

**FACILITIES INSPECTION,  
ASSESSMENT AND  
MANAGEMENT SERVICES**  
Confidential - For Program Use Only



**DESCRIPTION OF PROGRAM ENGAGEMENT**

<b>Managed Services</b>	Partner manages all interior and exterior facilities services including: Air Duct Cleaning, Asphalt Repair, Biohazard Removal Services, Biomedical Equipment Maintenance and Asset Management, Carpet Cleaning, Ceiling Fans and Fixtures, Ceiling Tile Cleaning, Concrete Cleaning, Construction Clean Up, Drywall Repair, Electrical, Emergency Response Clean Up, Fire Protection, Furniture Cleaning, Glass Repair and Install, Gutter Cleaning, Handyman Services, Hard Surface Floor Maintenance, HVAC Maintenance and Repair, Janitorial Services, Janitorial Chemicals and Supplies, Lawn Care, Lead Paint Removal, Light and Bulb Maintenance, Locksmith, Mold/Mildew Removal, Painting, Pest Control, Plumbing, Pressure Washing, Restroom Detail Cleaning, Roof Repair, Signage, Snow Removal, Window Cleaning. Partner uses third-party service providers to perform all services.
<b>Client Meeting Analysis</b>	Partner will conduct a client informational meeting to review facilities management needs and pain points, current budgets/spend, existing contracts, Scopes of Work, and business goals and objectives.
<b>Service Provider Sourcing</b>	Partner will source and qualify third-party service providers to perform all services using its extensive, nation-wide database and incumbent service providers, and will seek additional service providers through phone calls, research, and by contacting other local businesses. Partner prefers to use local, owner operator service providers when possible.
<b>Site Visit Management</b>	Partner will perform site audits for each location and determine facility size, square footage, ideal cleaning frequency and quality of existing providers. Partner will conduct facility tours with potential service providers to ensure compliance with the Scope of Work and facilitate the RFP bid submittal process. Partner will schedule and manage all service provider site visits including preventive maintenance visits and service calls, informing the site contact of the upcoming visit.
<b>RFP/RFQ/RFI Management</b>	Partner will create, issue and manage RFPs for all applicable services including janitorial, HVAC, snow removal and lawn care using a proprietary electronic process. Partner will summarize and share with client RFP results, including a recommendation from Partner. Client will select service provider.
<b>Compliance and Vetting</b>	Partner will vet selected service provider including employee list, proof of compliance with background screening requirements, drug screening (upon request), signing of Confidentiality Agreement, and insurance verification and management. Partner will monitor insurance expiration dates and obtain updated Certificates of Insurance as necessary. Partner will manage key exchange, badging requirements and a log of keys/badges issued.
<b>Client Portal</b>	Partner will provide access to and training for a client portal where all work requests, PM scheduling, inspection results and communication will be housed. Access will be granted to primary site contacts and leadership will have access to as much information as desired.
<b>Site Audits</b>	For the purpose of capital planning and facility and equipment longevity analysis, Partner will conduct thorough and extensive site audits, with the assistance of industry experts. Partner will provide a summary report including analysis and photos of roofing, HVAC equipment, parking lots, windows, exterior structures, etc.
<b>Certifications and Partnerships</b>	Partner is a certified Women-Owned Business. Partner is a member of the International Facility Management Association, with participation in the Utilities and Banking Institutions and Credit Unions Councils.
<b>Client Benefits</b>	Partner provides the following client benefits: <ol style="list-style-type: none"> <li>1. Minimize Risk. All service providers sign Partner contracts and are fully vetted and insured according to Partner and client requirements. Partner manages insurance claims.</li> <li>2. Save Time. Client has a single point-of-contact for all facilities services and Partner completes sourcing, vetting and compliance, all work management, inspections and Accounts Payable functions.</li> <li>3. Reduce Expenses. A thorough RFP process and market analysis assures competitive bids are obtained. Partner begins with the client budget with an end-goal of staying within that budget including Partner management fees.</li> <li>4. Leverage Partner best-practices. Skilled resources dedicated to sourcing, contract negotiation, security and compliance, project management, insurance and accounts payable. Dedicated Relationship Managers with extensive facilities knowledge become and extension of the client facilities team.</li> </ol>
<b>Pricing</b>	Partner adds a small mark-up on top of service provider pricing.
<b>Savings</b>	Partner typically delivers cost savings to clients.
<b>Comments</b>	Partner is a nationwide, integrated facilities management company, based in Minnesota and operating since 1993.