EXHIBIT B

SECTION 3 – GENERAL INSTRUCTIONS, PROPOSAL CONTENT, FORMAT, SUBMISSION

3.1. Due Date and Time

No Proposal shall be considered if it is received by the contact person after the due date and time specified on Page 1 of the Request.

3.1.1. Format: All Proposals must follow the format described in this Exhibit B. Respondents shall provide information requested by this Request in a direct and concise manner. Responses shall refer directly to section numbers in this Request.

3.1.2. Guaranteed Proposals: All Proposals must be guaranteed and the Library will not accept conditional or qualified Proposals unless provided otherwise in this Request.

3.1.3. Completion of Forms: All blank spaces in any form document included in the Proposal must be filled in by using a typewriter, indelible ink, or word processor. Where amounts are given in both words and figures, the words will govern if there is a discrepancy between the words and figures. If there is a discrepancy between the total price amount and the sum of the unit prices, the sum of the unit price will govern. The person signing the Proposal must initial any changes or corrections made on the Proposal if changes are made by typewriter or indelible ink after printing. Electronically submitted revisions of the proposal should have changes tracked through a word processor and the revised version shall be signed in the manner described in 3.1.4.

3.1.4. Authorization to Submit Proposal: A responsible person must sign the Proposal and, in the case of a business entity or firm, represent and warrant that the signer is duly authorized to sign the Proposal on behalf of the Respondent. For Proposals tendered by email, this signature should be scanned and included with the Proposal document.

3.1.5. Acceptance/Rejection: The Library’s decision to accept or reject any or all Proposals or portions thereof shall be final.

3.1.6. Clarification of Proposal: Subsequent to receipt of Proposals, the Library may require the Respondents to clarify or explain their Proposals or any part or parts thereof by way of a telephone conference, email, in-person conference, or in writing.

3.1.7. Revisions After Submission: If changes are made by typewriter or indelible ink after printing, the person signing the Proposal must initial any changes or corrections made on the Proposal. If changes are made on an electronically submitted Proposal, then the changes should be visually highlighted through a word processor and the revised version shall be signed in the manner described in 3.1.4.

3.1.8. Multiple Proposals: A Respondent may submit multiple Proposals involving various methods of meeting the goals and objectives outlined in this Request. However, each submitted Proposal shall be separate and complete in every respect and the envelope or cover page shall be conspicuously marked as Proposal No. 1, No. 2, etc.
3.2. Proposal Content and Format

The proposal must include:

3.2.1. Respondent’s name, address, telephone number, email address, and website (if any).

3.2.2. Contact person name, address, telephone number, and email address.

3.2.3. Respondent’s experience providing the type of services requested or handling the type of project.

3.2.4. Rather than including detailed resumes, please describe the roles on the project team. For each role, please tell us the type of duties that they will perform and the experience level we should expect for staff in that role.

3.2.5. List all claims/disputes initiated by your clients in the last five (5) years.

3.2.6. The expected means by which the Respondent typically resolves disputes.

3.2.7. Addressing Specifications (Exhibit A): Respondent must address each Specification contained in Exhibit A. If any part of Respondent’s Proposal proposes one or more deviations from the Specifications (Exhibit A), the Respondent must provide sufficient information for each Specification for which a deviation is proposed, a sufficiently clear description of the deviation for the Library to understand what is proposed and an explanation insofar as how the Respondent’s proposed deviation is of equal or better quality than the Library’s Specification.

3.2.8. Pricing Information

3.2.8.1. The proposal must include a price quote. In the event that the aforesaid includes components or discrete parts, the Proposal must include an aggregate price quote as well as pricing for each component or discrete part.

3.2.8.2. If the cost of travel is included in the pricing information, the estimated cost for such travel and detailed information used to compute such estimated cost shall be itemized separately. In the event the Respondent anticipates that overnight stays in connection with Proposal, if accepted, will be required, the Library requests that, where reasonable, all persons staying overnight do so at a hotel or motel located within the Urbana city limits.

3.2.8.3. All prices must be guaranteed for the period of days shown on the first page of this Request.

3.2.9. References: Respondents may be asked to provide references. If requested, the Respondent must provide, for each reference, the business name, address, telephone number, email address, business website, and name of the individual to be contacted and, if different from the foregoing, the individual’s address, telephone number, and email address.

3.2.10. Amendments to Request: In the event that the Library issues any changes to its Request following the publication or issuance date, as the case may be, listed on Page 1
of this Request, it will do so through one or more addenda which will be sent to those Respondents that have expressed interest in submitting Proposals.

3.2.11. **Use of Subcontractors:** The names, addresses, telephone numbers, email addresses, and websites (if any) and the names of contact persons of all subcontractors that the Respondent anticipates using in performance of work requested in the Request.

3.3. **Submitting Proposals**

3.3.1. **Proposal Submissions by Mail, Hand-Delivery, or Courier Service:** If a Proposal will be submitted by mail, hand-delivered, or by courier service, the Proposal shall be submitted in a sealed opaque envelope bearing the following information: Name, address, and phone number of Respondent; Solicitation name, title, and number, if any. The aforesaid envelope should then be placed in another envelope that is addressed to the contact person designated on Page 1 of the Request.

3.3.2. **Proposal Submissions by Email:** If a Proposal will be submitted by electronic mail (email), the Respondent shall send to the contact person listed on Page 1 of the Request for Proposal as a PDF attachment to an email – and the contact person will reply to confirm receipt. If the Respondent submits an email and does not receive a response within one (1) business day of the submission, **it is the Respondent’s responsibility** to call the contact person to confirm receipt or arrange for alternate deliveries.

3.4. **Assumption of Risk**

Regardless of the means and method by which Respondent uses to send the Proposal, Respondent assumes all risks of errors in sending and delay caused when or by sending Respondent’s Proposal for receipt by the contact person listed on Page 1 of the Request after the date and time specified on Page 1 of the Request. The Library shall have no responsibility should Respondent’s Proposal be received after the date and time specified on Page 1 of the Request for the Library’s receipt of Proposals.