encouraged to regularly monitor the APEC website to ensure they access any Revisions that may be released.

4. CONTRACT

If the Proposal of the Bidder is accepted by the APEC Secretariat, the Bidder shall execute a contract in a standard form ("the Contract") within the time period specified by the APEC Secretariat. See Standard Contract Conditions at RFP Schedule 6, which will form part of the Contract.

5. LODGEMENT

- 5.1 All documentation submitted as part of the Proposal must be in English.
- 5.2 Bidders are required to include all information specified in this RFP in their Proposal. Bidders accept that their failure to provide all information required, in the format specified may result in their Proposal being considered as a non-conforming Proposal and liable to rejection.

6. EVALUATION OF PROPOSALS

- 6.1 The evaluation panel will evaluate proposals to determine best value for money outcome. The panel will consist of members appointed at the APEC Secretariat's discretion.
- 6.2 The criteria for evaluation will be assessed according to the criteria outlined at Schedule 5 - Evaluation Criteria.

7. FINANCIAL INFORMATION

If requested by APEC Secretariat, the Bidder must be able to demonstrate its financial stability and its ability to remain viable as a provider of the Services over the term of any agreement.

8. REFERENCES

As part of the evaluation of proposal process, the APEC Secretariat, at its discretion, may request from the Bidder information on past projects/experience claimed in the Bidder's proposal, including contact details for referees.

9. NO CONTRACT OR UNDERTAKING

Nothing in this RFP will be construed to create any binding contract (express or implied) between APEC Secretariat and any Bidder until a written Contract, if any, is entered into by the parties.

10. BIDDERS ACKNOWLEDGEMENT

10.1 The Bidder acknowledges by lodging a Proposal that it accepts the terms of this RFP Standard Conditions of Request for Proposal, the Special Conditions of Proposal and the APEC Standard Contract Conditions.

10.2 A Proposal is submitted on the basis that the Bidder:

- (a) has examined this RFP and any other documents referenced or referred to herein, and any other information made available in writing by APEC Secretariat to Bidders for the purposes of submitting a Proposal; and
- (b) has sought and examined all necessary information which is obtainable by making reasonable enquiries relevant to the risks, contingencies and other circumstances having effect on its Proposal.

11. CONFLICT OF INTEREST

11.1 Conflict of interest can be defined as any situation in which an individual or organisation is in a position to exploit his/her professional or official capacity in some way for personal or corporate benefit.

11.2 Bidders must identify in their Declaration by Bidder:

- (c) any actual or potential conflict of interest; and
- (d) the procedures they intend to implement for dealing with, any actual or potential conflicts of interest,

which may arise in connection with the submission of their Proposal or the conduct of the Services in a Contract, as described in this RFP. Bidders should include details of any known circumstances that may give rise to either an actual or potential conflict of interest in relation to the project.

11.3 Bidders must notify the APEC Secretariat immediately if any actual, potential or perceived conflict of interest arises after submission of a proposal (a perceived conflict of interest is one in which a reasonable person would think that the person's judgement and/or actions are likely to be compromised).

11.4 If any actual or potential conflicts of interest arise for a Bidder, the APEC Secretariat may:

- (e) enter into discussions to seek to resolve such conflict of interest;
- (f) disregard the Proposal submitted by such a Bidder; or
- (g) take any other action that APEC considers appropriate.

12. INSURANCE

The Bidder must ensure that it and its subcontractors maintain insurance policies relevant to the delivery of Services identified in this RFP, in the event that the Bidder is awarded the contract.

13. CLARIFICATION

APEC reserves the right to seek clarification or additional information from any Bidder related to their proposal.

EVALUATION CRITERIA

1. The Evaluation Criteria detailed in this clause apply to this Proposal, and the Bidder's response to them:

(a) **THE ORGANISATION:**

- Demonstrated experience in previous similar projects and quality of work.
- Demonstrated ability to provide adequate management and support to deliver the Services.
- Evidence of the capacity to deliver high quality projects on time and within budget.

(b) **APPROACH TO THE SERVICES:**

- Demonstrated appreciation of the key issues and risks to achieve the objectives as outlined in the RFP.
- Appropriate methodology and work plan to fulfil the objectives of the Services in the specified timeframes.

(c) **PROPOSAL COST:**

Appropriate qualifications, experience and skills of personnel and team balance to implement the Services.

RFP Schedule 6 – APEC Standard Contract Conditions
(excerpt from the APEC Standard Project Template)

THE APEC SECRETARIAT AND THE CONTRACTOR AGREE TO THE FOLLOWING:

3. PARTIES & ENGAGEMENT

- 3.1 The Parties to this Contract are the APEC Secretariat and the Contractor.
- 3.2 APEC Secretariat appoints the Contractor, and the Contractor accepts such appointment, to provide the Services during the term of this Contract, subject to the terms and conditions of this Contract.
- 3.3 This Contract is effective from the date of this Contract and shall continue in force thereafter until expiration, subject to earlier termination in accordance with this Contract.
- 3.4 The Contractor shall not be entitled to delegate or sub-contract any of its duties or obligations under this Contract to any person without the prior written consent of the APEC Secretariat.
- 3.5 The Contractor shall perform its obligations with reasonable care and skill. Whilst the Contractor's method of work is its own, the Contractor shall be responsible to the APEC Secretariat for the performance of the Services and shall comply with the APEC Secretariat's reasonable requests as to the effective performance of the Services.

4. INVOICES

- 4.1. Upon completion of a Milestone in accordance with the terms and conditions of this Contract, the Contractor shall submit invoices certified by its director to the APEC Secretariat to claim payment in respect of that Milestone and any approved Reimbursable Cost items as identified at Clause 2 in the Special Conditions. Original or electronic copies of the invoices may be submitted. The invoices must be accompanied by all supporting documentation as set forth in the Guidebook on APEC Projects as may be varied from time to time, or such other documents reasonably requested by APEC Secretariat.
- 4.2. Invoices shall include the following information:
 - 4.2.1. full name and number of project;
 - 4.2.2. name of Contractor;
 - 4.2.3. invoice date and invoice number;
 - 4.2.4. description of Milestone and the Services and any other ancillary services relating thereto provided to APEC Secretariat and the dates of completion and delivery of such Milestone;
 - 4.2.5. description of each item of Reimbursable Costs in compliance with Clause 4.3 below;
 - 4.2.6. charges and payments for previous invoices;
 - 4.2.7. charges for billing period;
 - 4.2.8. detailed banking instruction which includes the bank name, branch name, bank SWIFT code, account holder's name and number;
 - 4.2.9. billing by company/organisation rather than individual requires the official letter head of the company/organisation;
 - 4.2.10. a signed statement by the Contractor that the Services have been performed in accordance with the terms and conditions of this Contract, and the fees and costs being billed are true and correct and have not been previously paid; and
 - 4.2.11. the invoice should be accompanied by an endorsement by the Project Overseer that the Services have been satisfactorily completed.
- 4.3. Requirements for seeking reimbursement of any approved Reimbursable Costs identified at Clause 2 in Special Conditions include:
 - 4.3.1. providing the APEC Secretariat with airfare invoice and e-ticket receipt, and all other supporting documents and invoices.
 - 4.3.2. Per Diems do not need to be acquitted, however the Contractor shall only claim per diem in accordance with the rules set out in the Guidebook on APEC Projects, and the claim must be accompanied by written confirmation from the Project Overseer. To claim reimbursement for workshop expert's or participant's travel and per diem, confirmation that each claimant attended

the event each day and is therefore eligible for daily per diem is required. An attendance sheet signed by each claimant is recommended.

5 APEC SPECIFIC POLICIES AND PROCEDURES

- 5.1 The Contractor shall and hereby agree to complete the Services in accordance with the terms and conditions of this Contract and the requirements set out in the APEC Publication Guidelines, APEC Branding Manual and the Guidebook on APEC Projects, as found in the Policies and Procedures section on the APEC website.

6 EXAMINATION OF RECORDS

- 6.1 Upon request, the Contractor shall provide the APEC Secretariat or its designated entities/persons with full access to and copies of any materials (in any form or medium) relevant to the Contract, including (but not limiting to) the following:

- 6.1.1 electronic documents and data;
- 6.1.2 financial books, records and accounts;
- 6.1.3 documents;
- 6.1.4 papers; and
- 6.1.5 other information and records in any medium which document transactions related to the Contract.

- 6.2 The Contractor's obligation to provide access and copies of the materials commences from the date on which the Contract is made and continues for a period of three (3) years following the completion of the Services or the termination of this Contract, as the case may be.

7 ASSIGNMENT

- 7.1 The Contract is intended to cover a relationship between the Parties only. The Contractor shall not assign, delegate, sub-contract, mortgage, charge or otherwise transfer the Contract or any interest or benefit arising out of, or in connection with, the Contract to a third party without the prior written approval of the APEC Secretariat.

8 CHANGES TO CONTRACT

- 8.1 The APEC Secretariat and the Contractor may change the terms of the Contract by written agreement signed by both Parties.

9 CONTRACTOR LIABILITY FOR PERSONAL INJURY AND/OR PROPERTY DAMAGE

- 9.1 If the Contractor, its employees, agents or contractors directly or indirectly causes any injury or damage to any person or property during the performance of the Contract, the Contractor will bear all liability. If a person makes a claim against the APEC Secretariat and/or its members, officers, employees, agents and contractors ("**Indemnified Group**") (whether during or after the completion and/or termination of the Contract) for any injury or damage to any person or property directly or indirectly caused by the Contractor, its employees, agents or contractors during the performance of the Contract, the Contractor shall fully indemnify, defend and hold harmless the Indemnified Group from and against any and all Losses, whether criminal or civil or otherwise, suffered or incurred by the Indemnified Group in connection therewith and reimburse the Indemnified Group for any costs or expenses they have incurred in connection therewith (including actual legal costs on a full indemnity basis) whether during or after the completion and/or termination of the Contract.

- 9.2 The Contractor shall fully indemnify, defend and hold harmless the Indemnified Group from and against any and all Losses, suffered or incurred by any of them as a result of or in connection with a claim asserted by any person to the extent arising from or as a result of:

9.2.1 the Contractor's breach of this Contract or violation of any applicable law;

9.2.2 the Contractor's wilful default, gross negligence, fraud or dishonesty in relation to: (i) its obligations under this Contract or (ii) the Services provided hereunder;

9.2.3 infringement or misappropriation of a third party's Intellectual Property Rights in connection with any Services delivered under this Contract or any Work utilized by the APEC Secretariat, its licensees or assigns, as determined by a Court order, an arbitration award, or by the Contractor's own admission; or

9.2.4 any allegation that Intellectual Property Rights utilized by the Contractor in connection with this Contract infringes or misappropriates a third party's Intellectual Property Rights.

9.3 For the purpose of this Clause 9:

9.3.1 "**claim**" shall mean all demands, proceedings, claims and liabilities (whether criminal or civil, in contract, tort or otherwise) for losses, damages, legal costs and other expenses of any nature whatsoever and all costs and expenses (including without limitation legal costs) incurred in connection therewith; and

9.3.2 "**Loss**" or "**Losses**" means any loss, liability, obligation, cost, damage, royalty, deficiency, action, judgment, interest, penalty, tax, fine, cost, or expense of whatever kind, including all reasonable attorneys' fees in connection with the foregoing, and the cost of enforcing any rights hereunder and the cost of pursuing any insurance providers.

10 DEFAULT

10.1 A Default is anything the APEC Secretariat considers to be a significant breach of the Contract, including:

10.1.1 failure to perform an obligation under the Contract within the agreed time; or

10.1.2 failure to deliver outputs of satisfactory capability, quality or reliability.

10.2 In the event of a Default by the Contractor, the APEC Secretariat shall write to the Contractor setting out the Default and the time by when the Contractor must fix it. If the Contractor fails to fix the Default within the time specified, the APEC Secretariat may immediately terminate the Contract by issuing a written Notice of Termination to the Contractor.

10.3 Termination under this clause does not affect the rights and/or remedies either party may have accumulated up to the date of termination including the rights and/or remedies the APEC Secretariat may have in relation to the Default.

11 RIGHTS IN DATA

11.1 If intellectual property or confidential information is required to enable the Contractor to provide the Services, the Contractor shall be solely responsible for obtaining approvals for the use of any intellectual property and/or confidential information that belongs to anyone else (i.e. third parties).

11.2 The APEC Secretariat shall own all intellectual property and confidential information that it creates in relation to the Services. The APEC Secretariat shall own all intellectual property and confidential information that the Contractor creates as a result of performing the Services. In particular, the APEC Secretariat shall own the following:

11.2.1 all data resulting from performance of the Contract, regardless of its form, format, or media;

11.2.2 all data (other than that owned by third parties) used in performing the Contract regardless of its form, format, or media;

11.2.3 all data delivered under the Contract making up manuals or instructional and training materials;

11.2.4 all processes provided for use under the Contract; and

11.2.5 all any other data delivered under the Contract.

11.3 If the Contractor wishes to use the intellectual property and/or confidential information (mentioned in Clause 11.2 above) for purposes that are not in relation to the performance of the Services, it must obtain prior written consent from the APEC Secretariat.

11.4 The Contractor consents to the APEC Secretariat's use of the Contractor's own intellectual property and/or confidential information if the APEC Secretariat requires the Contractor's own intellectual property and/or confidential information to use the Services.

11.5 The Contractor shall protect all intellectual property and/or confidential information belonging to the APEC Secretariat vigorously to the extent permissible by law. If the Contractor has a reasonable suspicion that there has been any event that infringes the rights of the APEC Secretariat in relation to its intellectual property and/or confidential information, it will inform the APEC Secretariat immediately in writing.

12 DATA PROTECTION

12.1 In this clause:

12.1.1 "**APEC Personal Data**" means any personal data made available by or collected from the APEC Secretariat in connection with the performance of this Contract; and

12.1.2 "**Data Protection Legislation**" means all laws and regulations that are applicable to the collection, use, processing or disclosure of the APEC Personal Data, which may include, but is not limited to, the Personal Data Protection Act 2012.

12.2 The Contractor shall comply, at its own cost, with all Data Protection Legislation in connection with its performance of this Contract.

12.3 Without affecting the generality of the foregoing:

12.3.1 The Contractor shall only process, use or disclose the APEC Personal Data: (a) for the purposes of fulfilling its obligations and providing the Services; (b) with the APEC Secretariat's prior written instructions; or (c) when required by law or an order of court but shall notify the APEC Secretariat as soon as practicable before complying with such law or order of court, if such notice is permitted by law, at its own cost.

12.3.2 The Contractor acknowledges that the APEC Personal Data, whether tangible or intangible (of whatever type or description, and whether or not capable of being reduced to a written form) shall remain confidential, proprietary and/or a trade secret of the APEC Secretariat, and no license or other rights, except in accordance with this Contract, are granted or implied hereby.

12.3.3 The Contractor shall not, without the APEC Secretariat's prior written consent, transfer the APEC Personal Data to a location outside of the economy or territory where it was received by the Contractor, or remotely access the APEC Personal Data from any economy or territory other than where it was received by the Contractor. If the APEC Secretariat provides such instructions, the Contractor shall provide a written undertaking to the APEC Secretariat that the transferred APEC Personal Data will be protected to a standard that is comparable to that under this Contract. The Parties shall cooperate in good faith to enter into any additional agreement necessary to ensure compliance with Data Protection Legislation with regard to any international transfers of the APEC Personal Data.

12.3.4 The Contractor shall protect the APEC Personal Data in its control or possession by implementing reasonable and appropriate technical, organizational and security arrangements.

12.3.5 The Contractor shall provide the APEC Secretariat with a copy of the APEC Personal Data that the Contractor has in its possession or control, as soon as practicable upon the APEC Secretariat's written request.

12.3.6 Except as required or permitted by applicable law, the Contractor shall not retain the APEC Personal Data for any period of time longer than is necessary to provide the Services. Unless retention of the APEC Personal Data is required or permitted by applicable law, upon the APEC Secretariat's request or the termination of this Contract (as the case may be), the Contractor shall at the APEC Secretariat's election: (a) return all APEC Personal Data to the APEC Secretariat; or (b) delete all APEC Personal Data in its possession or control; and after returning or deleting such APEC Personal Data, provide the APEC Secretariat with written confirmation that it no longer possess or controls any APEC Personal Data. Where applicable, the Contractor shall also instruct all Sub-processors (as defined below) to whom it has disclosed the APEC Personal Data to, at the APEC Secretariat's election, return to the APEC Secretariat or delete, such APEC Personal Data.

12.3.7 The Contractor shall promptly notify the APEC Secretariat when the Contractor becomes aware of any breach of its obligations under this Clause 12, including any breach of the Data Protection Legislation ("**Breach**"), which could affect the confidentiality, integrity or availability of the APEC Personal Data, but in no event later than 48 hours of becoming aware of such Breach. The Contractor shall promptly take all reasonable steps, in consultation with the APEC Secretariat, to rectify, prevent or stop, and mitigate the consequences of such Breach.

12.4 The Contractor represents and warrants that it will not engage third parties for the processing of the APEC Personal Data ("**Sub-processors**") without prior specific or general written authorization of the APEC Secretariat. The APEC Secretariat will have the right to object to any engagement of Sub-processors at the APEC Secretariat's sole discretion, for any or no reason. The Contractor further represents and warrants that it will only enter into written contracts with approved Sub-processors who guarantee at least a level of data protection and information security as provided herein, and the Contractor will remain fully liable to the APEC Secretariat for any Sub-processor's failure or omission to comply with such data protection obligations.

13 CONFLICT OF INTEREST

13.1 The Contractor warrants, agrees and undertakes with the APEC Secretariat that neither the Contractor nor its employees, servants and/or agents has any arrangement, employment, interest, activity, or relationship with another person that could impair the Contractor's ability to act impartially and effectively in the delivery of the Services as required by this Contract.

13.2 The Contractor shall exercise its responsibility in the best interests of the APEC Secretariat and shall not engage in any activities that would place the Contractor in a conflict of interest with the APEC Secretariat nor conflict with any responsibilities or duties owed by the Contractor to the APEC Secretariat pursuant to this Contract.

13.3 If the Contractor becomes aware of any actual or potential conflict of interest as defined in Clause 13.1 and 13.2 above, the Contractor shall immediately notify the APEC Secretariat in writing of (i) any such actual or potential conflict of interest and (ii) the procedures it intends to implement to resolve any such actual or potential conflict of interest.

13.4 The APEC Secretariat may suspend the Services, terminate the Contract or take any other actions that the APEC Secretariat considers as appropriate in its sole discretion, if any actual or potential conflict of interest arises. If the APEC Secretariat directs the Contractor to take action(s) to resolve that conflict, the Contractor shall comply with any such direction(s) within reasonable time.

14 CONFIDENTIALITY

14.1 The Contractor shall keep all Confidential Information in strict confidence and shall not, either during the term of the Contract or after the termination of the Contract for any reason (i) disclose or permit to be disclosed any Confidential Information to any third party, or (ii) make use of or permit to be made use of, any Confidential Information whether such information was received during the period of this Contract or otherwise, without the prior written consent of the APEC Secretariat, except for disclosure to Contractor's boards of directors, shareholders, employees and attorneys, in each case on a need-to-know basis provided always that the Contractor shall use its best endeavours to procure that each of such receiving person adheres to the confidentiality obligations contemplated herein as if that person were a party to this Contract.

14.2 The Contractor's obligations in Clause 14.1 shall not apply to any information which:

14.2.1 is publicly available or becomes publicly available other than by reason of direct or indirect breach of this Contract;

14.2.2 the Contractor is required to disclose under any applicable law or by order of a court of competent jurisdiction, any governmental or regulatory body, tribunal or any stock exchange.

14.3 The Contractor shall ensure that its directors, shareholders, employees, attorneys, servants and/or agents to whom the Contractor discloses the Confidential Information comply with the provisions of this Clause 14.

14.4 Upon termination of this Contract for whatever reason, the Contractor shall immediately deliver up to APEC Secretariat all property, working papers and other material and copies thereof, which relate to its duties or obligations under this Contract provided to it, prepared by it or in its possession or under its

control. Property and material under this Clause include (but are not limited to) correspondence, diaries, address books, databases, files, reports, minutes, plans, records, documentation or any other medium for storing information. The Contractor's obligations under this Clause include the return of all copies, drafts, reproductions, notes, extracts or summaries (however stored or made) of all documents and software.

14.5 For the purpose of this Contract, **Confidential Information** include any trade secret or any information in respect of which APEC Secretariat is bound by an application of confidence to any third party, any information relating to or belonging to APEC Secretariat, its operation and affair, any APEC member economies, this Contract (including its contents and existence), or any information that the Contractor may acquire or receive under or in connection with this Contract, in whatever form, and includes information given orally and any document, electronic file or any other way of representing or recording information which contains or is derived or copied from such information.

14.6 This Clause 14 shall survive the termination or expiration of this Contract.

15 INSURANCE

15.1 The Contractor shall maintain and pay all premiums in respect of an insurance policy or policies relevant to the delivery of the Services with policy limits and provisions conforming to such requirements as the APEC Secretariat may from time to time prescribe and shall ensure that the APEC Secretariat shall be entitled to the benefit of such insurance.

16 SUSPENSION OF SERVICES

16.1 The APEC Secretariat may, at any time, give a written order to the Contractor, suspending all, or part, of the Services. The APEC Secretariat has full and sole discretion to decide the length of the suspension. Upon receiving the order, the Contractor must immediately comply with its terms and take all steps necessary to minimize any and all costs resulting from the suspension. The APEC Secretariat and the Contractor shall negotiate any adjustment to the price and/or schedule for completing the Services, which may result from the suspension.

17 TERMINATION BY THE APEC SECRETARIAT

17.1 The APEC Secretariat may terminate this Contract, in whole or in part, by issuing a written Notice of Termination. The APEC Secretariat may terminate this Contract without giving any reasons.

17.2 If this Contract is terminated, the APEC Secretariat and the Contractor shall negotiate the rights, duties, and obligations of the Parties, including but not limited to compensation to the Contractor and/or the APEC Secretariat. Any compensation to the Contractor must not exceed the total value of the Contract, which is set out in Clause 2.1, "Payment" in Special Conditions.

17.3 Upon receiving a Notice of Termination, the Contractor shall immediately stop work as specified in the notice, except if directed otherwise by the APEC Secretariat.

17.4 Upon receiving a Notice of Termination, the Contractor shall submit a final termination settlement proposal to the APEC Secretariat. The settlement proposal must include a certification from the Project Overseer of the actual costs the Contractor has incurred.

17.5 If the Contractor fails to submit the termination settlement proposal within seven (7) days from the date of the Notice of Termination, the APEC Secretariat may in its sole discretion determine the amount, if any, due to the Contractor under this Contract following the termination.

17.6 Upon termination of the Contract, subject as provided in this Clause and except in respect of any accrued rights, neither Party shall be under any further obligation to the other.

17.7 Termination under this Clause does not affect the rights and/or remedies which either Party may have accrued or accumulated up to the date of termination of the Contract.

18 LANGUAGE AND NOMENCLATURE

18.1 All of the Services, including any drawings, documents, information, correspondence, test reports and similar items must:

18.1.1 be in the English language; and

18.1.2 comply with the nomenclature requirements set out in the APEC Publication Guidelines as found in the Policies and Procedures section on the APEC website.

19 INTERPRETATION

19.1 Should a dispute about the meaning of any term in the Contract arise, the APEC Secretariat may make a written determination as to the term's meaning. A written determination made under this Clause shall be final and conclusive, and binding, between the Parties.

19.2 Unless otherwise defined in this Contract, definitions or interpretation of the terminology, abbreviations, terms, and acronyms used or referred to in this Contract can be found in the Glossary of Terms on the APEC website, which may be amended and/or updated by APEC and/or its committees from time to time.

20 LAW & JURISDICTION

20.1 The laws of the Republic of Singapore shall govern this Contract.

20.2 Any dispute arising out of or in connection with this Contract, including any question regarding its existence validity or termination, shall be referred to and finally resolved by arbitration in Singapore in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("**SIAC Rules**") for the time being in force, which rules are deemed to be incorporated by reference in this Clause. The tribunal shall consist of one (1) arbitrator mutually agreed by the Parties, failing which to be appointed by the President of the Singapore International Arbitration Centre in accordance with the SIAC Rules. The language of the arbitration shall be English and the seat of arbitration shall be Singapore. This arbitration agreement shall be governed by the laws of Singapore.

20.3 Notwithstanding the preceding Clause 20.2, any Party may at any time without regard to any notice periods required, and as often as is necessary or appropriate, seek interlocutory, provisional or interim relief or remedies from any court (including, without limitation, to the extent available under applicable law, a temporary restraining order or preliminary injunction).

21 COMMUNICATIONS

21.1 All notice or other communications required or given under this Contract shall be in writing and may be delivered:

21.1.1 personally;

21.1.2 by prepaid registered post with recorded delivery to the address of the relevant Party listed at the beginning of this Contract (as relevant); or

21.1.3 by email.

21.2 Any alteration to such details shall be notified to the other Party in accordance with this Clause but shall not take effect until five days after the notice of the alteration has been given.

21.3 Any such notice or other communication shall be deemed to have been duly served or given (if delivered personally or given or made by email) immediately or (if given or made by post) three (3) business days after posting and in proving the same it shall be sufficient to show that personal delivery was made or that the envelope containing such notice was properly addressed, and duly stamped and posted or that no notification was received that the email failed to be delivered or delivery was delayed to the recipient.

22 ENTIRE AGREEMENT

- 22.1 This Contract is the entire agreement between the APEC Secretariat and the Contractor in relation to the matters set out in this Contract. No other terms and conditions may be included or implied. Any warranty, representation, guarantee or other term or condition not contained in this Contract has no effect.

23 ILLEGALITY AND SEVERABILITY

- 23.1 If any provisions of this Contract are held unenforceable or invalid for any reason, the remaining provisions of this Contract will continue to be in full force and effect.

24 WAIVER

- 24.1 A Party's failure, delay or relaxation in exercising any power or right it has under this Contract does not mean that the Party has given up (i.e. waived) that power or right.

24.2 A Party exercising a power or right does not stop it from:

24.2.1 further exercising that power or right; or

24.2.2 exercising any other power or right under this Contract.

25 REASONABLENESS

- 25.1 The Contractor confirms it has had the opportunity to receive independent legal advice relating to all the matters relating to this Contract.
- 25.2 The Contractor agrees that, having considered the terms of this Contract as a whole, the terms of this Contract are fair and reasonable.

26 CONTRACT FOR SERVICES

- 26.1 Nothing in this Contract shall create or constitute the relationship of a partnership, or employer and employee, or agent or joint venture between the APEC Secretariat and the Contractor.
- 26.2 This Contract constitutes a contract for services between the APEC Secretariat and the Contractor. Unless otherwise agreed in writing by the APEC Secretariat and the Contractor, this Contract shall govern each and every assignment or project undertaken by or on behalf of the Contractor for the APEC Secretariat.

27 FORCE MAJEURE

- 27.1 A "**Force Majeure Event**" is any event which is beyond the reasonable control of the Contractor or the APEC Secretariat and which makes it impossible to perform an obligation under this Contract, including (but not limited to) the following:

27.1.1 acts of God, lightning strikes, earthquakes, volcano eruptions, floods, storms, explosions, fires, pandemics and any natural disaster;

27.1.2 acts of war (whether declared or not), invasion, acts of foreign enemies, mobilisation, requisition, or embargo;

27.1.3 acts of public enemies, terrorism, riots, civil commotion, malicious damage, sabotage, rebellion, insurrection, revolution, military usurped power, intervention of any government authority, or civil war; or

27.1.4 contamination by radio-activity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosion, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly.

- 27.2 A Party that fails to perform an obligation under this Contract shall not be liable for such failure to the extent that a Force Majeure Event caused the non-performance, provided that the Party ("**Affected Party**") suffering such delay or Force Majeure Event immediately notifies the other Party of the same.

- 27.3 Where an Affected Party thinks there is likely to be a delay in performing an obligation under this Contract due to a Force Majeure Event the Affected Party shall:

- 27.3.1 immediately notify the other Party in writing of:
 - 27.3.1.1 the likely delay and how long the Affected Party thinks it will last; and
 - 27.3.1.2 where the Affected Party is the Contractor, details of the likely effect on the Services and the Contractor's ability to perform the Contract;
 - 27.3.2 take all reasonable steps to lessen (i.e. mitigate) the effects of any delay; and
 - 27.3.3 use its best efforts to continue to perform its obligations under the Contract.
- 27.4 The APEC Secretariat and the Contractor shall, as soon as practicable after receiving the notice under Clause 27.3, discuss whether the Contract can continue. If, following that discussion, the APEC Secretariat and the Contractor agree that the Contract can continue they may:
- 27.4.1 continue the Contract unchanged; or
 - 27.4.2 change the Contract using the process in Clause 8.
- 27.5 During the period that performance by the Affected Party of the whole or part of any obligation under this Contract or any transaction contemplated under this Contract has been suspended by reason of any Force Majeure Event, the other Party likewise may suspend the performance of the whole or part of its obligations under this Contract to the extent that such suspension is commercially reasonable, save for outstanding debts due and payable under this Contract.
- 27.6 If the Affected Party's performance of this Contract is suspended due to any Force Majeure Event for a period in excess of ninety (90) consecutive days from the date that notice of the Force Majeure Event is given, and so long as such Force Majeure Event is continuing, APEC Secretariat may, in its sole discretion, terminate this Contract and any affected orders by giving a written Notice of Termination to the Contractor after the end of the said ninety days' period, and such termination shall take immediate effect and Clause 17 (excluding Clause 17.1) shall apply to such termination.
- 27.7 Nothing in this clause limits the APEC Secretariat's ability to suspend or terminate the Contract under Clause 16 or Clause 17.
- 28 CONTRACTS (RIGHTS OF THIRD PARTIES) ACT - SINGAPORE
- 28.1 A person who is not a party to this Contract has no right under the Contracts (Rights of Third Parties) Act Chapter 53B and/or any re-enactment thereof to enforce any terms of this Contract.
- 29 COSTS AND EXPENSES FOR PREPARATION AND EXECUTION OF CONTRACT
- 29.1 Except as otherwise provided for in the Contract, the Parties shall bear their own costs of and incidental to the preparation and execution (i.e. signing) of the Contract.
- 30 PROVISION OF SERVICES
- 30.1 The Contractor shall provide the Services to the APEC Secretariat on the Services Delivery Dates identified in the Special Conditions of the Contract. The Contractor shall immediately notify the APEC Secretariat in writing if the Contractor becomes aware that it will be unable to provide all or part of the Services by the relevant Services Delivery Date and advise the APEC Secretariat as to when it will be able to do so.
- 30.2 The Services must be provided to the standard that would be expected of an experienced and professional supplier of similar Services and any other standard specified in the Contract.
- 30.3 The Contractor and its staff or sub-contractors shall not by virtue of this Contract be, or for any purpose be deemed to be, and must not represent itself as being, an employee, partner or agent of the APEC Secretariat.
- 31 REPORTING AND COORDINATION ARRANGEMENTS
- 31.1 The Contractor shall liaise closely and work in collaboration with a Project Overseer in performing the Services in the Contract. The Contractor shall keep the Project Overseer informed of progress of the Services, timelines and budget. The Project Overseer shall be assigned by the APEC Member Economy which has requested this project.
- 32 AUTHORIZED REPRESENTATIVE

32.1 The APEC Secretariat may authorize representative(s) and/or a third party to instruct and provide clarification to the Contractor in performing the Services.

33 COUNTERPART

33.1 This Contract may be executed, by facsimile or other means of electronically imaging a signature, in any number of counterparts and by the Parties on separate counterparts, each of which shall constitute an original, and all counterparts shall together constitute one and the same instrument. Each Party agrees to be bound by its own fax or electronic signature and that it accepts the fax or electronic signature of the other Party. Delivery of an executed counterpart of a signature page to this Contract by email or facsimile or other electronic transmission, such as a PDF, shall be as valid and effective as delivery of an original executed counterpart of this Contract.