

One Buncombe Mobile Services

RFP for Coronavirus State and Local Fiscal Recovery Funds

Buncombe County Government

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Asheville, NC 28801

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Application Form

Question Group

Buncombe County requests proposals for projects to help the community recover from and respond to COVID-19 and its negative economic impacts.

Buncombe County has been awarded \$50,733,290 in Coronavirus State and Local Fiscal Recovery Funds (Recovery Funding), as part of the American Rescue Plan Act. This infusion of federal resources is intended to help turn the tide on the pandemic, address its economic fallout, and lay the foundation for a strong and equitable recovery.

Buncombe County is committed to investing these funds in projects that:

- Align to county strategic plan and community priorities
- Support equitable outcomes for most impacted populations
- Leverage and align with other governmental funding sources
- Make best use of this one-time infusion of resources
- Have a lasting impact

Proposals shall be submitted in accordance with the terms and conditions of this RFP and any addenda issued hereto.

[Click here for the full terms and conditions of the RFP](#)

Coronavirus State and Local Fiscal Recovery Funds*

Name of Project.

One Buncombe Mobile Services

Amount of Funds Requested*

\$427,430.00

Recovery Fund Eligible Category*

Please select one:

County only

Brief Project Description*

Provide a short summary of your proposed project.

One Buncombe Mobile Services will provide multiple County services to underserved communities through the use of two One Buncombe Vehicles. The Library will lead this pilot program to initially bring services to three subsets of the County: children and educators in childcare centers; residents who access services at Community Engagement Mobile Markets; and older adults who live in adult and family care

homes. One Buncombe Mobile Services will leverage existing relationships through the Preschool Outreach Program (POP), Community Engagement, and Adult and Aging Services (AAS) to bring services to these disproportionately impacted communities. The Library and Election Services will collaborate and cross-train staff to provide select communications, programs, and services that are culturally responsive and developmentally appropriate to each mobile site. As the One Buncombe Mobile Services program expands, there will be opportunities for additional County departments to participate.

Project Plan*

Explain how the project will be structured and implemented, including timeframe.

The Library will purchase two mobile services vehicles from an industry leading manufacturer of specialty vehicles, a Sprinter and an E450 (see attached document), to be delivered by December 31, 2022. Two vehicles provide flexibility in mobile County services and addresses the fact that rural roads and other service sites may not be accessible for a larger vehicle. The vehicles will be designed with multiple functionalities to allow for versatility and adaptability as the program evolves. Both service vehicles come equipped with WIFI capabilities and can be operated without a CDL driver license.

Initially, One Buncombe Vehicles will bring services to three subsets of the County: children and educators in childcare centers; residents who access services at Community Engagement Mobile Markets; and older adults who live in adult and family care homes.

In year one, the Library will use the Sprinter for regularly scheduled POP programming and services, including delivery of classroom curriculum kits, book crates, and storytimes. POP staff will operate the vehicle on an established rotation of services, beginning with a schedule of three mornings per week. On days or afternoons when POP services are not provided, the Sprinter will be available for additional County outreach events. The E450 service route will include Community Engagement Market sites and areas identified by AAS as having a high volume of adult and family care homes. On these site visits, cross-trained staff will provide multiple library services such as: delivery of materials, including laptops and hotspots through the existing loaning program; library card registration; and reference services and digital assistance. Multiple resources from Election Services will also be provided such as voter registration; absentee requests; representative, party, and polling place information; in addition to fact sheets about services and opportunities for employment during elections. Staff will provide information on other County services by sharing informational publicity documents and accessing the County's website on one of the computer workstations in the vehicles.

Because the vehicles are multifunctional, many departments will be able to offer mobile services as outreach needs are identified. Potential departmental collaboration could include services from Tax, Recreation Services, Permits, and more. Vehicles will further anchor the County's presence in many community events, like Shindig on the Green or Lake Julian Fall Festival. While serving as mobile WIFI hotspots, the vehicles also hold the potential to become must-visit destinations at farmers markets, festivals, or other community events. Staff will be able to think creatively about possibilities for service and program delivery, and residents will come to recognize the One Buncombe Vehicles as exciting and accessible resources when they see them in their communities.

Statement of Need*

Describe the need that this project will address. Include data to demonstrate the need, and cite the source of the data.

Buncombe County is committed to serving all residents at every stage of life, but transportation and other barriers prevent some people from accessing County buildings, many of which are located in downtown Asheville. Outreach services have been identified by the Library and Election Services in their business plans

to meet Equity goals, and acquiring mobile service vehicles will enable staff to better meet the needs of the community. This project will address the gaps in delivery of County services while also promoting the One Buncombe spirit.

The Library connects and empowers our community. While all Buncombe residents are eligible for a free library card, only 51% of the population are registered users, and library services are often limited for people who are not able to visit one of the branch locations. Twelve branches are located throughout the County, but their locations were not established within an equity framework, and many locations are practically impossible for residents to access due to transportation barriers and hours of operation that conflict with work schedules.

While POP addresses the need to provide services outside the library for children and educators in childcare centers, delivery of services is limited without a dedicated service vehicle. Currently, book delivery is scheduled once a week, but this service is often postponed or rescheduled because it is provided using the library facilities vehicle. If more pressing maintenance needs arise, the vehicle is unavailable for delivery service.

By taking an asset-based approach, Election Services, the Library, and additional County departments will further develop relationships with communities to maximize opportunities for participatory community engagement, to listen to community members, and to work with them to develop the programs and services they need.

[Link to COVID-19*](#)

Identify a health or economic harm resulting from or exacerbated by the public health emergency, describe the nature and extent of that harm, and explain how the use of this funding would address such harm.

Childcare centers, members of communities served by community engagement markets, and older adults in care homes were already underserved and under resourced before the COVID-19 pandemic, and the interruption or alteration of County services during the past 16 months has amplified these gaps. It will not be sufficient to simply open our doors and expect people to come back. We must provide targeted outreach services to rebuild connections to and awareness of County services.

Childcare centers were classified as essential during the pandemic and many remained fully open, but POP was only able to provide 35% of its regular services. In 2019, POP served 65 childcare centers versus 23 served during the pandemic. POP provided online programs during the pandemic, but access to these programs was not equitable as many centers lack technology or adequate internet connections. POP was unable to continue monthly book delivery during the pandemic, severely limiting access to literacy materials.

During the pandemic, Election Services received record requests for Absentee Voting. 51,000 absentee requests were made in Buncombe County; of those, nearly 36,000 absentee ballots were returned. This was a 600% increase from 2016, when 6,000 were returned. With ongoing concerns about the pandemic, Election Services expects absentee ballot requests to remain high in the future.

Misinformation about County services continues to be a challenge. For example, many residents were unaware of modified Library services as the pandemic progressed. COVID-19 exacerbated the effects of the existing digital divide in the County. People were unaware of our attempts to spread information. This was due in part to a lack of awareness of information available on the County website, and because of a lack of internet access due to economic factors and the area's mountainous terrain.

One Buncombe Vehicles will foster opportunities to connect with the communities that need us most.

Population Served*

Define the population to be served by this project, including volume and demographic characteristics of those served.

One Buncombe Mobile Services has the potential to serve all 261,191 County residents as an adaptable and flexible means of providing high quality service anywhere.

The Library does not record racial demographics of cardholders, but Census data indicates that the population consists of 89.4% White, 6.3% Black/African-American, and 6.8% Hispanic/LatinX. 12.2% of the total population is reported as living in poverty. The Library had 149,232 registered users in 2019 (<https://statelibrary.ncdcr.gov/services-libraries/resources-library-staff/data-and-evaluation/nc-library-statistics>).

POP serves children birth to 5 years old who are not eligible for kindergarten and are in some sort of childcare. As reported in State of Child Care March 2021 (<https://buncombepfc.org/reports/>), the total number of children in Buncombe County is 12,968, of which 85% are White, 8% are Black/African-American, 4% are other, 1% are American Indian/Alaska Native, are 2% are AAPI. The total number of children in licensed childcare is 3,777; the total number in unlicensed childcare is unknown.

POP serves the majority of Head Start programs in Buncombe County, who report that 22.8% are Hispanic/Latinx, 27.4% are Black or African American, 7.5% are biracial or multiracial, 1.2% are Native Hawaiian or Pacific Islander, and 41.2% are White ([file:///C:/Users/e9696/Downloads/Report%20\(2\).pdf](file:///C:/Users/e9696/Downloads/Report%20(2).pdf)).

As of July 2021, Buncombe County has 200,776 registered voters. Of those voters, 162,795 are White, 10,083 are Black, 1,262 are Asian, 343 are American Indian, 4,148 are Hispanic/Latinx, and 4,029 are made up of other races.

According to AAS, there are 71 adult care homes and 54 family care homes in Buncombe County. Because many of these structures are located in close proximity to each other, a vehicle could provide services for multiple homes with one site visit.

Two vehicles provide the capacity to serve more than one site at a time, which will further increase One Buncombe Vehicles' impact.

Results*

Describe the proposed impact of the project. List at least 3 performance measures that will be tracked and reported. If possible, include baselines and goals for each performance measure.

One Buncombe Mobile Services has multiple high-impact opportunities for all participating departments, including potential effects on departmental business plans.

As part of the County's Tier 1 Educated & Capable Community goal to "increase kindergarten readiness," POP will enhance early childhood educators' ability to provide high quality early childhood education. POP supports educators through provision of curriculum kits, classroom book crates, and storytimes. With a dedicated service vehicle, POP will provide more services to more classrooms. As of July 2021, POP serves 14 centers. The Library will use the performance measures, baselines, and goals already established in its business plan to increase the number of classrooms served by 100% by the end of 2025. Additionally, the Library will track which POP services are being utilized and accessed through One Buncombe Mobile Services.

As part of the Tier 1 Equity goal to "ensure that policies and practices eliminate barriers to allow for equitable opportunity," Election Services will utilize the mobile vehicles to increase community engagement in the democratic process. With a goal to increase voter turnout by 1% in a comparable voting cycle, Election

Services will measure progress in reaching underserved groups and areas by evaluating data from the following measures: voter registration forms completed or returned; absentee ballots completed or returned; and voter turnout in under-participating groups. The Library has also identified a Tier 2 goal that is tied to Equity to “expand and maintain cultural and recreational assets,” and services provided will be measured as defined in the business plan.

One Buncombe Vehicles will increase the total number of County services provided to underserved communities, especially as additional departments participate. Results Based Accountability will be incorporated in determining desired outcomes and defining success.

Evaluation*

Describe the data collection, analysis, and quality assurance measures you will use to assure ongoing, effective tracking of contract requirements and outcomes.

The Library will use measures outlined in its business plan to track the number of classrooms served by POP using a preexisting standardized tool for data collection and analysis. Broad results will be displayed on the strategic plan dashboard, and additional initiatives and measures will be tracked with guidance from Performance Management.

The Library already gathers quantitative data for each branch location, such as circulation of materials, library card registration, programming and attendance. Many services are tracked with software that will be accessible through the computer workstations on the vehicles, and additional services, such as reference and digital assistance, will be tracked using the same standardized methods that are used at library branches. Mobile library service data will be analyzed in comparison to library branch statistics and will be reported annually.

Election Services will track the number of voter registration and absentee request forms returned through the One Buncombe Vehicles. Election Services will continue to track and evaluate voter turnout.

All staff providing outreach services will track reference interactions, including information sharing about County services and digital assistance, as well as program attendance if applicable. Staff will cross-train to ensure accurate data recording for all services.

A multi-department user survey will also be created to determine how One Buncombe Mobile Services has improved access to County services. The survey will provide data to identify additional community needs and offer feedback on how to expand or improve mobile outreach efforts. Participating departments will collaborate with Performance Management and Community Engagement to determine the scope of the survey. As staff are trained on Results Based Accountability (RBA), they will utilize RBA to define and evaluate success.

Equity Impact*

How will this effort help build toward a just, equitable, and sustainable COVID-19 recovery? How are the root causes and/or disproportionate impacts of inequities addressed?

This project aligns with the County’s Racial Equity Action Plan in multiple ways. Departments will be better equipped to “support and expand community partnerships in equity programs and efforts for high impact and better outcomes;” “move from iterative, project-based outreach to ongoing engagement;” and “assess and identify opportunities to ensure minimized barriers to technology and communication.”

Regular services were modified or paused during the COVID-19 pandemic, but the need for County services only increased. Acquiring two vehicles allows for greater flexibility, and departments will be able to identify outreach strategies to better meet the needs of underserved and under resourced groups.

By leveraging existing relationships between the County and childcare centers, communities that host community engagement markets, and adult and family care homes, staff working with One Buncombe Mobile Services will increase public awareness of and participation in County programs. The County has already identified these groups as being underserved or under resourced, and strategic and intentional outreach will amplify positive outcomes.

Childcare centers were heavily impacted by COVID-19, from the decrease in workforce to the lack of access to literacy materials and programs. Taking POP services back into the community addresses this education shortfall by providing materials and support for teachers, while allowing for the opportunity to further connect staff and children with additional County resources and services.

Community Engagement Markets and adult and family care homes modified their services to comply with health and safety mandates, which led to a loss of social interaction for residents and perpetuated misinformation about County services and news. One Buncombe Vehicles will address these inequities by increasing opportunities for engagement and connection and by providing services directly to the community.

Project Partners*

Identify any subcontractors you intend to use for the proposed scope of work. For each subcontractor listed, indicate:

- 1.) What products and/or services are to be supplied by that subcontractor and;
- 2.) What percentage of the overall scope of work that subcontractor will perform.

Also, list non-funded key partners critical to project.

An industry leading specialty vehicle manufacturer will design and deliver both custom vehicles, a Sprinter and an E450. The Sprinter will be equipped with WIFI, two staff workstations with PCs, an exterior monitor, custom shelves, and removable book and equipment carts. The E450 will be equipped with WIFI, three staff workstations with PCs, an AV system, an exterior monitor, and a multifunctional seating layout inside the vehicle. Training is included in the cost quote for the vehicles. More information about the two vehicles is attached in the Special Considerations field of this application.

Approximately 88% of the project budget is for acquiring the custom vehicles. Additional maintenance and fuel costs have been factored into the proposal, based on American Library Association (ALA) standards for servicing bookmobiles and mileage estimates for the first three years and in comparison to other NC libraries that operate bookmobiles. General Services Vehicle Maintenance provided estimates on fuel and maintenance costs as well. After three years, the cost for maintaining the vehicles will be absorbed into the annual budget.

Non-funded partners include County departments, beginning with Adult and Aging Services, Community Engagement, and Election Services. At its launch, existing staff will provide mobile services through the use of the vehicles, with an opportunity to add dedicated staff with departmental budget planning as the program evolves.

Capacity*

Describe the background, experience, and capabilities of your organization or department as it relates to capacity for delivering the proposed project and managing federal funds.

The majority of the project's requested funds is for the one-time cost of purchasing two mobile vehicles. A potential manufacturer has been identified, but a bidding process for proposals may also be utilized. Maintenance costs for the first three years are factored into the budget for this project, with a goal of absorbing those costs into annual departmental budgets in 2025. The Library will adhere to Finance regulations regarding dispersal of funds.

The Library currently includes twelve branch locations and a law library, and staff are fully trained to provide exemplary customer service in flexible, fast-changing atmospheres. Mobile services will include: circulating print and audiovisual materials, in addition to laptops and hotspots; providing WIFI and technology assistance; sharing local history and other reference services; and implementing educational programming for all ages. Staff will also serve as County liaisons for access to additional services from other County departments.

In year one, POP staff will provide services three mornings per week, 48 weeks per year, with an anticipated delivery to 3-9 centers per week. As centers may have multiple classrooms, each site visit will serve a range of 1-6 classrooms.

Election Services staff will provide mobile services on a rotational basis. Election Services and the Library have an established cooperative relationship, and they will collaborate with additional departments on initiatives as the program evolves. Cross-training will ensure that services are provided consistently.

As the vehicles will be designed with multiple functionalities and can be operated without a CDL, there will be opportunities for One Buncombe Mobile Services to evolve and incorporate more departments.

Budget*

Provide a detailed project budget including all proposed project revenues and expenditures, including explanations and methodology. For all revenue sources, list the funder and denote whether funds are confirmed or pending. For project expenses, denote all capital vs. operating costs, and reflect which specific expenses are proposed to be funded with one-time Buncombe County Recovery Funds.

Download a copy of the budget form [HERE](#). Complete the form, and upload it using the button below.

One Buncombe Mobile Services Recovery-Funds-budget.xlsx

Special Considerations*

Provide any other information that might assist the County in its selection.

One Buncombe Mobile Services- Vehicle Estimate.pdf

This project strongly aligns with the County's reputation for innovation and exemplary public service. With One Buncombe Mobile Services, County services will no longer be confined to existing buildings, rather, we will meet people where they are to ensure that citizens succeed, thrive, and realize their potential.

A cost quote for representative vehicles is attached.

File Attachment Summary

Applicant File Uploads

- One Buncombe Mobile Services Recovery-Funds-budget.xlsx
- One Buncombe Mobile Services- Vehicle Estimate.pdf

List expenses here			\$	-		
List expenses here			\$	-		
List expenses here			\$	-		
List expenses here			\$	-		
List expenses here			\$	-		
List expenses here			\$	-		
List expenses here			\$	-		
List expenses here			\$	-		
List expenses here			\$	-		
			Total	\$ 427,430.00		

Department/Program
Community Engagement Markets estimated miles for markets per year (some markets occur more than once per month)
Libraries Preschool Outreach Program estimated miles for POP per year (up to 200 miles per week, 48 weeks per year)
Libraries, Election Services, AAS, Other estimated miles for additional mobile service site visits (to be identified by AAS and other departments)
estimated total miles per year

Estimated yearly mileage	
	2,400
	9,600
	2,400
	14,400

CUSTOMER

Buncombe County
 Sarah Gransee
 67 Haywood Street
 Asheville, NC 28801
 828-250-4721
sarah.gransee@buncombecounty.org

QUOTE/PROJECT DESCRIPTION

E450 Cutaway w/ 17' custom aluminum box

TOTAL UNIT PRICE **\$192,573.00**

CONTACT	DELIVERY	SHIPPED VIA	F.O.B.	TERMS	DATE
Brock Templin	240 Days	Farber		30/70 or PO	14-Jul-21

QUANTITY		UNIT PRICE	TOTAL PRICE
1	FSB Body 17	\$131,494.00	\$ 131,494.00
21	Custom Book Mobile (per foot)	\$310.00	\$ 6,510.00

Model Upgrade Pricing

INTERIOR OPTIONS			
1	Wheelchair/Bookcart Lift, automatic, ADA approved, Above Floor	\$ 6,590.00	\$ 6,590.00
6	Custom Aluminum, Powdercoat White, Removable, Adjustable Book Shelves (per foot)	\$ 690.00	\$ 4,140.00
1	Custom Aluminum, Powdercoat White, Removable Bookcart	\$ 1,200.00	\$ 1,200.00
1	Bookdrop Cart	\$ 644.00	
0	Interior mounted 32" TV w/ fold-down bracket	\$ 557.00	\$ -
1	Custom Cabinet	\$ 1,180.00	\$ 1,180.00
3	Fixed Window	\$ 475.00	\$ 1,425.00

FINISHES & UPGRADES			
1	Commercial Grade Vinyl Flooring	INCLUDED	INCLUDED
0	Graphics Package; 50% Coverage	\$ 5,000.00	\$ -
0	Graphics Package; 90% Coverage	\$ 9,000.00	\$ -
0	Full Wrap Graphics Package	\$ 10,000.00	\$ -

EXTERIOR OPTIONS			
1	Electric roll up exterior awning, Sunbrella color selection, up to 16'	\$ 2,795.00	\$ 2,795.00
1	Roof rail for mounting router antennas w/ weatherproof access hatch to interior	INCLUDED	INCLUDED
1	Hydraulic leveling and stabilizing jacks - medium duty	\$ 6,995.00	\$ 6,995.00

GENERATORS & POWER SUPPLIES			
1	7.0KW gasoline generator, compartment installed, remote start/stop	\$ 6,450.00	\$ 6,450.00
1	25', 30Amp shore cord w/ reducing adapters	\$ 384.00	\$ 384.00

CONNECTIVITY OPTIONS			
1	CAT 6 network with printer/fax/scanner	\$ 6,500.00	\$ 6,500.00
1	Cradlepoint IBR1700 Wi-Fi Router (Dual carrier w/ auto switching)	\$ 2,834.00	\$ 2,834.00

AUDIO/VIDEO OPTIONS			
1	40" LCD monitor, exterior view w/ weather-proof door	\$ 5,895.00	\$ 5,895.00
0	Security camera system w/ DVR (Includes 2 interior and 2 exterior camera)	\$ 4,134.00	\$ -
1	PA system w/ 2 exterior weatherproof speakers	\$ 2,567.00	\$ 2,567.00

LIGHTING			
1	LED ceiling light package	INCLUDED	INCLUDED
3	Scene lights, LED, each	\$ 460.00	\$ 1,380.00

DELIVERY AND TRAINING			
1	Transportation of vehicle to customer. Full training included.	\$ 1,400.00	\$ 1,400.00

UPGRADE OPTIONS			
0	Sonar Back Up System	\$ 584.00	\$ -
1	Cradlepoint IBR1700 Wi-Fi Router (Dual carrier w/ auto switching)	\$ 2,834.00	\$ 2,834.00

TOTAL UNIT PRICE **\$192,573.00**

SPECIAL NOTES AND INSTRUCTIONS

Once signed, please fax, mail or email to the provided address.
 Above information is not an invoice and only an estimate of services/goods described above.
 Payment will be collected in prior to provision of services/goods described in this quote.

Thank you for your business!

Please confirm your acceptance of this quote by signing this document.

Signature _____ Print Name _____ Date _____

CUSTOMER

Buncombe County
Sarah Gransee
67 Haywood Street
Asheville, NC 28801
828-250-4721
sarah.gransee@buncombecounty.org

QUOTE/PROJECT DESCRIPTION

2022 ; Farber Sprinter Bookmobile

TOTAL UNIT PRICE **\$161,968.00**

CONTACT	DELIVERY	SHIPPED VIA	F.O.B.	TERMS	DATE
Brock Templin	240 Days	Farber		30/70 or PO	14-Jul-21

QUANTITY		UNIT PRICE	TOTAL PRICE
1	FSV Sprinter Bookmobile	\$119,840.00	\$ 119,840.00

Model Upgrade Pricing

INTERIOR OPTIONS

1	Wheelchair/Bookcart Lift, automatic, ADA approved, Above Floor	\$ 6,590.00	\$ 6,590.00
1	Aluminum, Powdercoat White, Removable, Adjustable Book Shelves	INCLUDED	INCLUDED
0	Aluminum, Powdercoat White, Removable Single Sided Bookcart	\$ 1,200.00	\$ -
0	Equipment Cart (Laptop/Tablet Storage)	\$ 875.00	\$ -
0	Bookdrop Cart	\$ 644.00	\$ -
3	Aluminum, Powdercoat White, Removable, Workstation	\$ 427.00	\$ 1,281.00
3	Folding Chair	\$ 53.00	\$ 159.00
2	Folding Table	\$ 342.00	\$ 684.00

EXTERIOR OPTIONS

0	Lateral arm box awning, Sunbrella color selection, 177" L	\$ 4,720.00	\$ -
0	Exterior mounted TV - 32", Removable w/vinyl storage bag	\$ 594.00	\$ -

LIGHTING

1	Interior Led Lighting Package	INCLUDED	INCLUDED
2	Exterior Led Scene Lights	\$ 430.00	\$ 430.00

H.V.A.C.

1	120V/12V Dual Voltage Auxillary Heating/Cooling unit	\$ 7,332.00	\$ 7,332.00
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120V POWER OPTIONS

1	30',30 Amp, 60Hz Shorecord w/Reducing Adapters	INCLUDED	INCLUDED
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SPRINTER - 3500 - MBE - 3.0L

1	Sprinter Bus Package: Includes Swivel Driver's Seat and Bus Style glass doors	\$ 24,252.00	\$ 24,252.00
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GRAPHICS PACKAGE

0	Graphics Package; 50% Coverage	\$ 5,000.00	\$ -
0	Graphics Package; 90% Coverage	\$ 9,000.00	\$ -
0	Full Wrap Graphics Package	\$ 10,000.00	\$ -

DELIVERY AND TRAINING

1	Transportation of vehicle to customer. Full training included.	\$ 1,400.00	\$ 1,400.00
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UPGRADE OPTIONS

0	Sonar Back Up System	\$ 584.00	\$ -
0	Cradlepoint IBR1700 Wi-Fi Router (Dual carrier w/ auto switching)	\$ 2,834.00	\$ -

TOTAL UNIT PRICE **\$161,968.00**

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Thank you for your business!

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Signature _____ Print Name _____ Date _____