#### SOLICITATION# M194-VM 08/02

#### **REQUEST FOR BIDS**

# FOR THE INSTALLATION, OPERATION, AND MAINTENANCE OF BEVERAGE VENDING MACHINES AT VARIOUS PARKS' SITES

#### **CITYWIDE**



**ISSUE DATE:** 

**AUGUST 14, 2002** 

MICHAEL R. BLOOMBERG ADRIAN BENEPE JOANNE G. IMOHIOSEN MAYOR OF THE CITY OF NEW YORK COMMISSIONER OF PARKS & RECREATION ASSISTANT COMMISSIONER FOR REVENUE

#### **REQUEST FOR BIDS (RFB)**

### FOR THE INSTALLATION, OPERATION, AND MAINTENANCE OF BEVERAGE VENDING MACHINES AT VARIOUS PARKS' SITES, CITYWIDE

City of New York Parks & Recreation requests bids for the installation, operation, and maintenance of **up to eighty (80)** beverage vending machines at various Parks' sites, citywide. Parks is seeking bidders with a background in the vending machine business to operate and maintain the facilities. The exact locations of the vending machines are subject to Parks' approval.

Parks is offering a term of four (4) years for this concession. No longer term will be considered. This concession will be operated pursuant to a license issued by Parks; no leasehold or other proprietary right is offered.

#### **PROJECT MANAGER**

The City of New York Parks and Recreation Project Manager for this concession is Anjan Mishra. All RFB questions and/or inquiries should be directed to him. He may be reached at the Arsenal in Central Park at (212) 360-1397. You may also fax your questions to him at (212) 360-3428 or e-mail him at Anjan.Mishra@parks.nyc.gov.



If you have a hearing impairment, please call the following toll-free number and leave a message on the Telecommunication Device for the Deaf (TDD). The TDD number is 1-800-281-5722.

#### REQUEST FOR BIDS TIMETABLE

The following schedule has been established for the Request for Bids for the installation, operation, and maintenance of **up to eighty (80)** vending machines at various Parks' sites, citywide.

RFB Release Date: Wednesday, August 14, 2002

Bids Due: Tuesday, September 17, 2002 @ 11:00 am

PLEASE NOTE: THIS SCHEDULE IS SUBJECT TO CHANGE AS CIRCUMSTANCES WARRANT.



If you have a physical disability and cannot deliver your bid to the Arsenal, please contact the Project Manager at least 48 hours prior to the deadline and special arrangements will be made for you.

#### PROJECT BACKGROUND

City of New York Parks & Recreation seeks a concessionaire who will install, operate, and maintain **up to eighty (80)** beverage vending machines at various Parks' sites. The concessionaire will be responsible for all utility costs connected with the operation of this concession, including hook-up, metering, and all electricity charges. Bidders must include provisions for securing the vending machines when the park site is closed. Bids must detail the concessionaires' methods of securing the machines. Bidders should submit lists of items and prices with their bids; all items, prices, fees, and increases are subject to Parks' approval.

Bidders should not offer a separate fee for each location. For each year, bidders should instead offer a single fee for the entire group of locations. Furthermore, if the machines are electrically powered, the concessionaire will be required to pay the Department's charges for electricity consumed by the machines, in addition to and separate from license fees.

Parks encourages bidders to survey each site to determine to their satisfaction, whether the sites are worthy of inclusion in the bids. Bidders may exclude sites from their bids as they see fit. Within each site, the exact locations of the vending machines are subject to Parks' approval. The machines may be located at the sites listed below:

Location	Contact Information	
Bronx		of machines
Basil Behagen Senior Center	Greg Kortright, Center Manager	0
E 166th St. and River Av.	(718) 822-4149	
Crotona Recreation Center		0
Crotona Park E. and Fulton Av.	(718) 731-0984	
Haffen Park Senior Center	Tony Revelli, Center Manager	0
Ely and Hammersly Avs.	(718) 379-8347	
Mullaly Recreation Center	Curtis Washington, Center Manager	0
E. 164th St. and Jerome Av.	(718) 822-9141	
Owen Dolen Recreation/Senior Center	Vilma Jimenez, District 9	1
E. Tremont Av. and Westchester Sq.	(718) 822-4202	
St.Mary's Recreation Center	Geoff Huston, Center Manager	3
E. 145th St. and St. Ann's Av.	(718) 402-5155	
St. James Recreation Center	Kim McNeal, Center Manager	2
2530 Jerome Av., at 192nd St.	(718) 822-4271	
Orchard Beach Administration Building	Gary Cullen and Nicholas Mancini,	3
1 Orchard Beach Road	Supervisors for Maintenance and Operations	
	(718) 885-2275 or (718) 885-3247	
Ranaqua	John Bachman, Chief of Bronx Operations	1
1 Bronx River Parkway	(718) 430-1812	
Williamsbridge Oval Recreation Center	Daniel Roach, Center Manager	1
E. 208th St. and Bainbridge Av.	(718) 543-8672	
West Bronx Recreation Center	Ted Staniecki, Center Manager	0
1527 Jessup Av.	(718) 293-5934	
Brooklyn		17
Betsy Head – Amboy Community Center	Henry Reyes, Manager	0
Livionia and Dumont Avs.	(718) 965-6581	

Brownsville Recreation Center	Gregory Jackson, Center Manager	0
Linden Blvd. and Christopher St.	(718) 465-4633	
Coney Island - Parks Dept. Police	Frank Tornetti (718) 946-3329, or	1
2951 W. 8th St.	Christopher Christodoulou (718) 946-3346,	
	Police Officers	
Fort Hamilton Senior Center	Donna Remmen, Center Manager	0
9941 Ft. Hamilton Pkwy., at 100th St.	(718) 439-4296	
Herbert Von King Recreation Center	Lemuel Mial, Center Manager	3
670 Lafayette Av.	(718) 622-2082	
Marine Park Maintenance and Operations	Fred Wilkins, Park Manager	1
Fillmore Av.	(718) 965-6551	
Metropolitan Pool	Gene Fowler and Peter Lovett,	2
261 Bedford Av., at Metropolitan Av.	Deputy Center Managers	
	(718) 599-5707	
Red Hook Recreation Center	Andrea Keyes, Center Manager	2
155 Bay St., at Henry St.	(718) 722-3211	
Litchfield Villa, Prospect Park	Andrew Chazen, Operations Coordinator	1
95 Prospect Park West	(718) 965-8957	
Prospect Park Garage	Dennis Gavin and Anthony Mazzallo,	2
Prospect Park West and 7th St.	Supervisors	
	(718) 965-6555	
Seth Low Park Office	Anthony Rispoli, Supervisor	1
7421 Bay Parkway	(718) 837-6667	
St. John's Recreation Center	Karen Gripper, Center Manager	2
1251 Prospect Pl.	(718) 771-2787	
Sunset Park Recreation Center	Vernetta Briggs, Center Manager	2
43rd St. and 7th Av.	(718) 965-6533	
MANHATTAN	(110) 700 0000	25
Alfred E. Smith Recreation Center	Rosemary Tavarez, Center Manager	2
80 Catherine St., off Cherry St.	(212) 285-0300	
Arsenal, Central Park	Robert Schiavone, Arsenal Maintenance	1
830 Fifth Av., at 64th St.	(212) 360-8117	1
Asser Levy Recreation Center	Jamil Phillips, Center Manager	2
E. 23rd St. and Av. A	(212) 447-2025 x14	2
Carmine St. Recreation Center	Ralph Musolino, Center Manager	3
1 Clarkson St., at 7th Av. S.	(212) 242-5418	
East 54th St. Recreation Center	Closed until September 2002	0
348 E. 54th St., between 1st and 2nd Avs.	Closed until September 2002	
Five Boro Shops	Susan Silvestro,	3
Randall's Island	Administration/Equipment Training	(1 of which
Kandan S Island	(212) 410-8927	is located in
	(212) 410-8927	Manhattan
Hamilton Fish Recreation Center	Linda Miles, Center Manager	Garage)
128 Pitt St.		1
	(212) 387-7688 Stayon John Contar Managar	3
Hansborough Recreation Center	Steven John, Center Manager	3
35 W. 134th St., at Lenox Av.	(212) 234-9603	0
Highbridge Recreation Center	Victor Morisette, Center Manager	0
Amsterdam Av. And W. 173rd St.	(212) 740-3866	

Jackie Robinson Recreation Center	Jackie Rowe-Adams, Center Manager	3
85 Bradhurst Av., at W. 146th St.	(212) 234-9606	
J. Hood Wright Recreation Center	Orlando Sanders, Center Manager	0
174th St. and Ft. Washington Av.	(212) 927-1514	
North Meadow Recreation Center		0
Central Park, mid-park at 97th St.	(212) 348-4867	
Pelham Fritz Recreation Center	Robert Wright, Park Manager	2
W. 122nd St. and Mount Morris Park	(212) 860-1373	
West		
79th Street Maintenance Yard	Adam Kaufman	1
W. 81st St. and Central Park West	Director, Night and Weekend Operation	
	(212) 628-1036 x29	
Thomas Jefferson Recreation Center	Tony Rosa, Center Manager	2
E. 112th St. and 1st Av.	(212) 860-1383	
West 59th Street Recreation Center	Arnyce Foster, Center Manager	2
533 W. 59th St., between 10th and 11th	(212) 397-3159	
Avs.	. ,	
West 79th St. Marina/Boat Basin	Jeff Speich,	0
	Supervisor for Maintenance and Operations	-
	(212) 496-2006	
QUEENS		16
Alley Pond Park District Office	Jack Maurin,	1
79-20 Winchester Blvd.	Supervisor for Maintenance and Operations	-
75 20 Willemoster Biva.	(718)217-6725	
Browne Park Senior Center	Francis Delaratti, Manager	0
32nd Av. and 159th St.	(718) 939-2428	Ü
Crocheron Park	Thomas Marino,	2
33rd Rd. and 215th Pl.	Supervisor for Maintenance and Operations	_
351d 1td. dild 215til 11.	(718) 225-2620	
Cunningham Garage	Vincent Cerroni and John Pavlica,	1
199-02 Union Turnpike	Supervisors for Maintenance and Operations	1
177-02 Onion Tumpike	(718) 217-6420	
Det. Keith L. Williams Recreation Center	(716) 217-0420	1
172-01 Liberty Avenue	(718) 523-6912	1
Flushing Meadows Corona Park, Allied	Vincent Musillo and John O'Connell	2
· ·		2
Building #1	Supervisors for Maintenance and Operations	
Avery Av. And 131st St.	(718) 699-4209	1
Flushing Meadows Corona Park,	Vivian Cruz, Principal Administrative	1
Storehouse # 2	Associate for In-House Restoration Program	
Across from Allied Building	(718) 699-6732	1
Forest Park Shops	Gregory Monaghan, Supervisor for Trades	1
88th Pl. and Myrtle Av.	(718) 520-5339	1
Juniper Valley Park, Park House # 1	Russell Ericson,	1
80th St, between Juniper Blvd N. and S.	Supervisor for Maintenance and Operations,	
V . D . W . D	(718) 326-2877	
Lost Battallion Recreation Center	Joann Ciorciari, Center Manager	1
93-29 Queens Blvd., at 62nd Av.	1 (7110) (162-1162)	
·	(718) 263-1163	
Louis Armstrong Recreation Center 108th St. and Northern Blvd.	(718) 203-1103 Stephanie Dobie, Director (718) 446-8010	0

Oak Ridge, Forest Park	Barbara Amarantinis,	1
1 Forest Park Dr. at Park Lane S.	Development Coordinator	
	(718) 235-0760	
Passarelle Building Recreation Center	Jackie Brown, Center Manager	0
Between Tennis Center and Shea Stadium	(718) 699-4236	
Roy Wilkins Recreation Center	LeRoy Temple, Center Manager	1
177th St. and Baisley Blvd.	(718) 276-8690	
Sorrentino Recreation Center	Bernard Robinson, Center Manager	2
18-48 Cornaga Av., at Beach 19th St.	(718) 471-4818	
The Overlook, Forest Park	Ed Franklin, Borough Analyst	1
80-30 Park Lane	(718) 520-5910	
STATEN ISLAND		1
Staten Island Dispatcher Garage	Jeff Asklof, Dispatcher	1
21 Slossen Avenue	(718) 816-9196	
TOTAL # OF CURRENT BEVERAGE		70
VENDING MACHINES:		

<u>NOTE</u>: Bidders may propose to install vending machines at locations other than those listed above. However, the total number of vending machines may not exceed eighty. Additionally, all proposed locations are subject to Parks' approval.

#### **FINANCIAL HISTORY**

The following chart lists the fees paid to Parks for the last two operating seasons (fees are expressed as a guaranteed minimum annual fee versus 24% of gross receipts) and the concessionaire's reported gross receipts:

Year	Minimum Annual Fee	Reported Gross Receipts (net of sales tax)
September 2000 – August 2001	\$65,000	\$114,000 (September 2000 – August 2001)
September 2001 – June 2002	\$65,000	\$106,000 (September 2001 – June 2002)

#### REQUIREMENTS DURING THE TERM OF LICENSE

- 1. The successful bidder will be responsible for obtaining any and all necessary approvals, permits, and licenses for the construction and lawful operation of this concession.
- 2. The successful bidder will be required to present picture identification (such as a driver's license or a passport) and proof of address (such as a utility bill) in order to sign the permit. In addition, the successful bidder will be required to provide at least two telephone numbers (see bid form, at end of document). If there are any changes in the addresses or telephone number(s), bidders must inform the Parks Revenue office immediately.
- 3. The concessionaire will be responsible for all utility costs connected with the operation of this concession. This may include but is not limited to installing necessary utilities, service lines, conduits, water meters, pipes, etc. The concessionaire will be required to remove any unsuitable existing materials as required.
- 4. The concessionaire will supply all equipment necessary for the operation of this concession. All fixed equipment becomes the property of Parks upon installation, at Parks' option. Should Parks choose not

to exercise this option, it will be the responsibility of the concessionaire to remove fixed equipment and return the licensed premises to Parks in a condition as good as or better than that at the commencement of the license term.

- 5. The concessionaire will be required to carry at least \$1,000,000 in general liability insurance coverage, \$1,000,000 in property damage liability, and replacement value in fire and casualty coverage with NYC Parks & Recreation named as Additional Insured.
- 6. A security deposit of at least 25% of the highest year's guaranteed minimum license fee must be posted upon signing.
- 7. The concessionaire will submit monthly reports of gross receipts, in a format approved by Parks, broken down into categories of income. At the end of each operating year, the concessionaire will be required to submit a detailed income and expense statement for the past year's operation.
- 8. The concessionaire must operate, maintain, and clean the entire area whenever the concession is operating. The concessionaire will be responsible for cleaning the licensed premises and the area within fifty (50) feet of the licensed premises. The concessionaire will remove all rubbish generated by this concession. The concessionaire will provide garbage cans approved by Parks and have these cans emptied on a daily basis by a private carter. In addition, the concessionaire will keep all signs and structures free of graffiti.
- 9. The concessionaire must comply with all City, state, and federal regulations regarding recycling.
- 10. The selling and/or advertisement of cigarettes, cigars, or any other tobacco products is strictly prohibited. It is the concessionaire's responsibility to adhere to and enforce this policy.
- 11. The concessionaire will comply with all City, state and federal laws relating to access for people with disabilities.
- 12. Pursuant to Parks' policy citywide, the concessionaire will not be permitted to sell any beverages in glass bottles. All beverages sold should be in non-glass, shatterproof containers. Also, the use of polystyrene packaging or food containers will be prohibited in the operation of the concession.
- 13. All signs are subject to the approval of NYC Parks & Recreation.
- 14. The concessionaire must pay all taxes applicable to the operation of the concession. With the exception of the Combined State and New York City Sales Tax on Food, no such applicable taxes, including but not limited to the Commercial Rent Tax, may be deducted from gross receipts or from license fees.
- 15. Parks' Inspectors may visit the concession site unannounced to inspect operations and determine whether or not the concessionaire is complying with the terms of the permit. If these inspectors find violations, the concessionaire may be assessed a fine for each violation. The concessionaire must also comply with all directives originating from inspections by any other City, state or federal agency having jurisdiction over the operation of this concession, (e.g. NYC Department of Health, NYC Fire Department).
- 16. The concessionaire must cooperate with Parks during special events or other unanticipated eventualities.

#### THE REQUEST FOR BIDS PROCESS/BID PROCEDURE

#### A. BID SUBMISSION INSTRUCTIONS

All bids **must** meet the requirements listed below in the "Bid Submission Requirements" section, and should comply with the guidelines listed in the "Bid Submission Guidelines" section.

Bids should be printed or typed on 8 ½" x 11" paper. There is no page limit for bids. The bid submission and the bid deposit should be submitted in a sealed envelope with the following information written on the outside:

- Your name and address
- Solicitation # M194-VM 08/02
- Beverage Vending Machines Citywide
- Return Date: Tuesday, September 17, 2002 @ 11:00 am

No bids should be submitted in plastic sleeves or spiral binders. Illustrations may be included. All plans are subject to Parks' approval. Oversized drawings may be submitted, but must be accompanied by  $8\frac{1}{2}$  " x 11" sectionals or reductions to  $8\frac{1}{2}$ " x 11". No telegraphic or facsimile bids will be accepted.

#### **B.** BID SUBMISSION REQUIREMENTS

Each bid submitted must meet the following requirements. Failure to comply will result in the automatic disqualification of a submission from further consideration.

- 1. All bidders must submit a bid that includes a fee offer.
- 2. All bidders are required to submit as a bid deposit a **certified check, official bank check, or cashier's check in the amount of \$5,000.00** with the bid (payable to NYC Parks & Recreation). The check will be retained as liquidated damages in the event the bidder fails to enter into an agreement with Parks. Bid deposits will be returned to unsuccessful bidders after the contract is signed with the successful bidder.
- 3. All bids should be submitted in a sealed envelope to the Assistant Commissioner for Revenue, City of New York Parks & Recreation, The Arsenal, Room 407, Central Park, New York, New York 10021, no later than **Tuesday, September 17, 2002** @ **11:00** am. No bids will be accepted after that time. Hand delivery to Room 407 before the deadline is recommended to ensure consideration of your bids.

#### C. BID SUBMISSION GUIDELINES

- 1. Bids should include all of the required information and a fee offer. The fee offer should state the highest sum each bidder is prepared to pay as a license fee, expressed as guaranteed annual minimum fee versus a percentage of gross receipts, whichever is greater. The City strongly urges that there be an escalation of at least five percent (5%) per year (compounded annually) in the guaranteed minimum fee over the license term.
- 2. Bidders should submit four (4) copies of their bids.

- 3. Bids should include completed copies of Parks' business questionnaires and two (2) VENDEX questionnaires (Business Entity and Principal Questionnaires), which may be obtained through the Revenue office.
- 4. The bid should include a resume or detailed description of the bidder's professional qualifications, demonstrating extensive experience in the industry, including work with City agencies, or access to individuals and/or firms with such expertise. Bidders should also include the names and addresses of all corporate officers submitting bids.
- 5. Bidders should submit listings of proposed locations, including the number of vending machines intended for each site.
- 6. Bidders should submit pictures or renderings of the vending machines, including the dimensions.
- 7. Bidders should submit lists of items and prices with their bids. All items, prices, fees, and increases are subject to the approval of NYC Parks & Recreation.
- 8. Bidders should include a detailed, well thought-out pro-forma income and expense projection for each year of operation. This pro-forma projection should include explanations for all the assumptions used in its formulation.
- 9. Bidders should include a financial statement or statements prepared in accordance with standard accounting procedures.
- 10. Bidders should submit an estimated number of full-time and seasonal employees respectively, the positions these employees will fill, and the percentage of these employees that they expect to hire from the surrounding community. Parks will view favorably bids that will employ members of the surrounding community.
- 11. Parks & Recreation is charged with improving customer satisfaction with the services provided at facilities on parkland. Therefore, Parks would like bidders to explain in their submissions the mechanisms they would use to measure customer satisfaction with the services offered by this concession. Such mechanisms might include customer evaluations or survey forms. Further, Parks & Recreation would like bidders to explain how they would improve the quality of services offered if the above mechanisms indicate a need to do so.

#### D. EVALUATION AND SELECTION PROCEDURES

In evaluating bids, Parks will select the highest fee offer to the City from a responsible and responsive bidder. Any bid submitted that does not meet the criteria set forth in the *Bid Submission Requirements* section of the RFB will be considered an unresponsive bid. In the event that different bidders offer the highest fee offers for different years of the term, Parks will use a Net Present Value (NPV) analysis to determine which bid has the highest overall fee offer to the City.

#### E. OTHER GENERAL RFB REQUIREMENTS AND CONDITIONS

NYC Parks & Recreation reserves the right to postpone or cancel this RFB or reject all bids, if in its judgement it deems it to be in the best interest of the City of New York to do so.

Bidders are advised that Parks & Recreation has the option of selecting the bidder without conducting negotiations. Therefore, bidders should submit their best bids initially, since negotiations may not take place.

All Requests for Bids submission materials become the property of the City of New York and Parks & Recreation. Bid submission material will generally be made available for inspection and copying by interested parties upon written request, except when exempted from disclosure under the New York State Freedom of Information Law.

NYC Parks & Recreation is subject to the New York State Freedom of Information Law, which governs the process for the public disclosure of certain records maintained by Parks. (See Public Officers Law, Sections 87 and 89.) Individuals or firms that submit bids to Parks may request that Parks except all or part of such a bid from public disclosure, on the grounds that the bid contains trade secrets, proprietary information, or that the information, if disclosed, would cause substantial injury to the competitive position of the individual or firm submitting the information. Such exception may extend to information contained in the request itself, if public disclosure would defeat the purpose for which the exception is sought. The request for such an exception must be in writing and state, in detail, the specific reasons for the requested exception. It must also specify the bid or portions thereof for which the exception is requested.

If Parks grants the request for exception from disclosure, Parks shall keep such bid or portions thereof in secure facilities.

NYC Parks & Recreation shall not be liable for any costs incurred by bidders in the preparation of bids or for any work performed in connection therein.

Bidders should be aware that this concession will be developed and operated pursuant to a license agreement issued by Parks. In the event this agreement is terminated, Parks will not consider bids for reimbursement of licensee's unamortized capital improvement costs as of the date of termination.

A bidder may submit a modified bid to replace all or any portion of a bid submitted up until the bid submission deadline. The Project Manager will only consider the latest version of the bid. Late bids and late modifications will not be considered for evaluation. Bidders may withdraw their bids from consideration at any time before the bid deadline. To withdraw a bid, the bidder must provide Parks with written notification.

Technical addenda issued by NYC Parks & Recreation will be the only authorized method for communicating clarificatory information to all potential bidders. Bidders should contact the agency before submitting a bid to verify that they have received any addenda issued. Bidders should acknowledge the receipt of any addenda in their bid submissions.

The Office of the Comptroller of the City of New York is charged with the audit of concession agreements. Any person or entity that believes that there has been unfairness, favoritism or impropriety in the bid process should inform the Comptroller's Office of Contract Administration, 1 Centre St., Room 835, New York, New York 10007. This office may be reached at (212) 669-2323.

Adrian Benepe, Commissioner

## BEVERAGE VENDING MACHINES CONCESSION (M89-A-NS) Bid Form September 2002

This form should be submitted with a certified check, cashier's check, or official bank check in the amount of \$5,000.00 payable to NYC Parks & Recreation, **no later than Tuesday, September 17, 2002** @ **11:00 am**. Any additional information should be submitted on 8 1/2" x 11" paper. Bidders are encouraged to submit more detailed information along with this form. All submissions become the property of Parks.

NAME			SOCIAL SEC. #
Last	First	M	
ADDRESS:			
CITY:		STATE:	ZIP:
PHONE:	You must provide at least	two (2) numbers a	at which we will be able reach you.
	BUSINESS ( )		HOME ( )
	PAGER/CELLULAR (	)	FAX ( )
	OTHER ( )(If this line is con		licate a contact person or explain further.)
		FEE (	OFFER
<b>Year/Season</b> Minimum Gu	1: aranteed Payment	\$	
<b>Year/Season</b> Minimum Gu	2: aranteed Payment	\$	
<b>Year/Season</b> Minimum Gu	3: aranteed Payment	\$	
<b>Year/Season</b> Minimum Gu	4: aranteed Payment	\$	
	expects an increase in the sec trongly encourages an incre		e fee, and a further increase in the fee for each subsequent between years.
Briefly descri	be intended repairs and/or c	apital improvemen	its:

List all permits, licenses, leases, and franchises issued by the city or state agencies held by you.

<u>Description</u>			Expiration Date
NY State Sales Tax:			
Health Department Certificate:			
Tax I.D. Number:			
Have you operated at this park previously?	Yes	No	
If yes, describe the concession(s):			
List all current Park permits held by you and/or a	ny entity you control:		
Are you a veteran?	Yes	No	
Briefly describe your experience and qualification	s:		
Briefly describe how you will improve customer s	ervice:		
certify that all statements on this form are true to	the best of my knowle	dge.	
Signature		Date	