

**COMMUNITY RENEWAL TEAM  
REQUEST FOR PROPOSAL**



**DIGITAL LIBRARY PLAN**

**RFP # 04-13-DLP**

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*CRT is an Affirmative Action/Equal Opportunity Employer.  
Minority/Women's business Enterprises are encouraged to apply.*

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## 1. INTRODUCTION:

The Community Renewal Team Inc. was founded in 1963 as an anti-poverty agency serving people and families throughout the Connecticut River Valley. Head Start, Meals on Wheels, alternatives to incarceration, supportive housing and shelter, and many other CRT programs give people the skills and the resources to become self-sufficient and to thrive.

In 1999, the Community Renewal Team of Greater Hartford Inc. merged with Community Action for Greater Middlesex County to form the Community Renewal Team Inc. CRT now runs major programs in 59 Connecticut towns, including Meals on Wheels, Head Start, homebuyer and energy assistance, nutrition and youth services.

### 1.1 ORGANIZATIONAL PURPOSE:

CRT's overall purpose is to prepare Connecticut's communities to meet life's challenges. CRT fulfills its mission through pursuit of the following organizational objectives:

- Increase resources available to meet basic needs of low income families while supporting their move to economic self-sufficiency, leading to a reduction in the number of households in crisis.
- Expand number of households who are comfortably sustained through employment by assessing employers' needs, improving workers' skills, supporting job retention, and addressing persistent barriers to employment.
- Engage a broad regional coalition to develop and implement a plan to address poverty, while developing grassroots leaders who can advocate for themselves and their community.
- Increase educational opportunities for the region's children, youth and adults by expanding and promoting quality programs while addressing barriers to participation.
- Increase access to a comprehensive system of community-based services to improve physical and mental health, strengthen family well-being and support sustained independence.
- Improve access to affordable, appropriate residences by increasing housing stock; enhancing financial literacy and assets; and supporting people as they become residentially independent.

### 1.2 PROJECT PURPOSE:

The Community Renewal Team is requesting proposals from qualified Vendors for the Digital Library Plan. The proposal will include a hosted Digital Library solution and annual support and maintenance agreements. The Digital Library will be a SaaS

(Software as a Solution) application, where the library is centrally hosted on the Internet. All library data will be accessed using a thin client through Internet Web Browsers such as Microsoft Internet Explorer and Mozilla Firefox.

It is our intent to receive proposals from qualified Vendors who demonstrate their capability to provide the quality of product and services required to meet the needs and objectives of CRT.

Implementation of the Digital Library solution shall be completed by August 1, 2013.

The intent of this request is to obtain the best value for a Digital Library Plan from qualified Vendors to acquire a hosted Digital Library application with the stated minimum specification criteria, services and support. The plan shall include hosting, software, technical support services per the minimum specifications as indicated in this RFP. The Vendor shall provide reliable and productive services designed to meet current Digital Library needs, efficient operational processes with better document management, and an ability to meet our growing needs.

## 2. GENERAL CONDITIONS:

All Vendors shall observe the following instructions and specifications:

### 2.1 INVITATION:

1. Documents for Digital Library Plan, RFP #04-13-DLP, may be obtained at the Community Renewal Team, Inc., 555 Windsor Street, Hartford, CT 06120.
2. All requests for information should be sent via email to [dunbarj@crtct.org](mailto:dunbarj@crtct.org) by **Friday April 12, 2013 at 12:00 PM**. Any questions submitted after this date will not be accepted.
3. Sealed proposals and electronic proposals in PDF format will be received at the Community Renewal Team, Inc., 555 Windsor Street, Hartford, CT 06120, until **9:00 AM on Friday May 3, 2013** at which time they will be publicly opened and read aloud. Proposals must be clearly marked with the RFP number and title on the exterior of the sealed envelope. If sent electronically, the RFP number and title must be placed in the subject field of the email. No responsibility shall be attached to any person or persons for the premature opening of proposals not properly marked. If you email your proposal and have concerns regarding whether the email was received or not, please contact the Purchasing Agent after the proposal opening date.
4. Please submit all electronic proposals to **[crt-bids@crtct.org](mailto:crt-bids@crtct.org)**.
5. Faxed proposals will not be accepted.

## 2.2 INSTRUCTIONS:

Sealed proposals will be received at the Central Office of the Community Renewal Team (henceforth referred to as “CRT”); 555 Windsor Street, Hartford, CT until Date and Time listed above at which time the proposals will be opened and read aloud. Email submissions must be sent to this email address: [crt-bids@crtct.org](mailto:crt-bids@crtct.org). Late proposals will not be accepted, no exceptions. Submittal of response by fax is not acceptable. Submit the completed proposal forms and any necessary attachments in a sealed opaque envelope clearly labeled with the name of the Vendor, address, and the words “RFP DOCUMENTS”. Clearly mark your envelope with the proposal number and title as to prevent opening of a sealed proposal prior to the opening date.

Proposals are to be submitted to:

Community Renewal Team, Inc.  
Attn: Lorna Shipp  
Purchasing Agent  
555 Windsor Street  
Hartford, CT 06120  
(860) 560-5750  
[shippl@crtct.org](mailto:shippl@crtct.org)

It is requested that one (1) original and two (2) copies of the proposal be submitted, unless submitted by email. Please mark your responses accordingly, i.e. “Original” or “Copy”

Each proposal must be submitted on the prescribed form and all blank spaces for proposal prices must be filled in ink or typewritten.

Once proposals are opened, the proposal shall stand firm for ninety (90) days after the proposal opening.

## 2.3 TO BE CONSIDERED, ALL PROPOSALS MUST CONTAIN:

- Completed Proposal Form. (Page 16)
- Statement of Qualifications.
- Name, address, phone number, and email address of firm/person(s) responsible for the project, if different from the Proposal Form signatory.
- At least three trade references and reference contact information for similar size organizations, producing a minimum monthly filing volume of 10,000 pages. References must be descriptive to identify the type of services provided, the number of users by Department, the volume of documents filed monthly by Department, and number of years your company has serviced and supported these references.

- Equal Opportunity - Affirmative Action Statement

Should the Vendor find any omissions, discrepancies or errors in the specifications or other Contract Documents or should s/he be in doubt as to the meaning of the specifications or other Contract Documents, s/he should immediately notify the Purchasing Agent, which may correct, amend or clarify such documents by a written interpretation or addendum. No oral interpretations shall be made to any Vendor and no oral statement of CRT or its agents shall be effective to modify any of the provisions of the Contract Documents.

#### 2.4 PROPOSAL PRICE:

Proposed fees should include a fixed cost for all items represented in your proposal, which will cover all expenses to be incurred over the course of providing the requested items, including but not limited to supplies, materials, travel expenses, installation, storage, labor and contingencies.

The service and supply portion of the Digital Library Plan would include a fixed cost of hosting services, support, and training. All prices shall remain firm for the Contract period. The Vendor's price to CRT will include all costs associated with the implementation of the service, including but not limited to, all items proposed, training, and dedicated support, upon termination of this Contract.

CRT is exempt from State or Federal taxes.

#### 2.5 PROJECTED REQUIREMENTS:

The Vendor shall ensure that the implementation of a hosted Digital Library can meet the document classifications and features directly related to the estimated average and peak monthly volumes produced at CRT.

#### 2.6 PROPOSAL COMPLIANCE:

Vendors are requested to submit a proposal, which is directly responsive to the items, conditions, specifications, and other documents referred to in this Request for Proposal. The RFP response proposals must meet the minimum criteria required by CRT for equipment and plan response regarding hosting specifications, volume capability, reliability, support, and Vendor qualifications in order to be considered for further evaluation.

CRT shall be the sole judge as to whether any and all proposals comply with these specifications, and as such a decision shall be final and conclusive. Vendors shall state in their proposal any exceptions taken to the RFP documents.

All terms and conditions of this RFP will be incorporated into any subsequent Contract between CRT and the Vendor. If the RFP and Contract are found to be in conflict, these terms and conditions of the RFP shall prevail.

CRT reserves the right to change the RFP specifications. Vendors agree to accommodate reasonable variations above and at minimum of the original specifications.

## 2.7 RIGHT OF REJECTION:

The Vice President of Finance & Administration, their designee, or Department Head may reject or accept any and all proposals in whole or in part or to waive any informality in proposals received if in their opinion, it is deemed in the best interest of the organization to do so.

## 2.8 METHOD OF AWARD – INCLUDING BUT NOT LIMITED TO THE FOLLOWING:

- The Vendor's ability to provide the most reliable technology in terms of hosting services, quality, productivity, reliability, features and room for library volume growth as these will be a factor in awarding the Contract.
- The implementation date shall be a factor considered in awarding a Contract.
- Total cost of hosting services and support pricing will be a factor.
- Hosting application capability, quality, reliability (overall quality of hosting services) and features.
- Vendor's qualifications to provide reliable service and support as determined by reference checks in accordance to the requirements outlined in this document.
- Vendor's financial stability and resources.

Until a Contract has been executed, no Vendor can claim any Contract rights by virtue of the receipt of the notice of acceptance of proposal alone. Awarding of the Contract shall mean that a Contract agreement has been executed by both the accepted Vendor and CRT.

In the event that there is a discrepancy between price written in words and in figures, the price in words shall govern.

CRT reserves the right to evaluate each proposal in detail, as provided in this RFP, and to award a Contract which CRT determines to be in its best interest. CRT reserves the right to negotiate the best terms for what CRT decides is its best value.

CRT reserves the right to conduct discussions with any or all respondents to this RFP for the purpose of clarification and modification. Discussion and negotiation may include, but is not limited to, the scope of work, price, and implementation schedule. Respondents accept the conditions as indicated in this RFP.

Once the most qualified Vendors are determined, CRT may request presentations and demonstrations to assist in the clarification of Contract terms and conditions. CRT will not be responsible for any costs incurred in preparation of the Vendor's proposal. Factors such as, but not limited to, presentations, demonstrations, technical performance, installations, expandability, delivery, quality, schedule, design and price will be taken into consideration in the evaluation of the Vendor's proposal.

## 2.9 FAMILIARITY WITH LAWS, SITE CONDITIONS AND DOCUMENTS:

Each Vendor is required to be familiar with and to comply with the terms and conditions of the specifications and all other Contract documents and with all Federal, State and Local Laws, Ordinances or Regulations which in any manner relate to the furnishing of the equipment, material or services in accordance with the Contract.

## 2.10 QUALIFICATIONS OF VENDOR:

At the time of the award and throughout the Contract period, the Vendor must be fully qualified to service all of the Digital Library needs of CRT.

CRT may make such investigations as it deems necessary to determine the ability of the Vendor to perform the work. The Vendor shall furnish to CRT all such information necessary to complete this investigation as the organization may request. Vendors failing to provide required information may be deemed non-responsive and their proposal may not be considered for award.

CRT reserves the right to reject any or all Vendors if the evidence submitted by, or investigation of Vendor fails to satisfy CRT that such Vendor is qualified to carry out the obligations of the Contract and the work contemplated therein.

CRT at their discretion will conduct Vendor site visits for further evaluation.

Statement of Qualifications should include the following information:

- Company background including number of years in business and present capabilities of the firm to provide services in a timely manner
- Description of training plan for CRT end users
- Any additional information/qualifications relevant to this RFP

## 2.11 ERRORS, INTERPRETATIONS AND ADDENDA:

It is the responsibility of each Vendor to obtain information and clarifications as provided below. CRT is not responsible for any erroneous or incomplete understandings or wrongful interpretations of this RFP by and responding Vendor.

The Vendor respondents are solely responsible for providing their correct addresses and fax numbers for any response to inquiries. CRT is not responsible for lost or undeliverable responses.

It is the responsibility of each Vendor to contact and submit questions regarding any aspect and requirements for this RFP. Lack of knowledge concerning the project requirements will not relieve the Vendor of conditions submitted in response to this proposal. Questions should be submitted in writing, or email. Questions may be directed to:

Community Renewal Team, Inc.  
Attn: Jeanette Dunbar  
555 Windsor Street  
Hartford, CT 06120  
Phone: 860-560-5161  
Fax: 860-560-5773  
[dunbarj@crtct.org](mailto:dunbarj@crtct.org)

All information given by CRT except by written addenda shall be informal and shall not be binding upon CRT nor shall it furnish a basis for legal action by any Vendor against CRT.

## 2.12 TERM OF CONTRACT:

The Contract term shall be for a period of two years. All prices shall remain firm for the initial two-year Contract period. Vendor must provide adequate sales representation and a point of primary contact for the duration of the Contract.

## 2.13 INDEMNIFICATION:

The selected Vendor shall at all times indemnify and hold harmless CRT and its officers, agents and employees on account of and from any and all claims, damages, losses, judgments, workers' compensation payments, litigation expenses and legal counsel fees arising out of injuries to persons (including death) or damage to property.

#### 2.14 RIGHT OF THE OWNER TO TERMINATE CONTRACT:

Failure of a Vendor to deliver within the time specified or to deliver within the time extended by CRT, and failure to make replacements of rejected articles when so requested, immediately or as directed by CRT shall constitute Contract default.

In the event of default or that any of the provisions of this Contract are violated by the Vendor, or by any of his Sub Vendors, CRT may serve written notice upon the Vendor of their intention to terminate the Contract, such notices shall contain the reasons for such intention to terminate the Contract, and unless within five days after the serving of such notice upon the Vendor, such violation or delay shall cease and satisfactory arrangement of correction be made, the Contract shall, upon expiration of said five days, cease and terminate. In the event of any such termination, CRT shall immediately serve notice thereof upon the Vendor.

If Contract is terminated, CRT reserves the right to award to next Vendor based on our minimum requirements or purchase on the open market. In either event, the defaulting Vendor (or his surety) shall be liable to CRT for cost to CRT in excess of the defaulted Contract prices.

#### 2.15 RISK OF LOSS:

Vendors agree to bear all risk of loss; injury or destruction of goods and material ordered herein which occurs prior to acceptance. Such loss, injury or destruction shall not release the Vendor from any obligation under this RFP.

#### 2.16 MINIMUM IMPLEMENTATION REQUIREMENTS:

Vendor shall be responsible for all requirements prior to and during implementation.

Implementation shall be in five phases:

##### Phase I: Scope of Work

Vendor will present a Scope of Work Document to achieve the following:

- Project Meeting to review and confirm all requirements highlighted in this RFP. Vendor shall be prepared to discuss project expectations and common issues during Deployment, Training, Testing, Go Live, and transitioning to Support process
- Introduce Project Managers to ensure all five phases are successfully completed by the RFP due date
- A detailed Implementation Timeline on how all five phases will be achieved by the RFP due date
- Determine which of the current document management files will be converted or transferred to the new Digital Library. Vendor shall provide a count and

percentage of the current files to determine how much information will be transferable to the new Digital Library

- Define how documents will be securely uploaded, stored, and accessed
- Review how Digital Library data will be securely archived

### Phase II: Deployment

Vendor will collaborate with CRT to ensure our transition to a new Digital Library is successful. Deployment will achieve the following:

- Deploy Digital Library as SaaS application
- Provide CRT Administrative instruction on the SaaS hosting environment, including but not limited to, how the new Digital Library is setup and accessed at multiple locations, review Digital Library configuration, and setup User Security Rights
- Demonstrate how documents will be securely uploaded, stored, and accessed
- Demonstrate how Digital Library data will be securely archived

### Phase III: Training

Vendor shall provide a Digital Library Training Program to achieve the following:

- Schedule and complete Remote or On-Site Training at mutually agreeable times for the initial implementation and as needed thereafter
- Provide an Administrative Guide for Administrators on how to manage the new Digital Library and support application users
- Provide a User Guide for Users on how to upload, store, and access documents in the new Digital Library
- Administrators and Users should develop a minimum competency on the following:
  - How to access the new Digital Library
  - How to create folders
  - How to scan documents
  - How to store documents in folders
  - How to assign permissions to folders and documents
  - How to search for stored documents
  - How to retrieve documents stored in archives
  - How to run standard user reports

### Phase IV: Testing Environment

Vendor shall provide a Testing Environment for Administrators and Users to review the new Digital Library and confirm the application is working as desired. Testing will involve:

- A Testing Checklist to outline all features to be reviewed and tested by CRT Administrators and Users. The Training Checklist shall include, but not limited to:
  - Scanning
  - Uploading
  - Creating Folders
  - Setting up Folder Permissions

- Backing up Application
- Restoring Application from Archives
- CRT will test the new Digital Library by evaluating all items identified in Phases 1 through 3, ensuring to use the Testing Checklist as a guideline
- CRT will determine if there are any errors and communicate these to the Vendor for a resolution
- CRT will thoroughly test the capabilities of the new Digital Library to ensure that it can support the volume of documents produced by users at multiple locations

#### Phase V: Go Live Date

Implementation of the Digital Library solution shall be completed by August 1, 2013.

CRT and Vendor shall schedule a Go Live Date based upon the Implementation Timeline presented in Phase 1. The Go Live process will involve:

- A signed Scope of Work with agreement by CRT that all requirements are met
- A transition to post implementation services where CRT will contact Vendor Support for all technical support and training requests

#### 2.17 SERVICE AND SUPPORT REQUIREMENTS:

Vendor shall provide remote technical support 24/7. Average service response time should not exceed two (2) hours. Technical support will include, but is not limited to, service call management, monthly reporting, user training, supporting and management of Digital Library services.

It will be the responsibility of the Vendor to have qualified, trained technical support and service personnel to provide support and technical assistance at all CRT locations.

#### 2.18 REPORTING REQUIREMENTS:

The ability to obtain monthly reports from the Vendor including current quarter's usage by CRT listed by site and department as well as the following:

- Total Number of scanned documents by Department and User
- Total Number of documents in Digital Library with a breakdown of document type (e.g. Audio, Video, PDF, Word, Excel, etc.).
- Uptime of hosted services by location and department
- Issues related to performance of the hosted Digital Library
- Usability Report of users signed in and accessing information

## 2.19 TRAINING REQUIREMENTS:

The Vendor must provide as part of the agreement a Digital Library Training Program for the key users and an operations demonstration for the casual users at CRT. All training shall be scheduled at mutually agreeable times for the initial implementation and as needed thereafter.

Key users shall be trained in the Administration and Management of the Digital Library features.

Each key user must be instructed in the routine necessary to schedule training and be provided with a list of phone numbers to call and contacts to reach for both routine maintenance and emergency situations.

Please provide details of your training program for the CRT end users.

## 2.20 BILLING AND PAYMENT TERMS:

CRT prefers to be invoiced annually. Payments would then be made within thirty (30) days following receipt of invoice.

## 2.21 EQUAL OPPORTUNITY - AFFIRMATIVE ACTION:

CRT shall not enter into any Contract for purchasing with any person, agency, or organization if it has knowledge that such person, agency, or organization discriminates against any applicant, employee, or service recipient on the basis of race, color, religion, national origin, sex, age, sexual orientation or disability; or any person, agency, or organization who fails to comply with all federal and state anti-discrimination laws.

## 3. MINIMUM HOSTING AND DIGITAL LIBRARY SPECIFICATIONS

CRT has established the following minimum hosting and Digital Library requirements.

They are designed to assure productivity and reliability of a new Digital Library system.

### 3.1 MINIMUM HOSTING SPECIFICATIONS:

The Digital Library will be a Software as a Service (SaaS) application where all data related to the Digital Library is centrally hosted, stored, and maintained on the Internet.

Vendor shall ensure that all hosting equipment, services, and/or resources will be implemented in accordance with the dates furnished by the RFP.

Vendor shall be responsible to pay for all hosting equipment, services, documentation fees, labor, insurance, and other requirements necessary for the Digital Library implementation, including before, during and after installation of all items specified herein.

### 3.2 MINIMUM DIGITAL LIBRARY SPECIFICATIONS:

The Digital Library proposed by the Vendor must meet or exceed each of the following specifications and requirements:

- Ability to transfer and convert all documents and files from current document management system to new Digital Library application
- Ability to save multi-media such as audio and video
- Ability to save various file types such as Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe PDF, and Text files
- Ability to drag and drop a document or file between a user's desktop and the Digital Library when filing quickly
- Retention Schedule for all documents created in the Digital Library, including but not limited to, recommendation for Archival and Retrieval of saved documents and files
- Alerts appearing as messages on screen, alerting when a document is scheduled for review, or when a Digital Library folder is reaching its capacity (e.g. 10% of folder space available)
- Alert within Microsoft Outlook as a reminder to the user of upcoming deadlines within the Digital Library
- Folder capacity to support the growing needs of CRT's Digital Library
- Best practices for saving documents and files in the Digital Library
- Reporting capabilities, including but not limited to, all items listed in Section 2.18 Reporting Requirements
- Security with permissions assigned to each folder and subfolder
- Workflows to delegate the distribution of documents between users and departments, with the ability to Approve and/or Reject a document in the Workflow
- Ability to identify if a folder, document or file, already exists, avoiding duplicate naming of files in the Digital Library
- Workable/shareable documents or files where more than one user can access a folder, document, or file including but not limited to, notification that the file is already opened with Read-Only or Notify options
- User Friendly interface that is easy to navigate from the novice to advanced user
- Easy referencing or linking to another document within the Digital Library by keyword or a search phrase shared between two or more documents or files

- Standard Technical Support to troubleshoot hosting and Digital Library application issues, including but not limited to, all items listed in Section 2.17 Service and Support Requirements
- Capability to support current Scanner devices which are TWAIN Compliant (e.g. Canon, Kodak)

Vendor shall note any exceptions to the above.

## PROPOSAL FORM: 1 OF 2

### AUTHORIZATION AND EXECUTION OF PROPOSAL:

The undersigned Vendor, having fully informed themselves regarding the accuracy of the statements made herein, agrees to abide by the conditions set forth in the attached proposal document, and certifies that:

- a. The proposal has arrived by the Vendor independently and has been submitted without collusion and without any agreement, understanding, or planned common course of action designed to limit proposal submission or Vendor competition as described in the invitation.
- b. The Vendor has submitted this proposal without collusion with CRT, any of its affiliated companies, or any employee thereof, and is unaware of any direct, personal pecuniary interest of any employee of CRT or any of its affiliated companies in the outcome of this RFP.
- c. The Vendor has not communicated the contents of the proposal to its employees or agents to any person not an employee or agent of the Vendor or its surety on any bond furnished with the proposal, and will not be communicated to any such person prior to the official opening of the proposal.
- d. The Vendor has not been debarred, suspended or excluded from any publicly-funded projects or programs.
- e. The Vendor has become familiar with and has agreed to comply with the terms and conditions of the specifications and all other Contract documents and with all Federal, State and Local Laws, Ordinances or Regulations which in any manner relate to the furnishing of the services and resources in accordance with the Contract.

The undersigned Vendor further certifies that this statement is executed for the purpose of inducing the Community Renewal Team to consider the proposal and make an award in accordance therewith.

### Please complete & sign

Legal Name of Vendor	
Business Address	
Name & Title of Authorized Agent	
Total Proposal Price (In Numbers) from Form 2 of 2	\$
Total Proposal Price (In Words) from Form 2 of 2	
Phone Number (including area code)	
Fax Number (including area code)	
Signature	
Date	

