CHARLOTTE MECKLENBURG



Request for Proposals

Interactive Digital Map Table Hardware & Custom Software for Charlotte Mecklenburg Library

Proposals Will Be Received Until 2:00PM EST January 16, 2026





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INTRODUCTION

Charlotte Mecklenburg Library (the "Library" or "CML") is seeking an experienced vendor to design an interactive digital map for visitors to the new Main Library in Uptown Charlotte. The Main Library will be the community's public commons: a dynamic destination where people connect to learn, meet, laugh, share, celebrate, grow, access information, participate in civic life, and build a stronger community together.

The Robinson-Spangler Carolina Room, where the map table will be located, is the public reading room for the Archives and Special Collections department of CML. It is located on the fourth floor of the new Main Library. The department manages three special collections as well as an archival collection of Mecklenburg County, North Carolina history and culture. Materials in the collections are comprised of many formats, including books, A/V materials, microfilm/fiche, manuscripts, etc.

About Charlotte Mecklenburg Library

Charlotte Mecklenburg Library is one of America's leading urban public libraries. Located in Mecklenburg County, the library system serves a diverse community of over one million citizens through 21 branches and on-line services. Since our founding in 1891, and as an original Carnegie Library in 1903, our role as a provider of lifelong education and learning in this community has never been more relevant.

CML is beloved by many, with 70% of Mecklenburg County residents stating that they had visited a Library location in the last 12 months. There were well over 2.2 million visitors to the various Library locations in Fiscal Year 2024.

The Library has 458 full and part-time employees, along with an extensive volunteer network that engages more than 1000 people throughout the year. For FY2024, operating expenditures totaled \$53.8 million.

Charlotte Mecklenburg Library recently adopted a new strategic direction for FY26-28, with a major component being the opening of a new Main Library. The iconic new Main Library will be the flagship of the system; a free, open, and accessible information hub for all as well as a destination for local, regional, and national engagement.



Mission, Vision, Values & More

Our mission is to improve lives and build a stronger community. Charlotte Mecklenburg Library envisions itself as the essential connector of a thriving community of readers, leaders and learners. We value learning, openness, respect, inclusion and leadership. Our brand promise is to be accessible and welcoming to all while celebrating and supporting the joy of reading and learning, fostering exploration and personal growth, and connecting individuals to each other, the community and the world.

We believe wholeheartedly in intellectual freedom. The Library is committed to protecting the First Amendment's guarantee of free and open access to information and ideas—a principle vital to our democracy and to each individual's search for knowledge. We seek to provide our diverse community with a comprehensive collection of materials, services and programs providing a wide range of knowledge and perspectives.



1 Charlotte Mecklenburg Main Library Rendering, Snøhetta



PROJECT OVERVIEW

The new Main Library, located in Uptown Charlotte, will be a dynamic hub for community engagement, information access, and innovation. With its advanced technology spaces, CML seeks to redefine the traditional library experience, encouraging creativity, exploration, and connectivity.

The Archives and Special Collections Department will create an interactive touch-screen map table to showcase its extensive historical map collection and enhance public access. This innovative system will combine digitized archival maps with modern geospatial data, allowing users to search, explore, and annotate maps in an intuitive, user-friendly interface. By providing a digital interface for these fragile artifacts, the project aims to preserve original materials while significantly improving accessibility and usability for the public, researchers, and community planners.

The Robinson-Spangler Carolina Room's holdings include hundreds of historical maps covering Charlotte, Mecklenburg County, and North Carolina. Over 600 maps of Charlotte and Mecklenburg County have been documented, with many more maps and architectural plans stored and slated for future processing.

The collection contains numerous significant maps, including the oldest known map of Charlotte (circa 1855), an 1892 Charlotte City Map (illustrating rapid late-19th-century growth), several Sanborn Fire Insurance Maps (from 1930s-50s showing detailed neighborhood layouts), Camp Greene, and a 1959 Ervin Construction Company map highlighting mid-20th-century urban development, property boundaries, and landmarks.

Through partnerships with local collectors and donors, the department is digitizing additional map collections. A notable example is a private collection of over 1,000 maps, which includes everyday neighborhood plat maps and more specialized items (such as regional gold mine maps and industrial site plans). These resources will further enrich the content available on the map table.

The touch table will offer several interactive capabilities to help users engage with the map collections:

1. Self-Service Map Exploration: Visitors can search for maps by title, date, or keywords. Once a map is selected, it can be manipulated intuitively: users will be able to pan, zoom, rotate, and flip high-resolution images. This functionality lets viewers examine fine details without handling the physical map. Improved metadata, including Optical Character Recognition (OCR) of map text, will make it easy to find maps by place names or property owners. The large touch-table display will accommodate multiple users and provide a comfortable viewing experience, benefiting visitors of varying heights and abilities.



- 2. Interactive Annotation: The system will allow users to digitally markup maps. Patrons might highlight property parcels, trace waterways, circle points of interest, or add markers on locations. These annotated maps can be saved to a USB (or possibly emailed) for later reference. This annotation capability transforms the map table into an active research tool, enabling users to capture and share observations directly from the historical maps.
- 3. Integration with Modern GIS Data: The project will connect historical maps to current geospatial datasets. For example, contemporary Mecklenburg County GIS layers (such as parcel boundaries, floodplains, and infrastructure) and City of Charlotte data (for zoning or permits) can be overlaid on the historical maps or at least accessible on the table. Local partners have prepared data feeds from platforms like the county's Polaris GIS system, the Geoportal, the Mecklenburg County Time Machine, and other GIS applications. This integration allows users to explore historical and modern geographic information side by side, supporting applications ranging from urban planning to environmental research.
- 4. Historic Aerial Imagery: In addition to maps, the touch table will incorporate georeferenced aerial photographs of the region from different time periods. Visitors can switch between maps and historical aerial imagery to gain real-world context—for example, identifying the exact footprint of industrial sites, transportation networks, or natural features at various times. Many aerial photos exist in archives and with county GIS partners, and the project includes plans to digitize and integrate more images over time. This additional content will enable users to analyze how the physical landscape (such as the number of buildings or road alignments) has changed.
- 5. Placemaking Physical/Digital Interface (Card Catalog): To create an engaging physical experience, the installation will include an old-fashioned card catalog. Users can browse historical index cards, each corresponding to a map title, and then scan a card's barcode to load the associated map on the touch table. This combination of tactile browsing and digital display appeals to a broad audience: it provides a nostalgic, hands-on entry point for older patrons and an intuitive research interface for younger users.

The table will deliver significant benefits in preservation, research, education, and economic development:

- Preservation of Original Materials: Digital access will greatly reduce the need to handle delicate originals. Many historic maps (such as the 1855 and 1892 Charlotte maps) are extremely large and fragile, requiring special conservation and careful digitization. By using high-quality digital surrogates on the touch table, the project will protect the physical documents from wear while making their content widely available.
- Enhanced Research Capabilities: Historians, genealogists, and the public will gain a powerful new tool for local history research. With the touch table, users can quickly find and compare multiple maps side by side, annotate findings, and use OCR search to



locate names or features. This capability makes in-depth historical research faster and more comprehensive than traditional methods.

- Support for Economic Development: The table will be valuable to businesses, developers, realtors, and planners. Historical maps and aerial photos often reveal past land uses, building footprints, and environmental features not captured in modern records. By integrating archival maps with current GIS data (such as property records, zoning, floodplain maps, and recent permits), the touch table will help stakeholders make informed decisions. For example, knowing the historical layout of a former industrial site (such as the exact location of old chemical tanks or ponds) alongside current property and environmental data can guide safe redevelopment. This highlights the practical value of archival collections in local planning.
- Educational and Community Engagement: As a high-profile installation in the Main Library, the touch table will attract visitors and spark curiosity across generations. Its interactive nature makes it an engaging educational tool for school groups, history enthusiasts, and families. By blending the traditional card catalog with cutting-edge touchscreen technology, the project demonstrates how archives and history can be explored using modern tools. The novelty of the experience is likely to attract media attention and encourage new audiences to engage with the library's offerings.

The proposed interactive touch table will create a unique public resource that protects important archival maps while vastly expanding their usability. By combining digital search, annotation tools, and live GIS overlays, the system will open new possibilities for research, learning, and economic planning. Ultimately, this project will enhance the library's mission by connecting citizens, scholars, and businesses with the rich cartographic heritage of Charlotte and Mecklenburg County.





2 Robinson-Spangler Carolina Room Rendering, Snøhetta

SCOPE OF WORK

The vendor will provide:

1. Digital Map Table Hardware

- Between 75-86" touch screen table capable of 1080p resolution minimum (4k+ preferred)
- Computer(s) capable of appropriately rendering software design on screen contained within the structure of the table or otherwise reasonably protected from public access. Computers must be capable of accessing the floor pokethrough power/data receptacles.
- Barcode scanners capable of meeting placemaking requirements described above.



2. Custom Interactive Software Development:

- Research and Discovery Phase with staff including conceptual design development
- o Development of software that includes all the following functionality:
 - 1. Ability to search for and pull up digital maps from the collection in an accessible and user-friendly, intuitive manner
 - 2. Ability to make edits on the digital map with the ability to save and/or print
 - 3. Ability to scan a physical card from a card catalog to pull up a digital map
 - 4. Ability to integrate with Mecklenburg County GIS system

3. Installation and Training:

- Full installation onsite
- Full test of software integration including text, images, videos and animated elements
- o Installation of content management tools

Project Leads

John O'Connor – Robinson-Spangler Carolina Room Manager JOConnor@cmlibrary.org

Christine Keitt – Library Project Manager akeitt@cmlibrary.org

PROJECT CONSIDERATIONS

The ideal vendor will be highly adaptable throughout the development process, as construction is ongoing and timelines may be adjusted throughout the process of opening to the public.

CML is also dedicated to the highest standard of user privacy and data security, and through its partnership with Mecklenburg County Government has a set process in place to vet and approve new technologies. Once a final proposal is accepted and approved, additional time may need to be integrated into the proposed timeline to account for new technology approvals.



Target Audience

While the library system serves residents of Mecklenburg County across all ages and demographics, the Main Library will have specialized services focused on adults. We also want to maximize accessibility across various user needs and abilities, along with reducing hesitation or reluctance to engage audiences who may be less comfortable with technology.

2020 Census Data for Mecklenburg County

- 1.15 million population (projected to add more than 600,000 new residents and reach a total population of 1.7 million by 2050)
- 35.5 median age
- \$80,365 median income
- Nearly half of the population has a bachelor's degree or higher
- 69.2% are employed

Possible Uptown User Groups:

- Visitors to Charlotte
- Students from nearby campuses (UNCC, CPCC, Johnson & Wales, JCSU)
- Corporate employees (Bank of America, Honeywell, Truist, Lowe's, etc.)
- Culture seekers (museums, arts, parades, sports)
- Support Services seekers (unhoused, re-entry, government and nonprofit services)
- New residents
- Current residents

DELIVERABLES

- User experience design (UX) and user interface design (UI) that includes information architecture, wireframes and design
- Software development
- Content management tools & training
- User testing, troubleshooting, and bug testing
- Hardware system, specifications, and integration services
- Plug and play, custom exhibits with integrated hardware and software
- Documentation of hardware system, software, and content management system
- A/V system design and installation
- Exhibit component design & fabrication



Warranty and Support Requirements

The Contractor shall provide a minimum one (1) year warranty on all hardware, software, and installation services provided under this contract, beginning on the date of final acceptance by the Library.

The warranty shall cover, at a minimum:

- Hardware defects or malfunctions, including touchscreen performance and display quality.
- Software defects, errors, and performance issues impacting functionality.
- Integration and compatibility between the hardware and software components.
- Onsite or remote technical support and correction of defects at no additional cost to the Library during the warranty period.

The Contractor shall identify the party responsible for warranty service (the manufacturer, software developer, or integrator) and provide a single point of contact for all warranty claims. The Library reserves the right to request extended warranty or maintenance coverage beyond the initial warranty period, to be priced separately in the proposal.

Project Timeline

Item	Date
Contract Development	February 2-13, 2026
Research & Development Phase	March – May 2026
Design & Production	May – December 2026
Installation, Testing & Training	January 2027
Main Library Opening	Spring 2027



NOTICE TO PROPOSERS

The successful Proposer must comply with all provisions of the Americans with Disabilities Act (ADA) and all rules and regulations promulgated thereunder. By submitting a proposal, the successful Proposer agrees to indemnify the Library from and against all claims, suits, damages, costs, losses, and expenses in any manner arising out of, or connected with, the failure of the Company, its subcontractors, agents, successors, assigns, officers, or employees to comply with the provisions of the ADA or the rules and regulations promulgated thereunder.

All proposals must be firm and not subject to increase, unless specified within the provisions of this Request for Proposals (RFP) and mutually agreed upon by the Library and the Proposer.

No special inducements will be considered that are not a part of the original proposal document.

Library Rights and Options

The Library, at its sole discretion, reserves the following rights:

- To supplement, amend, substitute, or otherwise modify this RFP at any time
- To cancel this RFP with or without the substitution of another RFP
- To take any action affecting this RFP, this RFP process, or the Services subject to this RFP that would be in the best interests of the Library
- To issue additional requests for information or clarification from Offerors or to allow corrections of errors or omissions
- To require one or more Service Providers to supplement, clarify, or provide additional information in order for the Library to evaluate the Responses submitted
- To negotiate an agreement with a Service Provider based on the information provided in response to this RFP
- To award one or more contract(s)

Public Records

Any material submitted in response to this RFP will become a "public record" once the Proposer's document(s) is opened and the Proposer is determined to be a participant in the solicitation process and shall be subject to public disclosure consistent with Chapter 132, North Carolina Statutes. Proposers must claim any applicable exemptions to disclosure provided by law in their response to this RFP. Proposers must identify materials to be protected and must state the reasons why such exclusion from public disclosure is necessary and legal. The Library reserves the right to make all final determination(s) of the applicability of North Carolina General Statutes § 132-1.2, Confidential Information.



Trade Secrets/Confidentiality

Proposers must claim any material which qualifies as "trade secret" information under N.C.G.S. 66-152(3) in their response to this RFP and must state the reasons why such exclusion from public disclosure is necessary and legal.

To properly designate material as trade secret under these circumstances, each Proposer must take the following precautions: (a) any trade secrets submitted by a Proposer should be submitted in a separate, sealed envelope marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating this Proposal," and (b) the same trade secret/confidentiality designation should be stamped on each page of the trade secret materials contained in the envelope.

Do not designate your entire proposal as a trade secret, and do not designate pricing information as a trade secret. Doing so may result in your proposal being disqualified.

In submitting a proposal, each Proposer agrees that the Library may reveal any trade secret materials contained in such response to all Library staff and Library officials involved in the selection process.

Familiarity with Laws and Ordinances

The submission of a proposal on the equipment and services requested herein shall be considered as a representation that the Proposer is familiar with all federal, state, and local laws, ordinances, rules, and regulations which affect those engaged or employed in the provision of such services, or equipment used in the provision of such services, or which in any way affects the conduct of the provision of such services; and no plea of misunderstanding will be considered on account of ignorance thereof. If the Proposer discovers any provisions in the RFP documents that are contrary to or inconsistent with any law, ordinance, or regulation, it shall be reported to the Library in writing without delay.

E-Verify Compliance

Per N.C.G.S. 143-133.3 E-verify compliance. Provider shall comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes (verification of work authorization). Further, if the Provider utilizes a subcontractor, the Provider shall require the subcontractor to comply with the requirements of Article 2 of Chapter 64 of the North Carolina General Statutes.

https://www.ncleg.gov/EnactedLegislation/Statutes/PDF/BySection/Chapter 143/GS 143-133.3.pdf

https://www.ncleg.net/EnactedLegislation/Statutes/HTML/ByArticle/Chapter 64/Article 2.html



Iran Divestment Act

Provider hereby certifies that it is not on the North Carolina State Treasurer's list of persons engaging in business activities in Iran, prepared pursuant to NCGS 147-86.58, nor will Provider utilize on this agreement any subcontractor on such list. This list, along with additional information about the Iran Divestment Act, is available on the Treasurer's Office site: https://www.nctreasurer.gov/iran-divestment-act

Divestment from Companies that Boycott Israel

Contractor hereby certifies that it is not on the North Carolina State Treasurer's list of companies engaged in a boycott of Israel in violation of NCGS 147-86.80 et. seq. and that it will not utilize on this agreement any subcontractor on said list.

Contract Required

The successful proposer will be required to enter into a written contract with the Library, setting forth the conditions specified in this RFP, as well as other standard terms and conditions. The successful vendor shall be solely liable for compliance with all specifications contained herein.

Proposal Duration

All proposals will remain in effect and shall be legally binding for at least one hundred eighty (180) days after the proposal submission due date.

EVALUATION AND SELECTION PROCESS

The Library shall be the sole judge of the services offered in its determination of the successful vendor. The sole basis for selecting a proposal will be the responses to this RFP and the interview/presentation. The first phase of the evaluation process will be the review of all submitted proposals. A short-list of vendors may be invited to move forward in the process to an interview and presentation. This will be an important aspect of the evaluation process that offers the Library an opportunity to see how the proposer's solution meets the critical components of the RFP, along with showcasing relevant work. A committee will evaluate the responses and select the top proposal. The Library may elect to make a final selection without holding an interview/presentation.

All bids that are submitted in accordance with this RFP and which meet the requirements as outlined herein will be considered to be responsive bids. Notwithstanding anything to the contrary herein, any and all bids may be rejected, and the Library may negotiate with any or all bidders.

Every submitting vendor must meet the following requirements:

- Complete Proposal Certification
- Full response to Proposal Components



Selection will be based on the criteria listed below:

Evaluation Categories	Possible Points
Written Project Work Plan that responds to	40
the Scope of Work defined in RFP	
Proposed budget and expenditure plan	20
Demonstration of vendor's past success	20
Qualifications of key personnel	10
References	10
Total	100

The award will be made pending evaluation of all proposals submitted and approval by the Library's Board of Trustees, anticipated in February 2026.

Rejection of the Proposal

The Library reserves the right to determine and evaluate the qualifications of the candidates and to reject any Final Proposals.

The Library retains the right to waive minor irregularities in the statement format.

Basis for rejection includes but is not limited to:

- Contains false or misleading statements.
- Not in the format described under Proposal Content.
- Unsigned proposal by authorized person
- Unsigned acknowledgement of addenda form
- Received after the due date.
- Restriction or limitation upon their use.



RFP TIMELINE

The following is the intended schedule for this RFP:

Action	Date
Issue RFP	December 5, 2025
Submit Written Questions	December 15, 2025 at 5:00PM EST
CML Provide Responses to Questions	December 19, 2025
Proposals Due	January 16, 2026 at 2:00PM EST
Committee Review and Finalists Selection	January 19-30, 2025
Final Board Approvals	February 17, 2026
Contract Award	February 18, 2026

Proposal Questions

Interested firms who have additional questions regarding the RFP may submit questions at www.cmlibrary.org/rfp for the purpose of submitting the best proposal possible. Questions should be submitted at www.cmlibrary.org/rfp by 5:00 p.m. EST on December 15, 2025. Questions submitted should include the applicable RFP section. The Library will not accept any questions after this date and time. All questions received and the associated responses will be posted on the Library website at www.cmlibrary.org/rfp. Any oral responses made by any representative of the Library may not be relied upon. Any supplements or amendments to this RFP will be in writing and furnished to potential bidders.

Proposal Submission

Five (5) paper copies in a sealed envelope/package and one (1) electronic copy of the proposal by way of a USB drive, including all required forms, must be submitted to the attention of Walter Freeman, Charlotte Mecklenburg Library, Library Administration Center, 510 Stitt Road, Charlotte, NC 28213 by 2:00pm EST on January 16, 2026. Emailed and faxed submissions will not be accepted. All risk of late arrival due to unanticipated delay – whether delivered by hand, US Postal Service, courier or other delivery service is entirely on the submitting proposer. It is the sole responsibility of the proposer to have the proposal physically in the Library's office by the specified time and date. The time of delivery will be marked on each proposal when received, and any proposal received after the proposal submission deadline will be rejected.



The Library reserves the right to reject any or all proposals. The Library reserves the right to reproduce proposals for internal use in the evaluation process.

The Library will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expense of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the Library or any other party for any reason (including the cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to legally bind the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the Library. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the Library will be the sole judge as to whether that variance is significant enough to reject the proposal. Proposals should be prepared simply and economically. All data, materials, and documentation shall be available in a clear, concise form.

Proposers are expressly forbidden from contacting any other Library employee or Charlotte Mecklenburg Library official regarding this Request for Proposals. Any such outside contact may result in disqualification from the request for proposal process.



PROPOSAL COMPONENTS

1. Proposed Project Work Plan (40 points)

Please provide a detailed written Project Work Plan with clearly defined tasks and services that responds to the Scope of Work of this RFP defined above and includes these specific elements:

- Approach and methodology
- Research and execution plan
- Timeline with milestones
- An outline for post-implementation evaluation metrics and sustainability
- Any plans or expected processes for client communication, reporting, and approval.

2. Proposed Budget and Expenditure Plan (20 points)

Please provide a proposed budget that includes costs for each element of the Project Work Plan and an accompanying expenditure plan.

The vendor will be responsible for staying within the budget presented in the proposal and as outlined in the contract. It will be expected that the successful applicant will be able to achieve all the goals set out in the proposal and within the approved timeframe, with any additional funding for content creation or work outside of this project scope being the responsibility of the Library.

3. Demonstration of Applicant's Past Performance (20 points)

Please describe your experience in providing hardware and customized software for other public libraries or community institutions within the last five (5) years. Specifically cite your roles and responsibilities for each project or contract. Please list the following:

- Project title, location, year completed and scope
- Client's name
- Successful project elements
- Project challenges and how they were overcome including corrective actions and other responses to notices of deficiencies, if any
- How successes or lessons learned can apply to this contract

All submissions are allowed and encouraged to provide any other information which might aid the Evaluation Committee in ascertaining appropriate qualifications and experience. This includes collateral from completed projects, such as media, that may be used to demonstrate relevant history and/or experience required to successfully complete CML's project.



The firm must disclose any lawsuits or any other type of proceedings – such as arbitration – resulting from any project undertaken by you that is still pending or has occurred on projects within the last five (5) years. Provide related details and outcome of the lawsuit or proceedings.

4. Qualifications of Key Personnel (10 points)

Identify key employee(s) who will conduct the Proposed Project Work Plan. Include:

- Name, title, resume
- Role and responsibilities for this project
- Describe their experience in providing the services required in this RFP with specific examples

5. References (10 points)

Please provide a reference list of at least three (3) clients with which you currently have or have had contracts of similar scope and/or complexity within the last five (5) years. Include the client's name, address, telephone number, and email address of the contact person.



PROPOSAL CERTIFICATION

This proposal must be submitted to Charlotte Mecklenburg Library, Attn: Walter Freeman, at 510 Stitt Road, Charlotte, NC 28213 no later than 2:00PM EST on January 16, 2026.

By signing below as an authorized representative, the Proposer agrees to be bound by the representations, terms and conditions contained in its proposal and agrees to enter into a contract based upon the terms, representations and conditions contained in the proposal with the Library if this proposal is approved and awarded by the Library.

Proposer (Firm Name)	
Federal Tax ID #	
Mailing Address	
City, State, Zip Code	
Contact Person	
Title	
Telephone number	Fax
Email	
SIGNATURE OF AUTHORIZED REPRESENTATIVE	DATE



ACKNOWLEDGEMENT OF ADDENDA

If issued, Proposer hereby acknowledges receipt of the Addenda issued. Provide the number of the addendum you received, and the date received.

Addendum No	_Dated
Addendum No	Dated
Company	
Authorized Signature	
Print Name	
Email Address	

Note: Please print clearly



APPENDIX

Level 4 of New Main Library with Digital Map Table location, Snøhetta

