



REQUEST FOR PROPOSALS

BTCS RFP # 20-2171

Date Advertised: November 16-17, 2019
Opening Date: December 5, 2019, at 2:00PM

BRISTOL TENNESSEE CITY SCHOOLS

Seeking contract for:

Food Service Truck (Funded by School Nutrition Funds)

Submit proposals to:

Rebecca Adams, Supervisor of Business & Finance
Bristol Tennessee City Schools
RFP # 20-2171 – Food Service Truck
615 Martin Luther King Jr. Blvd.
Bristol, TN 37620

INVITATION TO BID

Bristol Tennessee City Schools, 615 Martin Luther King Jr. Blvd., Bristol, TN will receive bids for RFP #20-2171 – Food Service Truck. Bids will be received until 2:00 pm on December 5, 2019, at which time all bids will be publicly opened. Detailed specifications may be obtained from the Purchasing Office of Bristol Tennessee City Schools at the above address Monday-Friday from 7:30 AM until 4:00 PM, and are also available for download on the Business page of the school system's website at: <http://www.btcs.org/?DivisionID=3737&DepartmentID=3482>. Bristol Tennessee City Schools reserves the right to reject any and all bids and/or negotiate with the low bidder when it is in the best interest of the school system.

Format and Due Date:

Proposals are due no later than 2:00 pm on **December 5, 2019**. Late proposals will not be considered. Submit proposals to:

Rebecca Adams, Supervisor of Business & Finance
Bristol Tennessee City Schools
RFP # 20-2171 – Food Service Truck
615 Martin Luther King Jr. Blvd.
Bristol, TN 37620

All submitted proposals will be considered the property of Bristol Tennessee City Schools. Proposals should be typed or completed in ink and must be signed by an officer or employee having the authority to bind their company or firm by his or her signature. Contract will be awarded to the most responsible and responsive bidder considering cost, mileage and model year, whose proposal is most advantageous for BTCS. Consideration will also be given to food service trucks previously converted for commercial food usage. Winning bidder will be notified either in writing or via email.

Two copies of the proposal should be sealed in an envelope and marked on the outside of the envelope, RFP # 20-2171 – Food Service Truck. Proposals should include pictures of the vehicle – interior and exterior. Bristol Tennessee City Schools will not be held responsible for the premature opening of unmarked envelopes if sent through the regular mailing system.

Timeline:

- Advertise online and distribute bid packet to potential bidders: **November 16-17, 2019**.
- Bids due with bid opening: **December 5, 2019 at 2:00 pm**.
- Award bid: by **December 13, 2019**.
- Vehicle delivered on/before **January 15, 2020**. Contact Jennifer Burleson at burlsonj@btcs.org or 423-652-9221 to arrange delivery.

Inquiries

Direct all questions related to this RFP to Jennifer Burleson at burlsonj@btcs.org or 423-652-9221.

NOTE: If you mail questions, do not place the RFP number on the outside of the envelope containing questions. Buyer may identify such an envelope as a sealed proposal and may not open it until the official RFP due date. Bidders must clearly understand that the only official answer or position will be the one stated in writing.

SCOPE OF WORK/GENERAL SPECIFICATIONS

1.) SCOPE: Bristol City Schools Nutrition Department is seeking sealed offers from qualified firms to provide a food service truck with the intent for food truck conversion. The vehicle shall be delivered fully serviced and ready for operation.

2.) BASE VEHICLE: The base vehicle shall be 2015 or newer with fleet maintenance background and background check. It should have 150pt D.O.T. Inspection with all new fluids including fresh oils, coolants and transmission fluid. It shall contain all equipment as provided by manufacturer for the specific model, which is listed as standard in the advertised and published literature of the vehicle. The vehicle shall come with the manufacturer warranty if applicable. Any components included in these specifications that are considered optional by manufacturer must be included in Proposal and shall be considered standard equipment for the purpose of this Proposal.

The base vehicle shall be sufficient quality and construction to adequately support the weight of all kitchen and ancillary equipment assembled within and upon the vehicle.

- A. 18' Step Van, Commercial Strip Chassis (or equal);
- B. Model Year 2015 or newer; if used, less than 75,000 miles; GM OEM engine and transmission; 3yr/100,000 mile nationwide warranty (or equal);
- C. Dual rear wheels;
- D. Engine- 6.8L V10 or similar; GAS or DIESEL;
- E. 6 Speed Automatic Transmission;
- F. Vehicle load capacity minimum of 15,000 pounds;
- G. Include Passenger seat with full high back;
- H. 245/70R 19.5" Tires (or equal to support like vehicle) with SS rims;
- J. No dealer emblems;
- K. Sliding Cab doors;
- L. Air Conditioning Cab and Passenger Side;
- M. Solid bulkhead, 8' standard height
- N. Interior body height shall be in accordance with industry standard;
- O. Backup Alarm;
- P. Fuel Tank- 40 Gal Rear Center Mount (or similar);
- Q. No air brakes;
- R. No body rusting or visible damage;
- S. Power steering

General Notes:

Disclaimer and Cancellation

Bristol Tennessee City Schools reserves the right to accept any bid, reject any or all bids, and to waive any informality received where such acceptance, rejection, or waiver is considered to be in the best interest of the school system. Bristol Tennessee City Schools also reserves the right to reject any proposal where evidence or information submitted by the vendor does not satisfy the school system that the vendor is qualified to carry out the requirements of the contract documents. The school system reserves the right to disregard any and all nonconforming, incomplete, or conditional proposals and to negotiate contract terms with the successful vendor.

This RFP does not commit Bristol Tennessee City Schools to any specific course of action. Bristol Tennessee City Schools reserves the right to not select any vendor or purchase any goods or services resulting from this RFP.

Method of Source Selection

The owner is using the Competitive Sealed Bid method of source selection, as authorized by Bristol Tennessee City School System for this procurement.

Awards, if made, will be made to the responsible bidder whose proposal is most advantageous to Bristol Tennessee City Schools.

Criteria Used to Determine Winning Proposal

- Is the proposed cost a good value? Does the Bidder's proposal materially meet the intent of the specification, including any requests for substitution?
- Does the Bidder possess the ability, capacity, skill, and financial resources to provide the vehicle?
- Can the Bidder take upon itself the responsibilities set forth in the RFP and produce the required outcomes in a timely manner?
- Does the Bidder have the character, integrity, reputation, judgment, experience, and efficiency required by the contract?
- Has the Bidder performed satisfactorily in previous contracts of similar size and scope?

Clarifications

Bristol Tennessee City School System reserves the right, at any time, after opening and prior to award, to request from Bidder clarification, address technical questions, or to seek or provide other information regarding the Bidder's proposal. Such a process is to ensure mutual understanding and/or aid in determinations of responsiveness or responsibility.

Tennessee Code Annotated, Title 49, Chapter 5, Part 4

The contractor will be delivering to an active school campus. The security of our students is paramount. The contractor must comply with TCA Title 49, Chapter 5, Part 4.

Bid Form

PROJECT: RFP # 20-2171 – Food Service Truck

TO: Bristol Tennessee City Schools
615 Martin Luther King Jr. Blvd.
Bristol, TN 37620

Proposal Lump Sum

BID FORM
RFP # 20-2171
DUE DATE: 12/5/2019

1. BASE VEHICLE COST \$ _____

Chassis: Mfg: _____ Year _____ Model _____

Mileage: _____

Body: Mfg _____ Model _____

VIN# _____

Manufacturer Extended Warranty- \$ _____

(Step Van Base Vehicle 3 year/100k mile, base care with \$0 deductible)

Total Cost of Vehicle DELIVERED \$ _____

2. Food Service Truck Bid Alternate (for models older than 2015 or more than 75,000 miles)

BASE VEHICLE COST \$ _____

Chassis: Mfg: _____ Year _____ Model _____

Mileage: _____

Body: Mfg _____ Model _____

VIN# _____

Manufacturer Extended Warranty- \$ _____

(Step Van Base Vehicle 3 year/100k mile, base care with \$0 deductible)

Total Cost of Vehicle DELIVERED \$ _____

3. Food Service Bid Alternate (for models that have been converted/used as food truck)

BASE VEHICLE COST \$ _____

Chassis: Mfg: _____ Year _____ Model _____

Mileage: _____

Body: Mfg _____ Model _____

VIN# _____

Manufacturer Extended Warranty- \$ _____

(Step Van Base Vehicle 3 year/100k mile, base care with \$0 deductible)

List of equipment in the vehicle (brands, year/model). May use separate sheet if needed -

Total Cost of Vehicle DELIVERED \$ _____

II. Addenda

The following addenda have been received and are hereby acknowledged:

Addendum # _____ Dated _____

Addendum # _____ Dated _____

Addendum # _____ Dated _____

III. Acceptance

This Bidder shall be open for acceptance and is irrevocable for (60) sixty days from the bid closing date. If this bid is accepted by the owner within the time period stated above, we, the undersigned, will enter into and execute a contract for the above referenced bid documents, accomplish the work in accordance with the bid documents, and commence work immediately upon "Notice to Proceed".

Bid Form Signatures

Note: If a corporation, bid must be signed by person authorized by the Corporation By-Laws to bind it into contract. Failure to sign will cause rejection of your bid.

Name of Firm: _____

Signed: _____

Printed Name: _____

Title: _____

Date: _____

TN License Number: _____

Expiration Date: _____

Address: _____

Phone: _____

Fax: _____

End of Bid Form – Stipulated Price.

GENERAL CONDITIONS**BID CONDITIONS**

Bids are requested on brands or pre-approved equal: Unit price bids are requested on products that equal or exceed the quality and performance of the brands and model numbers listed. References to the brand names, trade names, model numbers or other descriptions peculiar to specific brand products are made to establish a required level of quality and functional capabilities, and are not intended to exclude other products of that level. Comparable products of other manufacturers will be considered if proof of comparability is presented 10 days prior to bid opening for review to the School Nutrition Director. It is the responsibility of the Bidder to furnish specifications, catalog pages, brochures, spread sheet comparisons and other data as will provide an adequate basis for determining the quality and functional capabilities of the product offered. All bidders will be notified no later than 48 hours prior to the proposal opening if alternates have been accepted by addendum for registered bidders.

HOLD HARMLESS

Proposals should provide for the Vendor holding harmless the City and representatives thereof from all suits, actions, or claims of any kind brought on by result of any injuries or damages sustained by any person or property, on an account of any act or omission by Vendor or its employees, or from any claim or amount arising from violation of any law, by law, ordinance, regulation or decree.

ONE VENDOR SOLUTION

Vendor must indicate if another company will provide any services in connection with this bid.

DELIVERY

Delivery of food service truck shall be on or before January 15, 2020. A mutual time for delivery and receipt of the food service truck can be arranged with Jennifer Burleson, School Nutrition Director.

Upon delivery, the Bristol City Schools mechanic will review the Food Service Truck (and be allowed such time to review) to ensure bid specifications were met, and the truck is mechanically sound. The failure of Offeror to comply with the delivery time as indicated on this Proposal, for any reason not accepted by the Department, may be deemed as a default in the contract.

Upon delivery of food truck, Offeror shall provide Food Service one (1) copy of the original manufacturer's documentation for all the equipment items, as applicable, including: Operation/ /service/parts manuals including all schematics necessary for the complete service and repair of equipment and training manuals.

CORRECTIONS

Bidder shall correct work rejected by the Department as faulty, defective or failing to conform to contract, whether discovered at time of inspection or at a later date. Deficiencies noted shall be documented and remedy effected within three (3) business days of notification, unless additional time is required and granted by the Food Service Department. It is understood that any follow up work to be correct and/or noted defects shall be performed at no additional cost to the Department. Should Bidder fail to correct deficiencies in an acceptable and timely manner, the

Department may, after written notice of default, (A) have the work performed by other service provider in an expeditious manner, and charge Bidder the full cost of the work, or; (B) return the product for replacement, or; (C) return the product for full credit. It shall be the responsibility of Bidder to promptly resolve reported complaints pursuant to the applicable terms of contract. Consistent delays or unresponsiveness in addressing and resolving documented deficiencies may be deemed as default of contract. To insure the security of performance expected, the Department reserves the right to withhold payment of any monies owed Offeror who has not performed satisfactorily or failed to provide specific services in the time permitted.

WARRANTY OF VEHICLE

The manufacturer shall provide the standard warranty on the vehicle which is current to the industry. A signed Warranty of Service Policy shall be provided stating that warranty coverage for vehicle shall be honored at any manufacturer's authorized dealership.

FIXED PRICES

Prices proposed by the vendor will be for a sole purchase only. Vendor will not be allowed to change any prices during the truck building period. Errors discovered after public opening cannot be corrected, and the bidder will be bound to honor bid as submitted.

VENDOR PERFORMANCE

If the Vendor fails in full or part to perform or comply with any provision of this Contract or the terms or conditions of any documents referenced and made a part hereof, Bristol Tennessee City Schools School Nutrition Department may terminate this Contract, in whole or in part, and may consider such failure or noncompliance a breach of Contract. Vendors with poor performance will be notified at the time of such performance and be given opportunity to correct the problems. Documentation will be kept on file. Any vendor with continued poor performance may be removed from the potential vendor list for one year.

Failure to deliver within the time specified or within a reasonable amount of time, or failure to make replacements of a rejected item(s) immediately will constitute authority to purchase on the open market so as to replace the item(s) rejected and/or not received. On all such purchases, the Vendor agrees to promptly reimburse schools for excess costs incurred by such a purchase.

Reasons for product rejection may be any one of the following:

- Quality
- Price
- Serviceability of item (damage)
- Product does not meet bid specifications

BREACH

A party shall be deemed to have breached the contract if any of the following occurs:

1. Failure to provide products or services that conform to contract requirements or
2. Failure to maintain/submit any report required hereunder; or
3. Failure to perform in full or in part any of the other conditions of the contract
4. Violation of any warranty

ACTIONS IN THE EVENT OF A BREACH

Upon the occurrence of any event of breach, Bristol Tennessee City Schools School Nutrition Department may take any one, or more, or all, of the following actions:

1. Give the Vendor a written notice of the breach requiring it to be remedied within thirty (30) days from the date of the notice, unless another time line is specified; and if the event of breach is not remedied within the time limit, terminate this contract with notice provided to the Vendor;
2. Give the Vendor a written notice specifying the event of breach and suspending all payments to be made under this contract and ordering that the portion of the contract price, which would otherwise accrue to the Vendor during the period from the date of such notice until such time as Bristol Tennessee City Schools School Nutrition Department determines that the Vendor has cured the breach, shall never be paid to the Vendor;
3. Set off against any other obligation Bristol Tennessee City Schools School Nutrition Department may owe to the Vendor any damages the Bristol Tennessee City Schools School Nutrition Department suffers by reason of any event of breach;
4. Treat the contact as materially breached and pursue any of its remedies at law or in equity, or both.

CONTRACT TERMINATION FOR CAUSE

If the Contractor fails to properly perform its obligations under this contract in a timely or proper manner, or if the Contractor violates any terms of this contract, Bristol Tennessee City Schools School Nutrition Department shall have the right to terminate the contract and withhold payments in excess of fair compensation for completed services.

In the event the contract is terminated for due cause by Bristol Tennessee City Schools School Nutrition Department, Bristol Tennessee City Schools School Nutrition Department shall have the option of awarding the contact to the next lowest bidder or bidding again.

CONTRACT TERMINATION FOR CONVENIENCE

Bristol Tennessee City Schools School Nutrition Department may, by written notice to the Vendor, terminate this Contract without cause for any reason. Said termination shall not be deemed a Breach of Contract by Bristol Tennessee City Schools School Nutrition Department. Bristol Tennessee City Schools School Nutrition Department must give notice of termination to the Vendor at least 30 days prior to the effective date of termination. The Contractor shall be entitled to receive compensation for satisfactory, authorized service completed as of the termination date, but in no event shall the Bristol Tennessee City Schools School Nutrition Department be liable to the Contractor for compensation for any service which has not been rendered. Upon such termination, the Contractor shall have no right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

VENDOR CONFLICT RESOLUTION

Bidders must comply with the Vendor Conflict Resolution as outlined in Policy Reference: 7CFR, 3016.36 Procurement, (b) (11) & (12) In the event that a vendor has a complaint concerning the bid conditions, bid process or award of the bid, the complaint must be directed to Jennifer Burleson, School Nutrition Director at burlesonj@btcs.org. The State Agency will be notified within three working days of the complaint. The settlement of all contractual and administrative issues arising out of procurements will first be considered at the local level. Examples of issues include source evaluation, protests, disputes, and claims. In the event the vendor and Bristol Tennessee City Schools School Nutrition Department cannot resolve the complaint, the complaint will be presented to the Bristol Tennessee City Schools Director of Schools for resolution between the vendor and Bristol Tennessee City Schools School Nutrition Department. No procurement can be made under this contract till all protests are resolved.

EQUAL OPPORTUNITY TITLE IV POLICY STATEMENT

Bristol Tennessee City Schools does not discriminate based on race, color, sex, or national origin or any other classification protected by Federal and/or State constitutional and/or statutory law, in federal or state sponsored programs, pursuant to Title VI of the Civil Rights Act of 1964 (42U.S.C 2000d).

REGULATORY COMPLIANCE

Since the goods to be acquired under this procurement will be purchased in part or in whole with federal dollars, products shall be procured, packaged and inspected in accordance with all federal, state, and local government standards and all applicable regulations. Bristol Tennessee City Schools School Nutrition procurement is governed by Federal Regulations 2 CFR Part 200.317-.326 formerly 7 CFR Part 3013.36.

- All contracts awarded in excess of \$10,000.00 by grantees and their contractors or sub-grantees shall comply with Executive Order 11246, entitled "Equal Employment Opportunity," as amended by Executive Order 11375, and supplemented by the Department of Labor regulations (41CFR, Part 60).
- Bidders must comply with mandatory standards and policies related to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended contracts and subgrants of amounts in excess of \$150,000 issued under Section 306, Section 508 of the Clean Water Act, Executive Order 11738 and Environmental Protection Agency regulations (40 CFR Part 15).
- Bidders must comply with mandatory standards and policies related to energy efficiency which are contained in the State Energy Plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6201) (PL 94-165).
- A Certificate of Lobbying must be signed for all contracts over \$100,000.
- A Certificate of Debarment/Suspension must be signed for all contracts over \$25,000.
- All property or services furnished must comply with all applicable Federal, State, and Local laws, codes, and regulations.
- Positive efforts must be made to involve small, minority, and women's business enterprises and labor surplus firms when/where possible.
- Bidders must comply with the requirement of P.L. 111-88 "Davis Bacon Act" and adherence to the current U.S. Department of Labor Wage Decision.
- Bidders must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants,

Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.

- Bidder certifies that it will comply with the record retention requirements detailed in 2 CFR 200.333. The Bidder further certifies that Vendor will retain all records as required by 2 CFR 200.333 for a period of three years after grantees or sub-grantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.
- Bidder certifies that it will comply with the certification of access to records requirements detailed in 2 CFR 200.336.
- Bidders must comply with mandatory standards and policies related to the Contract Work Hours/Safety Standards Act, (40 U.S.C. 3701-3708).

All bidders must sign and return with the bid the **“Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion – Lower Tier Covered Contracts”** and **“Certification Regarding Lobbying.”**

INSTRUCTIONS FOR CERTIFICATION

By signing and submitting this form, the prospective lower tier participant is providing the certification set out on the Certification Regarding Debarment Form in accordance with these instructions.

The certification in this clause is a material representation of fact upon which reliance was in place when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous by reason of changed circumstances.

The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to whom this proposal is submitted for assistance in obtaining a copy of those regulations.

The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion- Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded for the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Non-procurement List.

Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

Certification Regarding Debarment

**Certification Regarding Debarment, Suspension
Ineligibility and Voluntary Exclusion – Lower Tier
Covered Transactions**

As required by CFR 3017.51, Bristol Tennessee City Schools must ensure that each contractor with whom it does business has not been excluded or disbarred from participating in Federal Procurement. Please complete this form signifying that your company is not prohibited from Federal Procurement. Submit this form with the bid.

BEFORE COMPLETING CERTIFICATION, READ ATTACHED INSTRUCTIONS.

1. The prospective lower tier participant certifies, by submission of this 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. Where the prospective lower tier participant if unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Organization Name

Name(s) and Title(s) of Authorized Representative(s)

Signature(s)

Date

IRAN DIVESTMENT ACT
Certification of Non-Inclusion

NOTICE: Pursuant to the Iran Divestment Act, Tenn. Code Ann. § 12-12-106 requires the State of Tennessee chief procurement officer to publish, using credible information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105. Inclusion on this list makes a person ineligible to contract with the state of Tennessee; if a person ceases its engagement in investment activities in Iran, it may be removed from the list. A list of entities ineligible to contract in the State of Tennessee Department of General Services or any political subdivision of the State may be found here: https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106_Iran_Divestment_Act_updated_7.7.17.pdf

By submission of this bid/proposal, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. § 12-12-106.

_____	_____
<i>Vendor Name (printed)</i>	<i>Address</i>
_____	_____
<i>By (Authorized Signature)</i>	<i>Date</i>

<i>Printed Name / Title of Person Signing</i>	

Complete and return with your proposal package

NON-DISCRIMINATION STATEMENT

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

1. mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
2. fax: (202) 690-7442; or
3. email: program.intake@usda.gov.

This institution is an equal opportunity provider.