New Hanover County
Request for Proposals
Shuttle Service

A. BACKGROUND

New Hanover County is in the process of constructing a new facility to house the Department of Social Services and the Health Department at 1650 Greenfield Street in Wilmington, NC. The new facility will be known as New Hanover County Public Health and Social Services. The new building is being constructed in the parking lot of the existing Department of Social Services (DSS) and this has created the need for offsite parking for DSS staff during construction. The offsite parking is located at the Scottish Rite Temple at 1415 S. 17th Street, approximately 0.16 miles from the DSS entrance. Approximately 175 employees use the offsite parking during the work week. In an effort to provide ample commute options and mobility access to their employees, New Hanover County is interested in offering a shuttle serving DSS as an amenity to employees.

New Hanover County is seeking bids for a turnkey operating service to provide this shuttle activity. Ideally, the stakeholders in this effort expect the first day of operation to be August 13, 2018.

B. PROPOSED ROUTE

The shuttle would utilize the most dependable, efficient route between the Scottish Rite Temple parking lot and the front entrance of DSS.

C. PROPOSED ROUTE SPECIFICATIONS

1. HOURS, SCHEDULE AND HEADWAYS

   The shuttle will operate during inclement weather which is defined as severe or inclement weather that has the potential to disrupt the normal operation and/or activities of the County. Examples include heavy or persistent rain, snow, ice, severe cold, or flooding.

   The shuttle will operate in two shifts: 7:30 – 8:30 AM, then again from 4:30 – 6:00 PM. The shuttle will operate on a conservative, published schedule, achieving 10 – 15-minute roundtrip headways. Stop times will be established for all pickup points on the route.

   The County will give notification that Shuttle Service is needed by 6:00 am in the morning and 3:00 pm in the evening.
2. VEHICLES SIZE, INSURANCE
The vehicle(s) used for this route should be no less than 21-passenger, and no more than 30 passenger capacity. The stakeholders anticipate that the ridership at the end of the first year of operations will be approximately 120 - 175 per day.

The shuttle service chosen to operate this route should carry insurance policies that provide at least the levels identified below. The chosen operator will also add New Hanover County to their policy as additional insured.

<table>
<thead>
<tr>
<th>Insurance Description</th>
<th>Minimum Limits of Insurance Required</th>
<th><strong>Subject to change depending on size/location/description of work</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial General Liability**</td>
<td>$1mil Ea. Occurrence; $1mil Products/Completed Operations; General Aggregate Limit shall apply separately to this project/location or the general aggregate limit shall be twice the required limit.</td>
<td></td>
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<tr>
<td>Business Auto Liability</td>
<td>$1,500,000 Bodily Injury (Per Person); $1,500,000 Bodily Injury (Per Accident); $1,500,000 Property Damage (Per Accident; Any Auto including Hired &amp; Non-owned Liability; $2K Medical Payments Coverage</td>
<td></td>
</tr>
<tr>
<td>Worker’s Compensation Employer's Liability</td>
<td>Statutory Limits</td>
<td>This policy must include a Waiver of Subrogation.</td>
</tr>
<tr>
<td>Additional Insured CG 20 26</td>
<td>** New Hanover County (not the department), its officers, officials, agents and employees</td>
<td></td>
</tr>
</tbody>
</table>

3. ELIGIBILITY AND RIDERSHIP DATA
The County does not wish to collect a per-boarding fare from all shuttle riders. Only current New Hanover County employees will be eligible to ride the shuttle.

The operator will also keep a daily log of boarding’s and de-boarding’s at each stop along the route. The documents for this activity will be provided by the contracting entity to your company. The stakeholders may use this information for their own planning and budgeting purposes. The operator will deliver this ridership data to the contract management entity on a weekly basis. The operator should also transfer the hard copy logs into an electronic format for record keeping purposes.

D. FORMAT FOR SUBMITTING PRICE QUOTATIONS
The prospective bidder for this service should provide the following information:

1. **Company Profile**: please provide a brief profile of your company, expertise, other ongoing shuttle routes that your firm operates, key personnel, etc.
2. **A Description of the Vehicle** that the bidder anticipates allocating to this service. Include the make, model, passenger size, age, and a picture of the vehicle. Include a list of amenities in the vehicle (AC, heat, etc.). Please describe any systems you have used (or propose) for the display of removable route information on the exterior of the vehicle. Be prepared to exhibit the vehicle to stakeholders for their approval.
3. **Insurance Information**, including coverage amounts, insurance carrier, and a description of the relevant policies. Include an example statement of the acceptance of the additional insured and hold-harmless requirements.
4. **A Written Description of Your Company’s Customer Service** philosophy, procedures, and any specific elements you believe fit particularly well with the proposed service here. Please provide answers to the following areas of concern:
How will your firm organize field supervision for the route? How will it communicate with driver(s)?

Will you use radios, cell phones, etc.?

Will the vehicle(s) your firm commits to this contract be leased or owned? How will the preferred arrangement affect your customer service delivery?

Briefly describe your firm’s training program for drivers, as well as any drug and alcohol testing policy. Describe any program for training drivers on customer service delivery. How are drivers evaluated?

How will your firm respond to vehicle breakdowns? What is your firm’s proposed maximum response time to placing a replacement vehicle on the route?

Include your procedures for handling commuter complaints, input, or information that should be shared with stakeholders.

5. **An Hourly Price Rate** for providing the service detailed above. The bidder should also extrapolate this price rate into estimated monthly and yearly billings. The stakeholders wish to receive one invoice per month from your company. This invoice will be calculated based on your hourly rate, and multiplied by the actual hours the shuttle operated that month.

### E. INFORMATION TO BIDDERS

All questions should be sent by email to lbutler@nhcgov.com. Include “RFP-Shuttle Service” in the subject line. Questions should be submitted by July 19, 2018 at 3PM. Answers to all questions will be provided to all interested bidders by July 24, 2018 and posted to the County website at [https://www.nhcgov.com/business-nhc/bids/](https://www.nhcgov.com/business-nhc/bids/).

All bidders who intend to submit a proposal on this project should send an email to lbutler@nhcgov.com including pertinent contact information. This will ensure that you receive the any addenda issued for this RFP; if applicable.

Bidders are encouraged to visit the site prior to submitting a proposal. You may email kcaison@nhcgov.com to arrange a site visit. Deadline for requesting a site visit is the same as the deadline for questions which is July 19, 2018.

All proposals shall be firm offers and may not be withdrawn for a period of ninety (90) days following the deadline date for submission of proposals noted herein. Please submit your proposal electronically to lbutler@nhcgov.com.

**All proposals are due by July 31, 2018 at 5:00 pm.**

### F. LOBBYING

to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier shall comply with Federal statutory provisions to the extent applicable prohibiting the use of Federal assistance funds for activities designed to influence congress to a State legislature on legislation or appropriations, except through proper official channels. Each tier shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. 1352. Such disclosures are forwarded from tier to tier up to the recipient.

The requisite “Lobbying Certification” is included as ATTACHMENT A (attach Standard Form-LLL if necessary) and must be executed for contracts of $100,000 or more and prior to the award of the contract.

G. Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:

Race, Color, Religion, National Origin, Disability, Age, Sexual Origin, Gender Identity, or Status as a Parent - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, Title VI of the Civil Rights Act, 28 C.F.R. § 50.3, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note, and as further amended by Executive Order 13672, “Further Amendments to Executive Order 11478, Equal Employment Opportunity in the Federal Government, and Executive Order 11246, Equal Employment Opportunity,” July 21, 2014, and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

H. Contract Work Hours and Safety Standards Act

The Contract Work Hours and Safety Standards Act is codified at 40 USC 3701, et seq. The Act applies to grantee contracts and subcontracts “financed at least in part by loans or grants from ... the [Federal] Government.” 40 USC 3701(b)(1)(B)(iii) and (b)(2), 29 CFR 5.2(h), 49 CFR 18.36(i)(6). Although the original Act required its application in any construction contract over $2,000 or non-construction contract to which the Act applied
over $2,500 (and language to that effect is still found in 49 CFR 18.36(i)(6)), the Act no
longer applies to any “contract in an amount that is not greater than $100,000.” 40 USC
3701(b)(3)(A)(iii).

The Act applies to construction contracts and, in very limited circumstances, non-
construction projects that employ “laborers or mechanics on a public work.” These non-
construction applications do not generally apply to transit procurements because transit
procurements (to include rail cars and buses) are deemed “commercial items.” 40 USC
3707, 41 USC 403 (12). A grantee that contemplates entering into a contract to procure
a developmental or unique item should consult counsel to determine if the Act applies
to that procurement and that additional language required by 29 CFR 5.5(c) must be
added to the basic clause below.

I. Clean Air Act

(a) The Contractor agrees to comply with all applicable standards, orders, or regulations
issued pursuant to Section 306 of the Clean Air Act as amended, 42 U.S.C. § 7606, and
other applicable provisions of the Clean Air Act, as amended, 42 U.S.C. §§ 7401 through
7671q. The Contractor agrees to report any violation to the Purchaser and understands
and agrees that the Purchaser will, in turn, report each violation as required to assure
notification to the State and/or FTA and the appropriate EPA Regional Office.

(b) The Contractor also agrees to include these requirements in each subcontract
exceeding $100,000 financed in whole or in part with Federal Assistance provided by
FTA.

J. Clean Water

(a) The Contractor agrees to comply with all applicable standards, orders, or regulations
issued pursuant to Section 508 of the Clean Water Act, as amended, 33 U.S.C. § 1368,
and other applicable requirements of the Clean Water Act, as amended, 33 U.S.C.
§§ 1251 through 1387, The Contractor agrees to report each violation as required to assure
notification to FTA and the appropriate EPA Regional Office.

(b) The Contractor also agrees to include these requirements in each subcontract
exceeding $100,000 financed in whole or in part with Federal assistance provided by FTA.

K. Debarment and Suspensions

This contract is a covered transaction for purposes of 2 CFR Part 1200, which adopts and
supplements the provisions of U.S. Office of Management and Budget (U.S. OMB)
“Guidelines to Agencies on Governmentwide Debarment and Suspension
(Nonprocurement),” 2 CFR Part 180. As such, the contractor is required to verify that
none of the contractor, its principals, as defined at 2 CFR 180.995, or affiliates, as
defined at 2 CFR 180.905, are excluded or disqualified as defined at 2 CFR 180.940,
180.935 and 180.945.

The contractor is required to comply with 2 CFR 180, Subpart C and must include the requirement to comply with 2 CFR 180, Subpart C in any lower tier covered transaction it enters into.

By signing and submitting its bid or proposal, the bidder or proposer certifies as follows:

The certification in this clause is a material representation of fact relied upon by the Procuring Agency. If it is later determined that the bidder or proposer knowingly rendered an erroneous certification, in addition to remedies available to Procuring Agency, the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment. The bidder or proposer agrees to comply with the requirements of 2 CFR 180, Subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.

The Procuring Agency agrees and assures that its third party contractors and lessees will review the “Excluded Parties Listing System” at https://www.sam.gov/ before entering into any subagreement, lease or third party contract. The Procuring Agency will be reviewing all third party contractors under the Excluded Parties Listing System at https://www.sam.gov/ before entering into any contracts.

If the Procuring Agency, recipient, or subrecipient suspends, debars, or takes similar action against a Third Party Participant or individual, the Agency, recipient, or subrecipient will provide immediate written notice to the:

(a) NCDOT/Public Transportation Division,
(b) FTA Regional Counsel for the Region in which the Agency is located or implements the Project,
(c) FTA Project Manager if the Project is administered by FTA Headquarters Office, or
(d) FTA Chief Counsel.

The requisite Debarment and Suspension Certification is included as ATTACHMENT B (attach additional statement if necessary) and must be executed for contracts of $25,000 or more and prior to the award of the contract.

L. Recycled Products

The Recycled Products requirement applies to all contracts for items designated by the EPA, when the purchaser or contractor procures $10,000 or more of one of these items during the fiscal year, or has procured $10,000 or more of such items in the previous fiscal year, using Federal funds. New requirements for "recovered materials" will become effective May 1, 1996. These regulations apply to all procurement actions involving items designated by the EPA, where the procuring agency purchases $10,000
or more of one of these items in a fiscal year, or when the cost of such items purchased during the previous fiscal year was $10,000. These requirements flow down to all contractor and subcontractor tiers.

To the extent possible the contractor agrees to comply with U. S. Environmental Protection Agency (U.S. EPA), “Comprehensive Procurement Guidelines for Products Containing Recovered Materials,” 40 CFR Part 247, which implements section 6002 of the Resource Conservation and Recovery Act (RCRA), as amended, 42 U.S.C. 6962. The contractor agrees to provide competitive preference for products and services that conserve natural resources, protect the environment and are energy efficient, except to the extent that the Federal Government determines otherwise in writing. These items include, but may not be limited to:

**Paper and paper products**, excluding building and construction paper grades.

**Vehicular products:**
(a) Lubricating oils containing re-refined oil, including engine lubricating oils, hydraulic fluids, and gear oils, excluding marine and aviation oils.
(b) Tires, excluding airplane tires.
(c) Reclaimed engine coolants, excluding coolants used in non-vehicular applications.
(d) Rebuilt vehicular parts.

**Transportation products:**
(a) Traffic barricades and traffic cones used in controlling or restricting vehicular traffic.
(b) Parking stops made from concrete or containing recovered plastic or rubber.
(c) Channelizers containing recovered plastic or rubber.
(d) Delineators containing recovered plastic, rubber, or steel.
(e) Flexible delineators containing recovered plastic.

**Miscellaneous products:**
(a) Pallets containing recovered wood, plastic, or paperboard.
(b) Sorbents containing recovered materials for use in oil and solvent clean-ups and as animal bedding.
(c) Industrial drums containing recovered steel, plastic, or paper.
(d) Awards and plaques containing recovered glass, wood, paper, or plastic.
(e) Mats containing recovered rubber and/or plastic.
(f) (1) Non-road signs containing recovered plastic or aluminum and road signs containing recovered aluminum.
    (2) Sign supports and posts containing recovered plastic or steel.
(g) Manual-grade strapping containing recovered steel or plastic.
(h) Bike racks containing recovered steel or plastic.
(i) Blasting grit containing recovered steel, coal and metal slag, bottom ash, glass, plastic, fused alumina oxide, or walnut shells.

**Park and recreation products:**
(a) Playground surfaces and running tracks containing recovered rubber or plastic.
(b) Plastic fencing containing recovered plastic for use in controlling snow or sand
    drifting and as a warning/safety barrier in construction or other applications.
(c) Park benches and picnic tables containing recovered steel, aluminum, plastic, or
    concrete.
(d) Playground equipment containing recovered plastic, steel, or aluminum.

**Landscaping products:**
(a) Hydraulic mulch products containing recovered paper or recovered wood used for
    hydroseeding and as an over-spray for straw mulch in landscaping, erosion control,
    and soil reclamation.
(b) Compost made from yard trimmings, leaves, grass clippings, and/ or food waste for
    use in landscaping, seeding of grass or other plants on roadsides and embankments,
    as a nutritious mulch under trees and shrubs, and in erosion control and soil
    reclamation.
(c) Garden and soaker hoses containing recovered plastic or rubber.
(d) Lawn and garden edging containing recovered plastic or rubber.
(e) Plastic lumber landscaping timbers and posts containing recovered materials.

**Non-paper office products:**
(a) Office recycling containers and office waste receptacles.
(b) Plastic desktop accessories.
(c) Toner cartridges.
(d) Plastic-covered binders containing recovered plastic; chipboard and pressboard
    binders containing recovered paper; and solid plastic binders containing recovered
    plastic.
(e) Plastic trash bags.
(f) Printer ribbons.
(g) Plastic envelopes.
(h) Plastic clipboards containing recovered plastic.
(i) Plastic file folders containing recovered plastic.
(j) Plastic clip portfolios containing recovered plastic.
(k) Plastic presentation folders containing recovered plastic.
(l) Office furniture containing recovered steel, aluminum, wood, agricultural fiber, or
    plastic.

M. Record Retention and Access to Records and Reports

The Contractor agrees to permit, and require its subcontractors to permit, the U.S.
Secretary of Transportation, and the Comptroller General of the United States, and, to
the extent appropriate, the State, or their authorized representatives, upon their
request to inspect all Project work, materials, payrolls, and other data, and to audit the
books, records, and accounts of the Contractor and its subcontractors pertaining to the
Project, as required by 49 U.S.C. § 5325(g).
Contractor also agrees, pursuant to 49 C.F.R. 633.17 to provide the FTA Administrator or his authorized representatives including any PMO Contractor access to Contractor’s records and construction sites pertaining to a major capital project, defined at 49 U.S. D. 5302(a)1, which is receiving federal financial assistance through the programs described at 49 U.S.C. 5303, 5307, 5309, 5310, 5311, 5316, or 5317.

The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The State of North Carolina, Office of the State Auditor, now requires that all records now be retained for five (5) years after that date of termination or expiration of this contract, except in the event of litigation or settlement of claims arising from the performance of this contract, in which case Contractor agrees to maintain same until the Purchaser, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives have disposed of all such litigation, appeals, claims or exceptions related thereto.

N. Right to Reject

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.
ATTACHMENT A

CERTIFICATION REGARDING LOBBYING

(To be submitted with all bids or offers exceeding $100,000; must be executed prior to Award)

The undersigned __________________________ certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any persons for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding to any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions [as amended by "Government wide Guidance for New Restrictions on Lobbying," 61 Fed. Reg. 1413 (1/19/96). Note: language in paragraph (2) herein has been modified in accordance with Section 10 of the Lobbying Disclosure Act of 1995 (P.L. 104-65, to be codified at 2 U.S.C. 1601, et seq.).]

3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance is placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than $10,000 and not more than $100,000 for each such failure.

[Note: Pursuant to 31 U.S.C. 1352(c)(1)-(2)(A), any person who makes a prohibited expenditure or fails to file or amend a required certification or disclosure form shall be subject to a civil penalty of not less than $10,000 for each such expenditure or failure.]

The Contractor, ___________________________, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Section A 3801 et seq., apply to this certification and disclosure, if any.

________________________________________
Signature of Contractor’s Authorized Official

________________________________________
Name and Title of Contractor’s Authorized Official

Subscribed and sworn to before me this ___ day of ______, 20__, in the State of ___, and the County of __________.

Notary Public ____________________________

My Appointment Expires ____________________________
ATTACHMENT B

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY and VOLUNTARY EXCLUSION
LOWER TIER COVERED TRANSACTION

(To be submitted with all bids or offers exceeding $25,000.)

(1) The prospective lower tier participant (Bidder/Contractor) certifies, by submission of this bid or proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) The prospective Bidder/Contractor also certifies by submission of this bid or proposal that all subcontractors and suppliers (this requirement flows down to all subcontracts at all levels) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(3) Where the prospective lower tier participant (Bidder/Contractor) is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this bid or proposal.

The lower tier participant (Bidder/Contractor), _______________________, certifies or affirms the truthfulness and accuracy of this statement of its certification and disclosure, if any.

SIGNATURE __________________
TITLE __________________
COMPANY __________________
DATE __________________

State of ___________________
County of __________________

Subscribed and sworn to before me this ___ day of ________________, 20__. 

Notary Public __________________
My Appointment Expires ____________

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STATE OF NORTH CAROLINA
COUNTY OF ___________________________

AFFIDAVIT OF COMPLIANCE WITH N.C. E-VERIFY STATUTES
(To be submitted with all bids)

I, ________________________________ (hereinafter the “Affiant”), duly authorized by and on behalf of ________________________________ (hereinafter the “Employer”) after being first duly sworn deposes and says as follows:

1. I am the ______________________ (President, Manager, CEO, etc.) of the Employer and possess the full authority to speak for and on behalf of the Employer identified above.

2. Employer understands that “E-Verify” means the federal E-Verify program operated by the United States Dept. of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law.

3. [ ] Employer employs 25 or more employees, and is in compliance with the provisions of N.C. General Statute §64-26. Employer has verified the work authorization of its employees through E-Verify and shall retain the records of verification for a period of at least one year.

[ ] Employer employs fewer than 25 Employees and is therefore not subject to the provisions of N.C. General Statute §64-26.

4. All subcontractors engaged by or to be engaged by Employer have or will have likewise complied with the provisions of N.C. General Statute §64-26.

5. Employer shall keep the State of North Carolina informed of any change in its status pursuant to Article 2 of Chapter 64 of the North Carolina Statutes.

This _____day of _______________, 20____.

____________________________________
Signature of Affiant

______________________________
Printed Name and Title

State of ____________________________
County of __________________________

Subscribed and sworn to before me this ___ day of ________________, 20__.

______________________________
Notary Public

(SEAL)

My Appointment Expires _____________