

STATE OF TEXAS           §  
  §  
COUNTY OF FORT BEND   §

**TURNKEY FACILITY MAINTENANCE, REPAIR & REPLACEMENT  
SERVICES AGREEMENT  
FORT BEND COUNTY JAIL - RFP 09-093**

This Turnkey Facility Maintenance Agreement (“Agreement”) is entered by and between Fort Bend County, Texas, a public body corporate and politic of the State of Texas acting by and through the Fort Bend County Commissioners Court (hereinafter referred to as “County”) and CGL Engineering, Inc. (hereinafter referred to as “Contractor,”) authorized to conduct business in the State of Texas.

**WITNESSETH:**

WHEREAS, the County desires to engage an experienced contractor for turn-key maintenance and repair services and replacement of parts and equipment for the Fort Bend County Jail, located at 1410 Ransom Road, Richmond, Texas, (hereinafter referred to as “Services,”) and as detailed in RFP 09-093 , attached hereto as Exhibit A, incorporated by reference as if set forth herein verbatim; and,

WHEREAS, Contractor represents that it is qualified and desires to perform such services.

NOW, THEREFORE, in consideration of the mutual covenants and conditions set forth below, the parties agree as follows:

**ARTICLE I.  
SCOPE OF SERVICES**

1.01 Contractor agrees to provide for the delivery of all maintenance, repair and replacement services described below and included in Contractor’s response to RFP 09-093, attached hereto as Exhibit A, incorporated by reference as if set forth herein verbatim for all purposes, for the Fort Bend County Jail and other County Facilities as detailed in Section 1.02 below (hereinafter referred to as “Facilities”):

**A. Phase 1:**

1. Develop a maintenance management plan for approval by County.
2. Develop a computerized maintenance management system and transfer of information from existing system to new system, including the following: equipment inventory, equipment history, material inventory, material usage, labor and maintenance schedules.
3. Provide automated reports on a monthly basis for the following: preventive maintenance guide and equipment, equipment history, maintenance material inventory, maintenance schedules, labor, requisitioned maintenance, vandalism controls.
4. Develop policies and procedures related to maintenance management system
5. Verify proper operation of the building equipment in the jail
6. Conduct deficiency survey for the Facilities
7. Transition Facilities to full maintenance operation

**B. Phase 2:**

1. Develop preventive maintenance services and schedule
2. Develop corrective maintenance services and schedule

3. Based on the preventive maintenance schedules developed in Phase 1, Contractor shall maintain the Facilities building systems covered under this Agreement in accordance with the equipment operating manuals. The type of activities will include but not be limited to the following:
  - a. Change and adjust belts
  - b. Check and record motor, panel board, switchboard, amperage and voltage
  - c. Check and clean air handler drain pans, heating/cooling coils
  - d. Replace air filters, oil filters
  - e. Inspect and lubricate bearings, dampers, linkages, operable shutters
  - f. Check and torque panel board lugs, starter connections and terminations
  - g. Check motor, pump and drive assemblies vibration, alignment and run out
  - h. Check cooling tower fan operation, and sequence of individual fan cell operation
  - i. Check and record chiller and boiler temperatures, pressures, water flow rates, oil pressure, differential pressure and temperature
  - j. Check and verify operation of emergency generator, automatic transfer switch, speed governor, day tank level, fuel pump, storage tank level, voltage sensors, battery and charging circuitry
  - k. Inspect medium voltage transformers and low voltage switchgear, for oil leaks, excessive heat, ground faults, over/under voltage, 3 phase amperage imbalance, loose or high impedance connections
  - l. Provide operational tests of locking controls, sequencing
  - m. Supply, provide and perform chemical boiler water treatment
  - n. Inspect operation, rotation, vibration of belt and direct driven exhaust, intake, make-up air and supply air fans.
  - o. Perform a walk through of building roofs, inspecting equipment roof penetrations, walk boards, parapets, scuppers, down spouts, roof drains. Note any blistering, cracking, ponding, clogged drains, blocked scuppers or down spouts, note any wind or weather damage, subsurface icing, etc.
4. Contractor shall monitor all building control systems to predict equipment malfunctions to the extent possible.
5. Contractor shall develop a Deficiency Survey with County on a monthly basis. The Survey shall identify areas of the building and the maintenance program that need improvement and shall be incorporated into the preventive maintenance program or become a service requirement.
6. Contractor shall provide County a list of maintenance materials inventory and critical spare parts inventory for purchase by County.

1.02 The Facilities contain approximately 632,096 square feet on 20 acre site, comprised of the following:

<b>Fort Bend County Jail</b>	<b>Building Area (sq.ft.)</b>	<b>Certificate of Occupancy</b>
Jail	331,980	1994
Jail Addition	249,186	July 2009
Law Academy	7,200	
Auto Theft	3,730	
Gus George Academy	40,000	Pending

- 1.03 Contractor shall provide the following services:
- A. Deliver high-quality maintenance planning and preventive maintenance services, consisting of “round-the-clock” response (Option 1 in Exhibit A).
  - B. Deliver services in a cost-effective manner with full reporting and accountability to assist County in developing maintenance budgets.
  - C. Provide maintenance services with on-site, qualified and skilled professionals.
  - D. Prepare and implement a written maintenance plan with clear objectives, policies, procedures and annual evaluation compliance for the Facilities, approved by County.
  - E. Provide a computerized, web-based maintenance management system that tracks and reports all expenditures and resources.
  - F. Provide maintenance services in a manner that conserves energy and provides 100% operating efficiency.
  - G. Maintain a current, complete and accurate records of all services provided.
  - H. Validate and maintain all equipment warranties by performing all required maintenance.
  - I. Provide services in accordance with all applicable codes and standards.
  - J. Certain operational requirements require Contractor to schedule preventive maintenance so not to interfere with the operation of the Facilities. The overall maintenance effort shall be integrated into the current operations of the Facilities to enhance, not hinder, the operations.
- 1.04 Contractor shall be available to provide 24-hour service to County. Contractor shall comply with the following response times: to:
- A. Priority 1 – EMERGENCY: This work order type requires immediate attention with all available and appropriate resources. The descriptive nature of this deficiency is such that a clear and present threat exists to human life, inmate security, or that equipment, systems, buildings or any other asset may in all likelihood incur irreparable damage or destruction. The response required is 30 minutes
  - B. Priority 2 - CORRECTIVE – URGENT: The response required is within 1 hour if no emergency condition exists. The nature of this deficiency is such that if this work is not addressed within this time frame, the deficiency will deteriorate into a Priority 1 condition requiring immediate action.
  - C. Priority 3 – CORRECTIVE – ROUTINE: The response required is within 48 hours with available and appropriate resources. The nature of this deficiency is such that no threat exists to life, security, equipment, but that the potential exists for significant damage, operational difficulty, disruption of programs or services or other disruptions may occur.
  - D. Priority 4 – PREVENTIVE: The response required is in compliance with the equipment manuals for the specific piece of equipment.
  - E. Disaster Preparedness, Response and Recovery: Contractor shall provide staff in the event of an impending disaster and shall coordinate and assist County with disaster mitigation, preparedness, response and recovery activities. Contractor understands and agrees that in the event of an impending disaster, Contractor’s employee’s maybe required to spend extended periods of time at the Facilities to provide services to County.
- 1.05 Contractor shall advise and implement to County casualty prevention and control programs and measures in contribution to structurally and functionally safe facilities and equipment. Contractor shall assist in the administration of casualty prevention, electrical safety and control programs to include:
- A. Training of staff related to emergency responsibilities.
  - B. Format and content of inspections, tests and drills.
  - C. Contribution to the preparation of the Facilities external and internal disaster plans.
  - D. Provision of emergency services and utilities.

- 1.06 Contractor and County shall meet at least once monthly to conduct quality performance reviews to ensure a high standard of service for the Facilities.
- 1.07 Contractor shall be responsible for all vehicles, computers, tools, mobile telephones, office supplies and reference materials necessary to provide the Services. These materials and supplies will remain in the ownership of Contractor in the event of termination or cancellation of this Agreement.
- 1.08 Contractor shall organize and take receipt of all equipment operations and maintenance manuals, videos and training materials and shall become completely familiar with the operation of all Facilities systems.
- 1.09 Repairs and/or replacements that cost \$500 or less shall be included in the Services provided by Contractor under this Agreement. Upon prior written approval of County, repairs and/or replacements that exceed \$500 in material cost will be reimbursable to Contractor.
- 1.10 Contractor shall provide to County for approval a proposed staffing plan necessary to comply with the terms of this Agreement. Contractor shall at all times enforce strict discipline and good order among its employees and shall not employ on any unfit person or anyone not skilled in the work assigned. County may, upon written notice to Contractor, require Contractor to remove an individual immediately from providing services for the following reasons: violation of the terms and conditions of this Agreement; violation of the County's or Contractor's rules and regulations; criminal activity; violation of state, federal, or municipal statutes; or if County determines that Contractor's employee poses a security risk to the Facilities. County may, upon thirty (30) days written notice to Contractor, require the removal of any individual from providing Services without cause.
- 1.11 Contractor's employees will be subject to security checks and drug screening on at least an annual basis.
- 1.12 County and Contractor recognize that any staffing plan is subject to revision as may be necessary to comply with all federal, state and municipal laws, rules and regulations that are now or may in the future become applicable to the Facilities and personnel and staff engaged in the Services provided under this Agreement. Any changes to personnel structure may require a change in Contractor's compensation and shall result in an amendment to this Agreement.
- 1.13 Contractor shall immediately report to County any equipment malfunctions, including those covered under a warranty.
- 1.14 Contractor shall update and maintain drawings and specifications for the Facilities on a continuous basis.
- 1.15 Contractor shall provide a quality improvement plan approved by County. The quality improvement plan shall be reviewed with the County on a semiannual basis.
- 1.16 Contractor shall provide technical training and technical supervision for inmate work programs. The inmate work programs shall provide for inmates performing low-skilled activities including but not limited to the following: painting, general repair, lamp replacement.

## ARTICLE II. COUNTY RESPONSIBILITIES

- 2.01 County shall provide the use of offices, storage space and facilities at the Facilities from which Contractor shall operate and conduct the Services detailed herein. Such office and storage space shall be under the sole control of Contractor; however County will have access to such office and storage space in an emergency and/or in the event Contractor is off-site or unavailable to County. County shall provide for Contractor's office and storage space all utilities including water, sewer, electricity and local telephone service. Contractor shall be entitled to utilize County's staff dining area.

- 2.02 County shall provide access to the Facilities to Contractor at all times. Access shall be coordinated with the Sheriff's Office.
- 2.03 County shall provide Contractor hard copies of the "as built" drawings and specifications for the Facilities. Contractor shall update these files on a continuous basis.
- 2.04 County shall conduct and provide security checks and drug screening to Contractor's employees on at least an annual basis, or for cause.

**ARTICLE III.  
EXCLUSIONS**

- 3.01 Contractor shall provide all maintenance, repair and replacement in the Facilities except for the following:
  - A. Personal computers
  - B. Telephone system
  - C. Inmate imaging systems
  - D. Medical service equipment
  - E. Radio system
  - F. Elevator
- 3.02 Contractor shall provide all Facilities maintenance services except for:
  - A. Custodial services
  - B. Water and sewer lines outside the property boundary

**ARTICLE IV  
TERM & TERMINATION**

- 4.01 This Agreement shall become effective upon execution of County and shall terminate on or before September 30, 2011. This Agreement may be extended only by written agreement of the parties. Extension of this Agreement shall be made sixty (60) days prior to the expiration date. By written agreement of extension, Contractor agrees to supply the services of the contract for the next twelve (12) months period at the stated and established prices.
- 4.02 Either party may terminate this Agreement at any time by providing thirty (90) days written notice to other party.
- 4.03 Within forty-five (45) days after receipt of notice of termination from County, Contractor shall submit a statement, describing in detail the services performed under this Agreement to the date of termination and all reports as required under Article I.
- 4.04 County shall then pay Contractor that proportion of the services actually performed under this, less such payments as a result of charges as have been previously made.
- 4.05 Copies of all completed or partially completed designs, drawings, documents, electronic data files and specifications and reports and/or documents of any kind prepared under this Agreement shall be delivered to County when and if this Agreement is terminated in the manner and for the purposes provided in this Agreement.

**ARTICLE V  
CONTRACTOR'S COMPENSATION**

- 5.01 Contractor shall be paid a monthly fee for Services provided under this Agreement and Exhibit A. The monthly payment shall provide for all labor and materials as included in Exhibit A. No additional payment will be considered without specific written prior approval from County.

5.02 Contractor's monthly compensation for year one (1) of this Agreement shall be as follows:

MONTH	TOTAL
September 2009	\$92,535
October 2009	\$92,535
November 2009	\$92,535
December 2009	\$92,535
January 2010	\$92,535
February 2010	\$92,535
March 2010	\$92,535
April 2010	\$92,535
May 2010	\$92,535
June 2010	\$92,535
July 2010	\$92,535
August 2010	\$92,535
<b>Total</b>	<b>\$1,110,420</b>

5.03 Contractor's monthly compensation for year two (2) of this Agreement shall be as follows:

MONTH	TOTAL
September 2010	\$97,161
October 2010	\$97,161
November 2010	\$97,161
December 2010	\$97,161
January 2011	\$97,161
February 2011	\$97,161
March 2011	\$97,161
April 2011	\$97,161
May 2011	\$97,161
June 2011	\$97,161
July 2011	\$97,161
August 2011	\$97,161
September 2011	\$97,161
<b>Total</b>	<b>\$1,263,093</b>

5.04 County shall pay Contractor the monthly compensation in accordance with the schedules in Sections 5.02 & 5.03 above. Contractor shall submit monthly invoices to County and County shall provide the monthly compensation to Contractor within thirty (30) days of County's receipt of invoice.

5.05 In the event this Agreement is terminated by County prior to the end of the term as described in Article 4, Contractor shall be paid pro rata for the services rendered as of the date of termination.

5.06 This Agreement is subject to annual appropriation of funds by County. Notwithstanding any provision herein to the contrary, if funds are not appropriated for this Agreement, County shall be entitled to immediately terminate without penalty or liability.

**ARTICLE VI.  
STANDARDS**

The Services provided herein by Contractor must conform to the standards established in the State of Texas and the Texas Commission on Jail Standards and the American Correctional Association for the maintenance of county jail facilities. Contractor shall notify County immediately of any suspected noncompliance with any standard or regulation, but will not alter any services provided under this Agreement unless directed by County.

**SECTION VII  
PERSONNEL, EQUIPMENT, AND MATERIAL**

- 7.01 Contractor represents that it presently has, or is able to obtain, adequate qualified personnel in its employment for the timely performance of the Services required under this Agreement. Contractor shall furnish and maintain, at its own expense, adequate and sufficient personnel and equipment to perform the Services when and as required and without delays.
- 7.02 County will approve assignment and release of all key Contractor personnel and Contractor shall submit written notification of all key Contractor personnel changes for the County's approval prior to the implementation of such changes.
- 7.03 All employees of Contractor shall have such knowledge, experience and certification as will enable them to perform the duties assigned to them to the standards stated in this Agreement. Any employee of the Contractor who, in the opinion of the County, is incompetent or by his/her conduct becomes detrimental in any way shall, upon request of County, immediately be removed.
- 7.04 Except as otherwise specified herein, Contractor shall furnish all equipment, transportation, supplies, and materials required to provide all services subject to this Agreement.

**SECTION VIII  
CONTRACTOR'S INSURANCE REQUIREMENTS**

- 8.01 Contractor shall obtain and maintain, throughout the term of the Agreement, insurance of the types and in the minimum amounts set forth below.
- 8.02 Contractor shall furnish certificates of insurance to County evidencing compliance with the insurance requirements hereof. Certificates shall indicate name of Contractor, name of insurance company, policy number, and term of coverage and limits of coverage. Contractor shall cause its insurance companies to provide County with at least 30 days prior written notice of any reduction in the limit of liability by endorsement of the policy, cancellation or non-renewal of the insurance coverage required under this Agreement. Contractor shall obtain such insurance from such companies having Bests rating of A- or better, licensed or approved to transact business in the State of Texas, and shall obtain such insurance of the following types and minimum limits:
  - A. Workers Compensation in accordance with the laws of the State of Texas. Substitutes to genuine Workers' Compensation Insurance will not be allowed.
  - B. Commercial general liability insurance with a limit of not less than \$1,000,000 each occurrence and \$2,000,000 in the annual aggregate. Policy shall cover liability for bodily injury, personal injury, and property damage and products/completed operations arising out of the business operations of the policyholder.
  - C. Business Automobile Liability insurance with a combined Bodily Injury/Property

Turnkey Facility Maintenance, Repair & Replacement Services Agreement RFP 09-093

CGL Engineering, Inc.

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Damage limit of not less than \$100,000 each accident and \$300,000 in the annual aggregate. The policy shall cover liability arising from the operation of licensed vehicles by policyholder.

- D. Professional Liability insurance with limits not less than \$1,000,000.
  - E. Employers' Liability insurance with limits of not less than \$1,000,000 per injury by accident, \$1,000,000 per injury by disease, and \$1,000,000 per bodily injury by disease.
- 8.03 All Liability insurance policies shall name Fort Bend County as an additional insured. Furthermore, the Workers' Compensation and Liability Insurance carriers shall grant a waiver of subrogation in Fort Bend County's favor.
- 8.04 If required coverage is written on a claims-made basis, Contractor warrants that any retroactive date applicable to coverage under the policy precedes the effective date of this Agreement and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of 2 years beginning from the time the work under this Agreement is completed.
- 8.05 Contractor shall not commence any portion of the work under this Contract until it has obtained the insurance required herein and certificates of such insurance have been filed with and approved by Fort Bend County.
- 8.06 Approval of the insurance by County shall not relieve or decrease the liability of the Contractor.

#### SECTION IX INDEMNIFICATION

- 9.01 CONTRACTOR SHALL INDEMNIFY, DEFEND AND HOLD COUNTY HARMLESS FROM EACH AND EVERY CLAIM, DEMAND, SUIT, ACTION, PROCEEDING, LIEN OR JUDGMENT CAUSED BY OR ARISING OUT OF, DIRECTLY OR INDIRECTLY, OR IN CONNECTION WITH THE NEGLIGENT ACTS AND OMISSIONS OF CONTRACTOR PURSUANT TO THIS AGREEMENT.
- 9.02 Contractor shall timely report all such matters to County and shall, upon the receipt of any such claim, demand, suit, action, proceeding, lien or judgment, not later than the fifteenth day of each month, provide County with a written report on each such matter covered by this paragraph and by Section 9.03 below, setting forth the status of each matter, the schedule or planned proceedings with respect to each matter and the cooperation or assistance, if any, of County required by Contractor in the defense of each matter.
- 9.03 County shall timely forward to Contractor copies of any and all claims, demands, suits, actions, proceedings or judgments which it may receive and which it may contend is covered by this section. Thereafter, County shall fully cooperate with Contractor in its defense of each such matter.
- 9.04 CONTRACTOR'S DUTY TO DEFEND INDEMNIFY AND HOLD COUNTY HARMLESS SHALL BE ABSOLUTE. IT SHALL NOT ABATE OR END BY REASON OF THE EXPIRATION OR TERMINATION OF THIS AGREEMENT UNLESS OTHERWISE AGREED BY COUNTY IN WRITING. THE PROVISIONS OF THIS SECTION SHALL SURVIVE THE TERMINATION OF THE AGREEMENT AND SHALL REMAIN IN FULL FORCE AND EFFECT WITH RESPECT TO ALL SUCH MATTERS NO MATTER WHEN THEY ARISE.
- 9.05 In the event of any dispute between the parties as to whether a claim, demand, suit, action, proceeding, lien or judgment appears to have been caused by or appears to have arisen out of or in connection with acts or omissions of Contractor, Contractor shall nevertheless fully defend such claim, demand, suit, action, proceeding, lien or judgment until and unless there is a

- 9.06 In the event that any such matter being so defended by Contractor also involves any claim of negligence or wrongful action by County, County shall have the obligation to participate in the defense of the matter through separate counsel.
- 9.07 Contractor shall have full authority to resolve all matters being defended by it providing such settlement(s) shall not involve any findings adverse to County and shall not involve or require any payments or contributions by County.
- 9.08 In the event of any final judicial determination or award of any matter covered by this section, County shall be responsible to third parties, pro rata, for any negligence determined to have been caused by County.
- 9.09 Contractor's indemnification shall cover, and Contractor shall indemnify County, in the manner provided for and to the extent described above, in the event County is found to have been negligent for having selected Contractor to perform the work described in this Agreement.
- 9.10 The provision by Contractor of insurance shall not limit the liability of Contractor under this Agreement.
- 9.11 County shall be exempt from and in no way liable for any sums of money which may represent a deductible in any insurance policy. The payment of deductibles shall be the sole responsibility of Contractor providing such insurance.

#### SECTION X DISPUTE RESOLUTION

- 10.01 In the event of a dispute related to the breach of this Agreement that cannot be settled through negotiation, County and Contractor agree to submit the dispute to mediation.
- 10.02 In the event County or Contractor mediate any dispute, that party shall notify the other party in writing of the dispute desired to be mediated. If the parties are unable to resolve their differences within 10 days of the receipt of such notice, such dispute shall be submitted for mediation.
- 10.03 All expenses associated with mediation shall be shared 50 percent (50%) by each party.
- 10.04 The requirement to seek mediation shall be a condition required before filing an action at law or in equity.

#### XI NOTICE

- 11.01 Any notice required to be given under the provisions of this Agreement shall be in writing and shall be duly served when it shall have been deposited, enclosed in a wrapper with the proper postage prepaid thereon, and duly registered or certified, return receipt requested, in a United States Post Office, addressed to County or Contractor at the addresses set forth below.
- 11.02 If mailed, any notice or communication shall be deemed to be received three days after the date of deposit in the United States Mail.
- 11.03 Unless otherwise provided in this Agreement, all notices shall be delivered to the following addresses:

A. If to Contractor:

CGL Engineering, Inc.  
Mr. Joe E. Lee  
95 East Lanier Ave.  
Fayetteville, GA 30214

B. If to County notice must be sent to the following:

Robert E. Hebert  
Fort Bend County Judge  
301 Jackson, Suite 719  
Richmond, Texas 77469

Sheriff Milton Wright  
1410 Ransom Road  
Richmond, Texas 77469

with copy to:

Gilbert Jalomo  
Fort Bend County Purchasing Agent  
4520 Reading Road  
Rosenberg, Texas 77471

- 11.04 Either party may designate a different address by giving the other party ten (10) days written notice.

## SECTION XII REPORTS OF ACCIDENTS

- 12.01 Within 24 hours after the occurrence of any accident or other event which results in, or might result in, injury to the person or property of any person, Contractor shall send a written report of such accident or other event to County, setting forth a full and concise statement of the facts pertaining thereto.
- 12.02 Contractor shall also immediately send County a copy of any summons, subpoena, notice, other documents served upon Contractor, its agents, employees, or representatives, or received by it or them, in connection with any matter before any court arising in any manner from Contractor's performance of work under this Agreement.

## SECTION XIII LIMITATIONS

Notwithstanding anything herein to the contrary, all covenants and obligations of County under this Agreement shall be deemed to be valid covenants and obligations only to extent authorized by the act creating County and permitted by the laws and the Constitution of the State of Texas. This Agreement shall be governed by the laws of the State of Texas, and no officer, director, or employee of County shall have any personal obligation hereunder.

## SECTION XIV LIMIT OF APPROPRIATION

- 14.01 Prior to the execution of this Agreement, Contractor has been advised by County, and Contractor clearly understands and agrees, such understanding and agreement being of the absolute essence to this Agreement, that County shall have available the total maximum sum of \$1,250,000, including reimbursable expenses, if any, specifically allocated to fully discharge any and all liabilities which may be incurred by County under this Agreement for multiple projects.
- 14.02 Contractor does further understand and agree, said understanding and agreement also being of the absolute essence of this Agreement, that the total maximum compensation that Contractor may become entitled to hereunder and the total maximum sum that County shall become liable to pay

to Contractor hereunder shall not under any conditions, circumstances or interpretations thereof exceed the sum of \$1,250,000 for described scope of services in all executed work orders.

**SECTION XV  
SUCCESSORS AND ASSIGNS**

- 15.01 County and Contractor bind themselves and their successors, executors, administrators and assigns to the other party of this Agreement and to the successors, executors, administrators and assigns of such other party, in respect to all covenants of this Agreement.
- 15.02 Neither County nor Contractor shall assign, sublet or transfer its interest in this Agreement without the prior written consent of the other.

**SECTION XVI  
PUBLIC CONTACT**

- 16.01 Contact with any media, citizens of Fort Bend County or governmental agencies shall be the sole responsibility of County.
- 16.02 Under no circumstances whatsoever shall Contractor release any material or information developed or received from County in the performance of its services hereunder without the express written permission of County, except where required to do so by law.

**SECTION XVII  
MODIFICATIONS**

This instrument and any exhibits/attachments contain the entire Agreement between the parties relating to the rights herein granted and obligations herein assumed. Any oral or written representations or modifications concerning this instrument shall be of no force and effect excepting a subsequent written modification signed by both parties hereto.

**SECTION XVIII  
MISCELLANEOUS**

- 18.01 By entering into this Agreement, the parties do not intend to create any obligations, express or implied, other than those specifically set out in this Agreement.
- 18.02 Nothing contained in this Agreement shall create any rights or obligations in any party who is not a signatory to this Agreement.
- 18.03 Contractor agrees and understands that by law, the Fort Bend County Attorney's Office may only advise or approve contracts or legal documents on behalf of its clients; the Fort Bend County Attorney's Office may not advise or approve a contract or other legal document on behalf of any other party not its client; the Fort Bend County Attorney's Offices has reviewed this document solely from the legal perspective of its client; the approval of this document by the Fort Bend County Attorneys Office was offered solely to benefit its client; Contractor and other parties should not rely on this approval and should seek review and approval by their own respective legal counsel.
- 18.04 The captions of subtitle of the several sections and divisions of this Agreement constitute no part of the content hereof, but are only labels to assist in locating and reading the provisions hereof.
- 18.05 This Agreement shall be governed and construed in accordance with the laws of the State of Texas. The parties hereto acknowledge that venue is proper in Fort Bend County, Texas, for all disputes arising hereunder and waive the right to sue or be sued elsewhere.

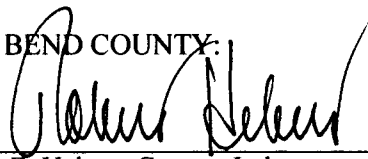
- 18.06 Contractor shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any courts or administrative bodies or tribunals in any matter affecting the performance of this Agreement, including, without limitation, Worker's Compensation laws, minimum and maximum salary and wage statutes and regulations, licensing laws and regulations. When required, Contractor shall furnish County with certification of compliance with said laws, statutes, ordinances, rules, regulations, orders, and decrees above specified.

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SECTION XIX  
EXECUTION

This Agreement shall become effective upon execution by County.

FORT BEND COUNTY:

  
\_\_\_\_\_  
Robert E. Hebert, County Judge

Date 9-1-09

Attest:

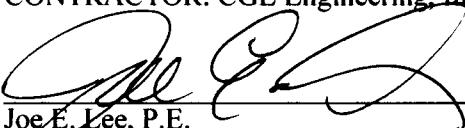
  
\_\_\_\_\_  
Dianne Wilson, County Clerk



Approved:

\_\_\_\_\_

CONTRACTOR: CGL Engineering, Inc.

  
\_\_\_\_\_  
Joe E. Lee, P.E.  
Principal-In-Charge

Date 08/27/2009

MER:I/Agr/CGL.Jail Maintenance.3689

AUDITOR'S CERTIFICATE

I hereby certify that funds are available in the amount of \$1,250,000 to accomplish and pay the obligation of the Fort Bend County under this contract.


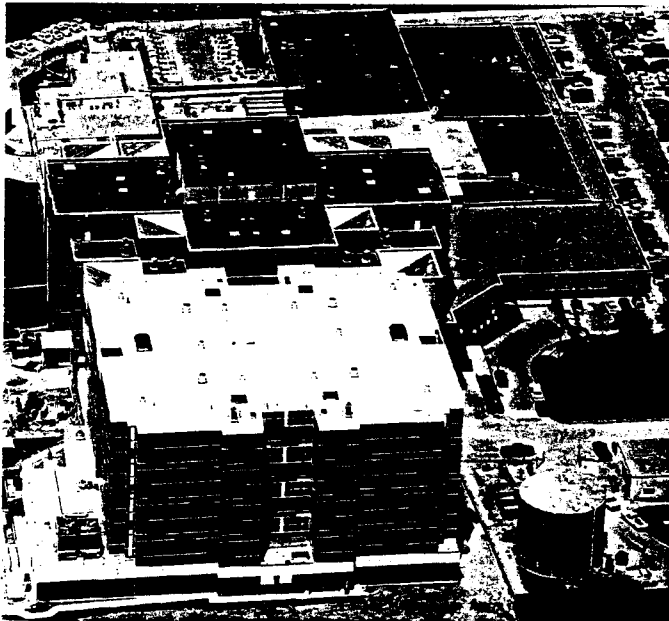
  
\_\_\_\_\_  
Ed Sturdivant, Fort Bend County Auditor

Exhibit A: Contractor's Response to RFP 09-093 dated July 16, 2009

*proposal to provide*  
**TURNKEY FACILITY  
MAINTENANCE** *for the*  
**FORT BEND COUNTY JAIL**  
RFP NO. 09-030



Submitted by:  
CGL Engineering, Inc.  
795 E. Lanier Ave.  
Fayetteville, GA 30214  
(770) 716-0081  
(770) 716-9081 fax  
[www.cartergoblelee.com](http://www.cartergoblelee.com)



**Responder Information**

**CGL Engineering LLC**

**Legal Name of Contracting Company**

**Federal ID Number (Company or Corporation) or Social Security Number (Individual)**

**(770) 716-0081**

**Telephone Number**

**(678) 990-1919**

**Facsimile Number**

**795 E. Lanier Avenue**

**Complete Mailing Address (for Correspondence)**

**Fayetteville, GA 30214**

**City, State and Zip Code**

**same**

**Complete Remittance Address (if different from above)**

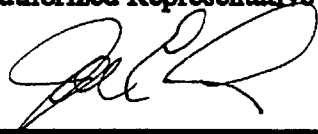
**City, State and Zip Code**

**Joe E. Lee, PE**

**Authorized Representative and Title (printed)**

**jlee@cartergoblelee.com**

**Authorized Representative's Email Address**



**Signature of Authorized Representative**



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# MEETING FORT BEND COUNTY'S MAINTENANCE OBJECTIVES



*To deliver high-quality maintenance planning and preventive maintenance services.*

Quality service delivery begins with a staff of directors, managers and technicians with the experience and knowledge to plan and implement a program that meets Fort Bend County's goals, efficiently transitions maintenance delivery, utilizes staff correctly and efficiently, closely manages costs, effectively reports maintenance performance and quality, plans for future activities and budget needs, and ensures long-term customer service.

**Outstanding Staff of Principals and Directors:** CGL's Leadership, made up of individuals who have direct and active roles in maintenance performance for Fort Bend County, has more than 100 combined years of planning and implementing jail maintenance services. Mr. Joe Lee, Principal-in-Charge of this implementation, founded the first outsourced maintenance program for jail systems, and provided the first-ever outsourced maintenance program for correctional facilities. Mr. Dexter Stanphill, the Program Director, was the Director of Facilities for the Georgia Department of Corrections for a decade.

**Outstanding Management Staff:** Mr. Steve Ohm knows the Fort Bend County Jail better than anyone from his experience as CGL's project manager overseeing the construction of the jail expansion. Mr. Ohm has detailed familiarity with American Correctional Association and Texas Jail Commission standards and requirements, and applies his knowledge to the maintenance practices in the jail to ensure inspections are passed and accreditations maintained. Mr. Randy Kinsley has experience managing maintenance services in jail complex jail environments, like the Fort Bend County Jail. Mr. Kinsley's experience in the Washington, DC, Central Detention Facility has prepared him for any possible maintenance task or event.

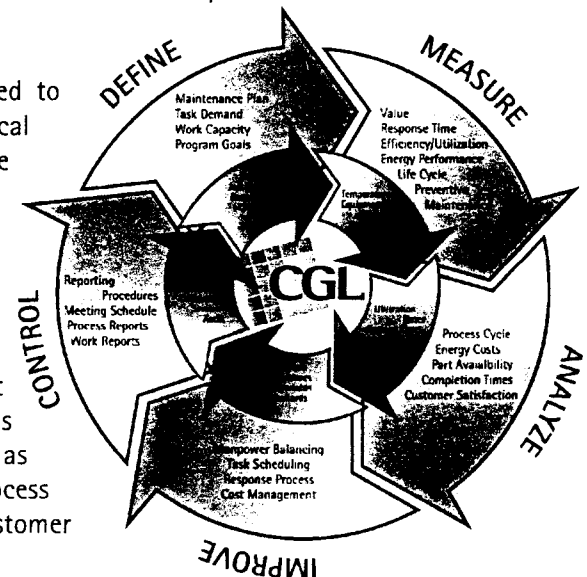
**Outstanding Technicians:** CGL's talented Human Resources Staff, led by Executive Vice President George Komer, have developed methods and resources to find skilled technicians who can perform maintenance services in the unique jail environment. Our HR staff finds the licensed professionals needed to lead the operation of the Fort Bend County Jail. After hiring new technicians, Mr. Komer works with Quality and Technical Manager Tim Tanner to provide training and orientation to ensure employee longevity at the Fort Bend County Jail.

## Quality Management Methodology

CGL carefully monitors quality with a specific approach designed to improve customer satisfaction, lower cost, increase staff technical capability, reduce complexity of the program, improve response time and eliminate defective work:

**Define core processes:** During the transition period, we work closely with the Fort Bend County Sheriff's Office to define and clarify the program's scope, expectations, available resources and timelines. We apply our varied experience to lay out the program's performance details, prepare policies and procedures and set communication standards. We ensure Fort Bend County understands the scope of the contract and we clearly define our responsibilities as the maintenance provider. We frequently revisit the definition process to refine and improve the program's details for increased customer service.

**Measure program goals against benchmarks:** Defining the program's direction is an important and necessary first step, but the program must be defined by its ability to make progress against established goals. The definitions, details, expectations and goals of the program must be measureable, quantifiable and benchmarked using actual program data. Measuring the data not only provides necessary communication with the Sheriff's office, but it also reveals trends and allows us to calculate process improvements and program capabilities.



# MEETING FORT BEND COUNTY'S OBJECTIVES



**Analyze the measured data:** There are multiple objectives to analyzing the data in relation to quality management: to ensure all technicians understand the process at its root levels, to invite critical investigation of the program from multiple angles, to identify areas that do not perform to quality expectations, to identify areas that perform beyond quality expectations, and to provide opportunities to formulate improvement options. Each analysis must be thorough and complete, to avoid shallow program understanding that leads to unproductive results, but not so deep as to paralyze the program.

**Improve the program:** The analytical results are put to work during the improvement phase. Solutions and options, as well as improvements, efficiencies and enhancements are identified and presented to Fort Bend County. The ideas for correction must fit into the earlier phases: they must fit the defined goals, be measurable and fit into project analyses. The improvements are also fluid and are part of the Quality Management Cycle.

**Control process improvements:** The quality process continually works to improve the maintenance program in the Fort Bend County Jail. Our quality process rarely provides large leaps in process changes. Normally, the small incremental changes add up over time to a process that fits smoothly into Fort Bend County Jail operations while always working for improvement. We put in place quality control tracking mechanisms and measurements to assure, at a minimum, that the gains made in the project are not lost over a period of time. We share the improvements and controls with the Sheriff's Office and the County to ensure reliability and accountability.

*To deliver services in a cost-effective manner with full reporting and accountability to Fort Bend County.*

Maximizing employee utilization is the key to providing cost-effective services. Our maintenance program cross-trains employees so they can assist other trades when not working on trade-specific tasks. Our average employee utilization rate for all of our contracts, including more than 100 employees in the State of Georgia, is 85%.

CGL's preventive maintenance programs average less than \$2.00 per square foot – far below IFMA and BOMA averages. Our high utilization of staff allows us to develop programs that right-size the trades to perform all the necessary preventive and corrective maintenance effectively.

Our high staff utilization rate is also a function of our superior management and reporting organization. Our facility manager and chief engineer have direct experience organizing maintenance services in facilities similar to the Fort Bend County jail. Both Managers have seen the issues that may arise at the jail, and have experienced those situations from varying perspectives. They have the ability to showcase new ideas to improve the processes and functions of the maintenance program

Our managers also understand how to collect and communicate important and valuable information necessary to the analysis of program progress. CGL prepares the following reports during the Transition Phase:

Report	Frequency
Preventive Maintenance	Monthly
Uncompleted maintenance	Monthly
Equipment History	Monthly
Service Call Reports	Monthly
Completed Work Order Report	Monthly
Boiler Inspection Tickets	Annually
Elevator Inspection Tickets	Annually
Fire Alarm Test Results	Quarterly
Budget Report	Monthly
Security Reports	Monthly
Safety Reports	Monthly
Evaluation of Compliance	Quarterly



## MEETING FORT BEND COUNTY'S OBJECTIVES



CGL can also generate custom reports defined during the Transition Phase:

- Monthly Management Report
- Weekly Operation Update
- ACA Monthly Accreditation Reports
- Monthly Financial Updates
- Purchasing reports
- Equipment reports
- Scheduling reports
- Work request reports
- Work order reports
- Work order completion reports

Each report is designed to respond to a specific need or goal of Fort Bend County to provide necessary, measureable data and improve customer service.

*To provide maintenance services with on-site, qualified and skilled professionals. These professionals shall be skilled in all technical systems including all security and life safety systems.*

CGL's technicians hold all necessary licenses and certifications to manage and perform all work outlined in the RFP's scope of services. We perform these exact duties in more than 4 million square feet of corrections space across the country. We also have specific experience managing energy programs, electrical systems (including switchgear) and central plant equipment.

We provide our technicians with on-going specific and broad-based training. Our training includes institutional training, safety, dealing with inmates, specific trade skills training and other programs.

*To prepare and implement a written maintenance plan with clear objectives, policies, procedures and annual evaluation compliance for the facility.*

Our planning, implementation and quality process clearly defines the goals of the program before technical work begins. By defining the program's expectations with County and Sheriff staff, CGL becomes a partner in the success of the Jail's operation and has a vested interest in the program's quality.

Part of our quality approach requires us to define the details of the program. Through the development of our Policy and Procedure Manual, we set clear goals and expectations; thoroughly itemize the maintenance tasks with appropriate work procedures for each task; and establish reporting requirements for data gathering and analysis.

*To provide a computerized, web-based maintenance management system that tracks and reports all expenditures and resources.*

The foundation of a solid Maintenance Program is an effective and properly deployed Computerized Maintenance Management System (CMMS). CGL's experience in successfully adopting several different types of computerized maintenance management software systems transfers to Fort Bend County. The Transition Team assigned to Fort Bend County has more than 15 years experience implementing CMMS in major correctional and detention facilities. CGL has the necessary skills to build effective databases. CGL's set-up and access to this system is essential to implementing an efficient and effective maintenance program.

*To provide maintenance services in a manner that conserves energy and provides 100% operating efficiency.*

Concurrent with a facility conditions assessment, CGL performs an energy audit to ensure Fort Bend County is maximizing their energy efficiency with its existing equipment, that the new equipment can be maintained to meet energy efficiency standards, and to make any recommendations on capital improvements that result in quick return on investment based on lowered energy costs.

CGL collects data to evaluate potential savings and notes factors that are important to determine implementation costs. Critical infrastructure needs that help improve the building's comfort and safety are also identified at this point. Rate structures are analyzed to provide the potential for improvement. The information developed from the analysis is used to set goals and future programs to reduce energy consumption and cost.





# MEETING FORT BEND COUNTY'S OBJECTIVES

*To maintain a current, complete and accurate records of all services provided.*

Clearly defined communication is paramount to the success of our maintenance program. We act in conjunction with the County and the Sheriff as a Team for the successful operation of the jail. The primary tool for producing information to measure our performance is a CMMS filled with accurate and complete facility data and the reports needed to extract that data in a meaningful way.

Our reporting procedures provide a tool for CGL and Fort Bend County to measure and analyze service delivery. Periodic review of our service reports by the County, CGL's Program Director and CGL's Facility Manager allow for continuous improvement and provide an open dialogue to ensure expectations are met.

Our reports are designed to respond to our customers' expectations of our responsiveness, reliability, professionalism, efficiency and effectiveness. The thoroughness of our reports indicates the accuracy and completeness of the information contained in the CMMS.

## Reporting & Feedback Examples

Report	Feedback	Responds To
Monthly average response time from time of call	Response time is meeting or exceeding the County's objectives and criteria.	Responsiveness
Response time trending report	Is the respond time faster or slower than previous time period?	Continuing Improvement for Responsiveness
Equipment Failure Report	When & where are equipment failures occurring? What specific equipment is failing? Why is it failing? Is the trend more or less than last period? Do we need more technical training?	Reliability
Satisfaction Survey	Is the maintenance staff attentive and respectful to Airport staff?	Professionalism
Staff Utilization Report	What is the average staff utilization rate? How does it compare to last period?	Efficiency
Monthly Work Order Report	Average work orders/time period less or more than last period? Average work orders per square foot less or more than last period? Total PM Work Order Total Repair/Vandalism/Emergency	Efficiency
Monthly Preventive Maintenance Work Orders versus Repair Work Orders	Is the ratio of PM to repair better or worse than last period? Are we doing the right work?	Effectiveness

*To validate and maintain all equipment warranties by performing all required preventive maintenance.*

Our primary responsibility is to provide 100% of the manufacturer recommended preventive maintenance to all Fort Bend County Jail equipment to minimize the need for corrective/unscheduled maintenance and to ensure warranties remain in place and valid. CGL's requirements for following preventive maintenance schedules limits the amount of corrective repair work performed due to equipment failure and helps ensure any work done is not at an additional cost to the County.

CGL's first task is to establish monthly preventive maintenance schedules based on how critical the equipment & systems are to facility operation. For example, preventive maintenance of life safety equipment & systems is given top priority.



# MEETING FORT BEND COUNTY'S OBJECTIVES



Our approach to determine equipment condition, establish warranty status and maintain warranty validity is to:

1. Determine facility and equipment condition for the entire structure and every piece of equipment
2. Make sure settings for all equipment are within warranty limits, maximize efficiency and minimize undue strain on equipment
3. Implement a quality and proven preventive maintenance program
4. Determine the correct on-site staff mix for maximum time utilization for preventive maintenance activities without overstaffing the facility
5. Using the initial conditions assessment and our experience with correctional facilities, develop a maintenance plan that incorporates:
  - a. Warranty Management for all equipment still within warranty parameters
  - b. Extending warranties, where available
  - c. Identifying equipment nearing the end of valid warranty periods
  - d. Preparation of a "watch list" for equipment reaching failure due to age or condition
  - e. Identification of equipment with excessive vibration or heat
  - f. Identification of electrical equipment "hotspots" using infrared scans
  - g. Development of trending analysis for each site to monitor conditions of critical equipment
6. Monitor and provide quality assurance measures to the preventive maintenance and warranty validation work

*To provide services in accordance with all applicable codes and standards.*

CGL evaluates the facility from a physical plant, management, and operational perspective. Using State Standards, Local and State Building Regulations, and other regulatory standards, the existing structure is evaluated according to:

- Extent that the facility complies with local, state and national standards and nationally accepted best practices for operations;
- ADA compliance;
- ACA Standards;
- TJSC Standards;
- Significant out-of-code conditions (using existing reports);
- Life-safety problems;
- Building systems and structural conditions; and
- Maintenance and repair conditions.

Recommendations will be made, if appropriate, to enhance the efficiency and safety of operations.

To assist in recording observations, an operational checklist is developed to include a combination of standards, State code regulations, any facility-specific requirements and other issues and requirements related to all areas of the facility's operation. The checklist addresses services and support services, providing a database from which we can more closely examine operational issues and set measurement benchmarks.



## SECTION 2 MINIMUM REQUIREMENTS



*12.1 The Responder must be organized for the purpose of providing complete maintenance services for detention or correctional facilities. Complete services are defined as providing preventive maintenance on all major building equipment including but not limited to HVAC, electrical, locking, life safety and electronic security systems. Also, complete maintenance services include corrective maintenance services, budget planning, facility management reporting and capital expenditure planning. Fort Bend County prefers the Responder have provided the same services described in this RFP at a minimum five (5) detention or correctional facilities in the State of Texas over the past five (5) years.*

CGL Engineering LLC, a Georgia limited liability corporation, provides a single source specifically for criminal justice facility assessment, maintenance and engineering system needs. CGL delivers a systemized and proven approach to comprehensively manage and maintain an entire jail operation. Our approach takes into account both preventive maintenance and repair needs. By improving the performance of a building's equipment and engineering systems, and by keeping them at optimum condition, we guarantee a better functioning building as well as a substantial reduction in annual maintenance and energy costs.

CGL Engineering is a part of the Carter Goble Lee family of companies, formed in 2001 through the merger of Carter Goble Associates of Columbia, SC, and Lee Engineering and Management Group of Fayetteville, Ga., creating a family of companies with more than 100 years combined experience planning, designing, managing and maintaining criminal justice and correctional facilities and systems. CGL's unique group of professional disciplines promotes seamless client representation from project inception through completion. CGL partners with its clients to approach complex decision-making processes in order to embrace the functional aspects of system components to systematically define need, resources and solutions while considering the long-term investment value of the building.

CGL, as a company, has more than 35 years of demonstrated success planning, building and maintaining criminal justice facilities. We work in many diverse jail environments and have the ability to adapt to any specific jail condition. We work on the cutting edge of criminal justice trends to help our clients improve their existing systems for better and more efficient criminal justice operations.

We are able to perform all of the requirements of the RFP's scope of services by providing:

- A proven system of preventive maintenance
- A well defined staffing plan
- A well-balanced labor mix
- The right people for the job
- The best criminal justice maintenance management team

More specifically, our team designs the following systems for implementation in Fort Bend County:

- |                                    |                                      |
|------------------------------------|--------------------------------------|
| ■ Standardized Maintenance Program | ■ Inventory Control                  |
| ■ Facility Conditions Assessment   | ■ Collateral Control and Procurement |
| ■ Preventive Maintenance           | ■ Building Envelope Management       |
| ■ Corrective Maintenance           | ■ Central Plant Management           |
| ■ CMMS Implementation/Upgrade      | ■ Roof Maintenance                   |
| ■ Effective billing operations     | ■ Warranty Management                |
| ■ Cost Management                  | ■ Equipment Repair                   |
| ■ Budget Preparation               | ■ Emergency Planning                 |
| ■ Safety Programs                  | ■ Emergency Response                 |
| ■ Casualty Prevention              | ■ Recycling                          |
| ■ System Upgrade Recommendations   | ■ Energy & Utility Management        |
| ■ Communication Facilitation       | ■ Office and Data Management         |



## SECTION 2 - MINIMUM REQUIREMENTS



### Prime Contractor Experience

Client	Client Since
Georgia Department of Juvenile Justice	2001*
Clayton County, GA	2001**
Virginia Department of Corrections	2006
Franklin County, PA	2007

\* CGL was recently awarded a new contract with the State of Georgia to include Department of Juvenile Justice Facilities, Georgia Department of Corrections facilities and Georgia Bureau of Investigation facilities.

\*\*CGL managed the Central Plant and Clayton County's Guaranteed Energy Cost from 2001-2006. CGL now provides maintenance services throughout the Clayton County Justice Center.

12.2 The Responder must have on staff, individuals with at least five (5) consecutive years experience in detention technology. The experience must include a thorough knowledge of jail operations and detention facility technology.

CGL's Corporate Management Team consists of:

- Principal in Charge, Mr. Joe Lee: more than 30 years of corrections experience
- Program Director, Mr. Dexter Stanphill: more than 35 years of corrections experience
- Quality Assurance, Tim Tanner: more than 15 years of corrections experience
- Facility Manager, Mr. Steve Ohm: more than 25 years of corrections experience
- Chief Engineer, Mr. Randy Kinsley: more than 5 years of corrections experience

CGL's Program Director, Mr. Dexter Stanphill, has management responsibility over the contract and supervisory responsibility for all services provided for Fort Bend County. Mr. Stanphill has detailed knowledge of jail equipment and facilities from his experience as:

- Program Director for maintenance services currently provided to the District of Columbia Department of Corrections' Central Detention Facility
- Director of Engineering for the Georgia Department of Corrections
- Contract Manager for outsourced maintenance of Georgia Department of Juvenile Justice facilities
- Contract Manager for maintenance services provided to the Virginia Department of Corrections

Mr. Joe Lee has more than 30 years of experience providing design, program management, construction management and facility maintenance services to criminal justice agencies. Mr. Lee was the Project Executive during the construction of the Fort Bend County jail, and is more familiar with the new jail section's systems than any other maintenance professional. Mr. Lee also established the first outsourced maintenance contract specifically designed for a criminal justice agency. Mr. Lee has been providing criminal justice maintenance services since 1993 and is familiar with detention equipment, detention technology and maintenance methods within corrections facilities.

Mr. Tanner is responsible for the technical and administrative oversight of facility maintenance service provided to CGL's clients. This includes the Georgia Department of Juvenile Justice, with 30 youth detention facilities and 1.9 million sq. ft. throughout Georgia, as well as the 727,000 sq. ft. Clayton County Justice Center. Mr. Tanner was also a Regional Maintenance Engineer for CGL and for the Georgia Department of Juvenile Justice for more than 10 years, giving him specific and direct knowledge of jail operations and management systems.





## SECTION 2 - MINIMUM REQUIREMENTS

CGL's proposed Facility Manager, Mr. Steve Ohm, has more experience with the Fort Bend County Jail Facilities than anyone. Mr. Ohm applies his knowledge of the Jail's design intent to easily transition the facility to outsourced maintenance while providing a detailed management plan for long-term facility care.

*12.3 The Responder must maintain insurance as described in Section 5.0.*

**Workers' Compensation Insurance:** CGL carries \$1 million/accident or disease/employee

**Employer's Liability Insurance:** CGL carries \$1 million/occurrence and \$2 million aggregate

**General Liability Insurance:** CGL carries \$1 million/occurrence and \$2 million aggregate

**Automobile Liability Insurance:** CGL carries \$1 million combined single limit for owned, rented or hired vehicles

**Umbrella (Excess) Insurance:** CGL carries \$9 million

*12.4 The Responder must demonstrate the ability to provide a system of on-site technical staff and continuous training programs.*

CGL Engineering has existing contracts to service 2.6 million square feet of detention, court and correctional space in Georgia with 105 technicians and managers. We also perform work for an additional 1.4 million square feet across the United States using managers and solutions experts in the Detention Building type. Our continued success providing the exact services requested by Fort Bend County in facilities similar to the Fort Bend County Jail demonstrates our ability to provide a system of onsite technical staff.

Staff retention and development are at the top of the strategic agenda for our Human Resources Leadership Team, headed by Executive Vice President George Komer. CGL's employment agenda, driven by changing workforce dynamics, focuses on leadership development, talent management, maintaining a high-performance culture and offering employment value through training and personal growth.

Our approach to retention of qualified employees is based upon five attributes we feel every employee desires:

- Fair pay for work performed
- A comprehensive benefits package
- Recognition and coaching
- A planned career path
- Training and personal development

CGL's employees' growth follows either technical or managerial paths, and providing guidance and logical development steps to either track is essential to employee retention. On the technical side, career development includes expanding training and certification, cross-training and promoting to a multi-facility or "expert" status in a specialty. For employees with managerial potential, skills in coaching, employee development, human resources and client relations are emphasized. CGL's leadership is committed to working with each individual to determine long term career goals and provide a solid plan to achieve those objectives.

Providing employees ongoing training enhances skill sets and clearly demonstrates our commitment to the employee's long term welfare, improving retention. Our training programs are designed to maximize performance while encouraging personal growth. Technical training ranges from on-the-job coaching and mentoring through formal classroom skill enhancement in disciplines such as HVAC, electrical, plumbing, and other specific equipment related techniques. We also provide web-based training for both technical and "soft skill" development. Our Planned Professional Development Program links training with career path, strategic goals, client satisfaction, and personal performance to reward and retain employees.

CGL's success in the corrections marketplace is based on our ability retain the service of talented, skilled technicians familiar with the special work environment of detention facilities, We have implemented a multi-faceted, employee focused program to retain employees and promote top performers. Retention of qualified employees through training, coaching, and reward systems ensures that CGL can fully accomplish the Scope of Services and exceed our clients' expectations.



## SECTION 2 - MINIMUM REQUIREMENTS



*12.5 The Responder must have a proven ability for contract start-up within 20 working days of contract signature.*

In 2001, CGL was hired by the Georgia Department of Juvenile Justice to start the first system-wide outsourced correctional maintenance program for a state agency devoted to criminal justice. CGL replaced and supplemented State staff within a transition period of 90 days.

In less than 90 days, for 1.9 million square feet of space in 28 facilities, CGL:

- Identified and hired all State employees qualified to perform maintenance services
- Identified and hired all other technical staff and submitted their information for background screening
- Installed and implemented a new CMMS
- Procured tools, vehicles and other equipment to perform maintenance
- Provided orientation to DJJ Facility Managers
- Successfully started services

CGL, as a company and as individuals, have provided similar services for the Virginia Department of Corrections, Franklin County, Pa., Clayton County, Ga., and the Washington, D.C. Department of Corrections.

CGL's presence in Richmond and our experience in Fort Bend County have led us to identify a proposed Facility Manager and Chief Engineer, as well as many candidates for Senior Technical Staff and other Technical Staff. CGL already has in place standard Transition and Start-up Practices that can be easily adapted to Fort Bend County's needs to complete transition to outsourced maintenance in 20 days.

*12.6 The Responder must demonstrate that it has the corporate capability to supervise and monitor the program, ensuring satisfactory provision of services at the facility. The Responder must also demonstrate that it has the capability to provide specialized technical personnel as backup and supervision for those services.*

For this contract, CGL offers direct access to CGL Engineering's Chief Executive Officer, Mr. Joe E. Lee, as well as the company's President, Mr. Dexter Stanphill. These two Principals have current and active working roles with Fort Bend County to ensure performance, quality and customer satisfaction for the jail expansion construction project. This experience transfers seamlessly to outsourced maintenance, and enhances the program by applying lessons learned during construction.

CGL's other Central Resources – Contract Manager, Quality Assurance Manager, Transition Team, Human Resources, CMMS Implementation, Project Management, Facility Planning and Assessment Services – are all included in CGL's proposal of services and are immediately available. CGL offers a more diverse range of in-house, centralized services than any other maintenance provider.

*12.7 The Responder must identify any deviations from any requirements contained in the Request for Proposals.*

We have no deviations from the RFP requirements.





## SECTION 2 - MINIMUM REQUIREMENTS

12.8 The Responder must have the ability to provide a quality reporting system.

The key to providing cost-effective services is high employee utilization. Our maintenance program cross-trains employees so they can assist other trades when not working on trade-specific tasks. Our average employee utilization rate for all of our contracts, including more than 100 employees in the State of Georgia, is 85%.

CGL's preventive maintenance programs average less than \$2.00 per square foot - far below IFMA and BOMA averages. Our high utilization of staff allows us to develop programs that utilize the minimum amount of labor to perform all the necessary preventive and corrective maintenance effectively.

Our high staff utilization rate is also a function of our superior management and reporting organization. Our facility manager and chief engineer have direct experience organizing maintenance services in facilities similar to the Fort Bend County Jail. They both have seen the issues that may arise at the jail, but they have experience those situations from varying perspective and have the ability to bring new ideas to improve the processes and functions of the maintenance program

Our managers also understand how to collect and communicate important and valuable information necessary to the analysis of program progress. CGL prepares the following reports during the Transition Phase:

Report	Frequency
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Fire Alarm Test Results	Quarterly
Budget Report	Monthly
Security Reports	Monthly
Safety Reports	Monthly
Evaluation of Compliance	Quarterly

CGL can also generate custom reports defined during the Transition Phase:

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- Weekly Operation Update
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- Scheduling reports
- Statistical predictive maintenance reports
- Work request reports
- Work order reports
- Work order completion reports

Each report is designed to respond to a specific need or goal of Fort Bend County to provide necessary, measurable data and improve customer service.





## SECTION 2 - MINIMUM REQUIREMENTS

*12.9 The Responder must have support capabilities that include planning, project management and engineering support for the detention or correctional building type.*

CGL Engineering, Inc. is much more than a mechanical contractor or a maintenance service provider. CGL provides a single source, turn-key solution for Criminal Justice Facility planning, design, engineering, energy and maintenance system needs. We deliver a systemized and proven approach to comprehensively manage and maintain an entire building operation.

CGL is the only Facility Maintenance Service provider in the United States that, under one roof, provides correctional planning, architectural design, security, and engineering support for facility modifications and operational changes. We are knowledgeable in every aspect of correctional facility design and construction, and provide unparalleled services to guarantee a facility's smooth operation and extended life.

CGL's experience as Program Manager during construction of the Fort Bend County jail expansion, our national and international knowledge of Criminal Justice Systems, our knowledge of Texas Jail Standards Commission regulations and ACA standards, and our awareness of local conditions combine to make a powerful tool for Fort Bend County. We fully understand the needs of Fort Bend County through our close relationship with County managers and Sheriff's Department officers.

When there are technical issues with Jail Facilities, our substantial "reach back" capabilities allow us to develop solutions for any issue that may arise. We supplement the services specified by Fort Bend County with complete knowledge of the design, construction, and operational plan of the Fort Bend County Jail. No other maintenance provider knows the County's jail facilities from so many perspectives like CGL. We are able to consider the jail's maintenance as a complete program, not a collection of tasks.



# ACORD™ CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
7/9/2009

PRODUCER (770) 552-4225 FAX:  
Ames and Gough  
450 Northridge Parkway  
Suite 102  
Atlanta GA 30350

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED  
Carter Goble Lee, LLC  
CGL Engineering, LLC  
11790 Northfall Lane, Suite 403  
Alpharetta GA 30004

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Mt. Hawley Ins Co	
INSURER B: Phoenix Insurance Company	
INSURER C: Hartford Fire Ins Co	
INSURER D:	
INSURER E:	

### COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
A	<b>GENERAL LIABILITY</b> <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC	MGL0155576	5/26/2009	5/26/2010	EACH OCCURRENCE \$ 1,000,000
	DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000				
B	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	BA5726N219	5/26/2009	5/26/2010	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000
					BODILY INJURY (Per person) \$
					BODILY INJURY (Per accident) \$
					PROPERTY DAMAGE (Per accident) \$
	<b>GARAGE LIABILITY</b> <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$
					OTHER THAN EA ACC AUTO ONLY: AGG \$
A	<b>EXCESS/UMBRELLA LIABILITY</b> <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> CLAIMS MADE DEDUCTIBLE \$ RETENTION \$	MXL0368737	5/26/2009	5/26/2010	EACH OCCURRENCE \$ 9,000,000
					AGGREGATE \$ 9,000,000
C	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	20WECJO6685	5/26/2009	5/26/2010	WC STATUTORY LIMITS OTHER
					E.L. EACH ACCIDENT \$ 1,000,000
					E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
A	<b>OTHER Professional Liability</b>	RDP0100005	5/26/2009	5/26/2010	Per Claim \$1,000,000
					Aggregate \$2,000,000

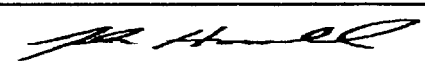
DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENT/SPECIAL PROVISIONS  
 Fort Bend County is named as an Additional Insured on the above referenced liability policies with the exception of Workers Compensation & Professional Liability. Waiver of Subrogation is applicable where required by written contract & allowed by law.

### CERTIFICATE HOLDER

Fort Bend County

### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE  
 Joshua Howell/JOSH 

## **IMPORTANT**

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

## **DISCLAIMER**

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.

**QUESTIONNAIRE**

Complete the following and include in submission of the proposal:

**1. General Information**

- a. Name of company/organization: CGL Engineering LLC
- b. Address of company/organization: 795 E. Lanier Ave., Fayetteville, GA 30214
- c. Type of business entity (corporation, partnership, sole proprietorship, etc.): Corporation
- d. Place of incorporation (if applicable): Georgia
- e. Address of major offices/locations in the area, identifying the local branch office responsible for this project:  
915 Front Street, Richmond, TX 77469

**2. Qualifications/Experience**

- a. Number of years experience in developing and conducting programs similar to that described in the specifications of this RFP: 16
- b. A listing of similar jail facility projects which were developed and conducted during the last three (3) years, a summary of the projects, outcome, contact reference, address, and telephone number. Use additional sheet (s) if necessary and attach.  
Please see separate sheets, following this questionnaire.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- c. Financial statements regarding financial stability of company to include most recent balance sheet and income statement.  
Please refer to Section 6 of this proposal.

- d Attach resumes of proposed on-site contract managers, including cell phone and pager numbers.

**3. Intention**

- a. State on a separate attachment to this section of the proposal, referencing question 3a., why your organization believes its proposed services best meet the objectives of Fort Bend County Facilities and Property Management.
- b. State on a separate attachment to this section of the proposal, referencing question 3b., any additional features, aspects, or advantages of your company's products and/or services in any relevant area not covered elsewhere in your proposal.

**4. Financial Stability**

- a. Include a most recent balance statement sheet for your company.
- b. Include a most recent income statement sheet for your company.

Please refer to Section 6 of this proposal.

## SECTION 4 QUESTIONNAIRE RESPONSES



2.b. A listing of similar jail facility projects which were developed and conducted during the last three (3) years, a summary of the projects, outcome, contact reference, address, and telephone number. Use additional sheet (s) if necessary and attach.

<b>Project Name</b>	<b>Jail Maintenance Services for the Clayton County (GA) Justice Center</b>
<b>Project Summary</b>	Maintenance and Engineering for all aspects of the 727,000 sq. ft. justice center, including preventive maintenance, corrective maintenance, budget planning, emergency management and energy planning and management
<b>Client name</b>	Crandall Bray, Former Chairman, Clayton County Board of Commissioners
<b>Address</b>	671 Forest Parkway Forest Park, GA 30297
<b>Telephone number</b>	(678) 414-3748 (cell) or (404) 366-0004
<b>Email address</b>	crandlebray@yahoo.com
<b>Project Name</b>	<b>Jail Maintenance Services for the Franklin County (PA) Jail Center</b>
<b>Project Summary</b>	Maintenance and Engineering of 480 bed jail
<b>Client name</b>	John Wetzel, Warden, Franklin County (PA) Jail
<b>Address</b>	625 Franklin Farm Lane Chambersburg, PA 17201
<b>Telephone number</b>	(717) 264-9513
<b>Email address</b>	jewetzel@co.franklin.pa.us
<b>Project Name</b>	<b>Comprehensive Maintenance Services for Georgia Department of Juvenile Justice Youth Centers and Campuses</b>
<b>Project Summary</b>	Maintenance and Engineering of 30 juvenile correctional facilities across the State of Georgia (1.9 million sq. ft.; more than 200 individual buildings)
<b>Client name</b>	Ed Cook, Director of Engineering and Construction Services, Georgia Department of Juvenile Justice
<b>Address</b>	3408 Covington Hwy. Decatur, GA 30032
<b>Telephone number</b>	(404) 508-6599
<b>Email address</b>	edwardcook@djj.state.ga.us
<b>Project Name</b>	<b>Maintenance Services for the Virginia Department of Corrections</b>
<b>Project Summary</b>	Maintenance and Engineering of Green Rock Correctional Center, a 1,200 bed prison, for the Virginia Department of Corrections
<b>Client name</b>	Gene Johnson, Director, Virginia Department of Corrections
<b>Address</b>	6900 Atmore Dr Richmond, VA 23225
<b>Telephone number</b>	(804) 674-3308
<b>Email address</b>	Gene.Johnson@vadoc.virginia.gov





## SECTION 4 – QUESTIONNAIRE RESPONSES

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*2.d. Attach resumes of proposed on-site contract managers, including cell phone and pager numbers.*

The resumes of key staff follow in this section.



# JOE E. LEE, PE



## PRINCIPAL-IN-CHARGE

Specialty  
Planning, Design,  
Construction and  
Maintenance of Public  
Facilities

Years of Experience  
With CGL Since: 1993  
Years With Other Firms: 14

Education  
Bachelor of Science,  
Civil Engineering  
Auburn University

Professional Memberships  
American Correctional  
Association  
American Jail Association  
Project Management  
Institute  
National Association of  
State Facilities  
Administration  
National Society of  
Professional Engineers  
International Facility  
Management Association  
American Society of Civil  
Engineers

As Managing Member of Carter Goble Lee, LLC and CGL Engineering LLC Mr. Lee is committed to providing services resulting in facilities that provide the greatest value for each client. Mr. Lee has focused exclusively on the planning, design, construction and maintenance of public facilities, for over 25 years. He has provided quality management as Project Director, Project Manager, or Quality Control Manager on a variety of projects throughout the country ranging in size from \$5 million to \$120 million. Mr. Lee has participated in over \$3.5 billion (in construction costs) worth of public facility projects in 40 states and the Commonwealth of Puerto Rico. In Georgia, he has participated in projects in over 30 Counties. Mr. Lee currently serves as the Project Executive for the Fort Bend County Jail Expansion, scheduled for completion in July 2009.

Mr. Lee has a remarkable track record for economical delivery of projects within abbreviated schedules without sacrificing efficiency or quality. Under Mr. Lee's direction as Project Director on the \$119 million Harold R. Banke Justice Center in Clayton County, Georgia, one of the largest justice centers in the country, the massive project was designed and constructed with 28 months and is currently recognized nationally for its operationally efficient design. While with another firm, Mr. Lee was responsible for all cost control and budget containment activities on various projects for the State of Georgia involving the design and construction of nine new prisons totaling over \$180 million. To date, his efforts have saved the State more than \$20 million.

Of significant note, Mr. Lee founded a maintenance delivery system that is currently being implemented in over 4 million square feet of detention space. Recognizing the need to provide clients with a long-term solution to their maintenance needs, this proven service delivery has already saved clients thousands of dollars in annual operating costs. Mr. Lee's experience in all aspects of facility planning, design, construction and maintenance makes him uniquely qualified to manage a variety of projects.

### RELEVANT EXPERIENCE

#### Correctional Maintenance

- Established the first correctional contract maintenance service delivery model
- District of Columbia Central Detention Facility
- Virginia Department of Corrections Green Rock Correctional Facility
- Clayton County GA Lovejoy Jail
- Georgia DOC Metro State Prison
- DeKalb County, GA, Jail – 3,000 beds
- Harris County, TX, Jail – 750,000 sq. ft.
- Georgia Department of Juvenile Justice – 30 facilities
- Clayton County, GA, Justice Center – 726,000 sq. ft.
- Franklin County, PA, Prison – 480 beds
- Corrections Maintenance Plan for the Commonwealth of Puerto Rico
- Fulton County, GA, Jail – 550,000 sq. ft.

#### Project Director or Manager

- Clayton County \$122 million SPLOST Program, Jonesboro, GA (included the Harold R. Banke Justice Center, Historic Courthouse Renovation and Existing Jail Renovation) – Planning, Project Management, Energy Plant Maintenance
- Muscogee Youth Development Campus, Columbus, GA - Project Management

Turn-Key Jail Maintenance, Repair and Replacement Services  
FORT BEND COUNTY JAIL AND FACILITIES



- Maui Community Correctional Center, Maui, HI
- Franklin County Jail, Chambersburg, PA
- New Hanover Co. Jail, Wilmington, NC
- 2 Peachtree St Annex Renovation for GA State University
- Georgia Department of Juvenile Justice (four juvenile detention centers)
- Rome, Augusta, Macon and Crisp County Georgia
- Glynn County, GA \$50M SPLOST Program – Project Director (Included two courthouse renovations, new fire stations, public health facility, various water/sewer projects)
- Clayton Co. Police Headquarters & E911 Center, Jonesboro, GA
- Jonesboro Senior Center, Jonesboro, GA
- Clayton County, GA Aquatic Center
- Barrow County Jail Site Analysis and Master Plan, Winder, GA
- Troup County Correctional Institute, LaGrange, GA
- Carroll County Jail Complex, Carrollton, GA
- GA Department of Corrections Medium/Close Security Facility
- Statewide Prison Upgrade and Expansion Program
- Blount County Jail and Justice Facility, Maryville, TN - Program Management\*
- DeKalb County Sheriff's Headquarters and Jail, Decatur, GA - Design and Facility Maintenance\*
- Glynn County SPLOST Program, Brunswick, GA\*
- Ventura County Jail Study, Ventura, CA\*
- Commonwealth of Puerto Rico Administration of Corrections – Security

**Design and Construction Management \***

- Marion County Juvenile Detention Center, Indianapolis, IN
- San Fernando Juvenile Needs Assessment and Master Plan, Los Angeles, CA\*
- Central Georgia Regional Jail, Houston, Dooly and Pulaski Counties - Planning\*
- Project Manager for Design and Construction
- Coweta County Sheriff's Administration and Jail Facility, Newnan, GA
- U.S. Navy Brigs, Charleston, SC and Miramar, CA\*
- West Valley Detention Center, San Bernardino, CA\*
- Missouri Diagnostic Center, Fulton, MO\*
- Forsyth County Law Enforcement and Detention Center, Winston-Salem, NC\*
- City of Dothan Law Enforcement Center, Dothan, AL\*

**Project Manager/Quality Control**

- Mitchell County Correctional Institute, GA\*
- Tattnall Co. Correctional Institute, GA\*
- Dooly County Correctional Institute, GA\*
- Johnson County Correctional Institute, GA\*
- Washington County Correctional Institute, GA\*
- Calhoun County Correctional Institute, GA\*
- Wilcox County Correctional Institute, GA\*
- Cobb County Adult Detention Facility, Marietta, GA - Security Consultant/Program Management \*

\* indicates project experience with other firms



# DEXTER STANPHILL

## CONTRACT MANAGER/PROGRAM DIRECTOR

Specialty  
Facility Engineering,  
Maintenance and  
Management

Years of Experience  
With CGL Since: 1998  
Years with Other Firms: 25

Education  
Bachelor of Science  
Civil Engineering  
University of Tennessee

Professional Memberships  
Construction and  
Maintenance Institute  
National Association of  
State Facility Administrators  
American Correctional  
Association

Mr. Stanphill's experience sets him apart in field of correctional facility engineering, construction, maintenance, and management. Mr. Stanphill has been responsible for more than 15 million sq. ft. and 50,000 inmate beds, and centralized maintenance activities in more than 300 correctional facilities.

Mr. Stanphill's knowledge and expertise in maintenance and engineering has been recognized nationally. He has served on the Board of Directors for the Construction and Maintenance Institute for Criminal Justice Agencies (CMI), setting direction for state agencies on:

- Methods for maintenance organizations to manage vendors
- Gather and standardize information related to correctional maintenance and construction issues
- Methods for writing requests for proposals
- Centralizing resources for state correctional agencies
- Disseminating information to corrections agencies

Additionally, Mr. Stanphill is a member of National Association of State Facility Administrators NASFA. In 2002 and 2005, he addressed state engineers and architects for all 50 states, discussing maintenance system delivery and privatized maintenance, as the NASFA convention featured speaker.

### RELEVANT EXPERIENCE

Mr. Stanphill has more than 30 years experience with multiple discipline engineering, construction, and maintenance projects. Prior to CGL, Mr. Stanphill was the Director of Engineering and Construction at the Georgia Department of Corrections where he oversaw:

- Centralizing maintenance for 30 prisons
- Centralized maintenance functions for two state correctional agencies (GaDOC and Ga. Department of Juvenile Justice)
- Design, Construction, Commissioning and Transition of all new DOC facilities
- Renovations of existing facilities and major systems and equipment upgrades and/or replacements
- Electronic perimeter security systems installation and maintenance
- All environmental and safety issues (asbestos, lead paint, hazardous materials, etc.)
- WWTP design, construction and operation, as well as upgrades to existing plants
- An annual budget of \$84 million
- Construction of approximately 5,500 "Fast Track" beds, located at nine state prison site.

Mr. Stanphill's responsibilities with CGL include:

- Transitioning 33 correctional facilities to outsourced maintenance, including CMMS implementation
- Design review for maintainability, constructability and energy efficiency for all CGL projects (approximately \$400 million per year in construction value)
- Manages all maintenance contracts (more than 2 million sq. ft.)
- Quality Control for all engineering and maintenance contracts
- Client satisfaction for all engineering and maintenance contracts



## DEXTER STANPHILL



Mr. Stanphill's representative project experience includes:

- Manages the "first ever" Guaranteed Energy Cost for the 2,000+ bed, 726,000 square foot Clayton County Justice Center
- Managing the maintenance program for the District of Columbia's Central Detention Facility
- Managing the maintenance program for the Virginia Department of Corrections' Green Rock Correctional Center
- Commissioning for the 2,000+ bed, 726,000 square foot Clayton County Justice Center
- Project Director for the 1.7 million sq. ft. maintenance program with the Georgia Department of Juvenile Justice
- Complete Commissioning services for:
  - Five Georgia DJJ detention centers in Rome, Augusta, Macon, Cordele and Columbus, Ga.
  - Clayton County Justice Center
  - Carroll County Detention Center
  - Franklin County (Pa.) Prison
  - Troup County Detention Center
  - Georgia State Prisons, including:
    - Hancock State Prison
    - Wilcox State Prison
    - Dooley State Prison
    - Calhoun State Prison
    - Autrey State Prison
    - Macon State Prison
- Smith State Prison
- Pulaski State Prison
- Lee State Prison
- Coastal State Prison
- Augusta State Medical Prison





# STEVEN D. OHM

## FACILITY MANAGER

Specialty  
Criminal Justice  
Construction and Operation

Years of Experience  
With CGL Since: 2000  
Years With Other Firms: 27

Education  
Construction Management  
& Technical Mathematics,  
Northern Virginia  
Community College

Professional Memberships  
National Institute for  
Certifications in Engineering  
Technologies; NICET -  
Level IV Senior Engineering  
Technician, American  
Correctional Association,  
American Jail Association

Steve Ohm is a career construction and project management specialist who has specialized in correctional and court facilities construction projects since starting with CGA Management Services, Inc. in 1990. His first correctional project work was in 1976 as an assistant superintendent for the construction of the Fairfax Virginia Adult Detention Center. Since beginning in construction management in 1973 Steve has worked for four constructors and two construction/program management firms on 18 major construction projects.

He has managed construction projects from Georgia to New York along with South Carolina, North Carolina, Virginia, the District of Columbia and Texas. In May of 1999 Steve began working as a consultant with CGL to assist Ontario County, New York, to develop a new 300-bed adult detention facility. His most recent experience is Program and Project management of the Franklin County, Pa., 1,200 bed jail construction project and project manager for the 880 bed, 8-story jail addition in Fort Bend County, Texas.

### General Responsibilities

- Act as on-site owner's representative in all aspects of construction.
  - Observe contractor to assure quality control.
  - Conduct weekly progress meetings with General Contractor, Architect, and Owner. Produce meeting minutes.
  - Review monthly pay applications from Contractor and participate in consensus approval with Architect and Owner.
  - Review and recommend disposition of Contractor cost and time extension proposals.
  - Oversee all aspects of security systems design and installation.
  - Participate in security systems checkout and verify compliance with design intent.
  - Work with Owner's transition team to assist in developing operational procedures of new facility.
- Provide communications channel for project information.
  - Aid in review of Contractor submittals to assure compliance with documents.
  - Provide interpretation and clarification of documents for Owner and user.
  - Participate in construction schedule development and review with Owner.

### Experience as On-Site Manager

- Franklin County Prison, Chambersburg, Pa.
- Arlington County Courthouse, Arlington Va.
- Arlington County Detention Center, Arlington Va.
- Columbia County Detention Center, Appling Ga.
- Richland County Detention Center, Columbia S.C.
- Orange County Correctional Facility, Goshen N.Y.
- Orange County Courthouse, Goshen, N.Y.
- Ontario County Jail, Canandaigua N.Y.



**OTHER RELEVANT EXPERIENCE**

**Tiber Construction Company, 1981-1989**

Project Superintendent responsible for contacting, scheduling, and supervising subcontractor activities; coordination with architect and engineers; participating in progress meetings and acting as company representative with owner; participating in shop drawing and plan reviews and ensuring safety on project.

Projects:

- Torpedo Factory Building 10 - Alexandria, Virginia
- Cascades I, II, and IV - Reston, Virginia
- Columbia Hospital Professional Building - Washington, DC
- 401 Hungerford Drive - Rockville, Maryland
- Farm Credit Administration - McLean, Virginia
- Army Times/Journal Newspaper - McLean, Virginia

**Fletcher Construction Company, 1979-1981**

Assistant Superintendent/Superintendent at the Alexandria Sewage Treatment Plant, Alexandria, Va.

**Jack Bays Construction Company, 1979**

Superintendent of Fruit Growers Express, Alexandria, Va.

**Equitable Construction Company, 1973-1979**

Layout Engineer/Assistant Superintendent

Projects:

- McLean House - McLean, Virginia
- Fairfax Adult Detention Center - Fairfax, Virginia
- Georgetown University Village "A" - Washington, Virginia



# RANDY KINSLEY

## CHIEF ENGINEER

Specialty  
 Correctional Facility  
 Maintenance

Years of Experience  
 With CGL Since: 2007  
 Years With Other Firms: 29

Education  
 Virginia Commonwealth  
 University; Electrical  
 Technician Diploma

Professional Licenses  
 Washington, D.C.  
 Journeyman Electrician

Mr. Kinsley currently serves the CGL's Facility Manager for the District of Columbia's Central Detention Facility. As Facility Director, he oversees all preventive and corrective maintenance for the 500,000+ square foot facility. He manages a staff of 18 technicians and coordinates all subcontractor work. He also coordinates and prepares all reports for the District of Columbia Council, the D.C. Department of Corrections and other necessary reports. He is keenly aware of all necessary requirements of maintenance in the CDF and the methods of directing staff to meet those needs.

Mr. Kinsley also directed Operations and Finances of six full service hotels in the Washington D.C. area, including maintenance, renovations, project management, kitchens, restaurants, mechanical plants, waste management, communications, energy conservation and asset protection. Mr. Kinsley has 26 years of experience in the building trades/construction and facilities management.

Mr. Kinsley was recognized in the Washington Post in 2001 for having the most energy efficient hotel in the Washington D.C. area, the J.W. Marriot Hotel. He controlled and maintained an annual budget of \$1.2 million in operating expenses and capital expenditure projects of \$5 to \$10 million. His administrative skills include performing associate evaluations and documenting training for 45 employees.

Mr. Kinsley has direct experience managing building support systems such as telecommunications, LAN network, IT support, security and emergency planning. As an executive level Director he has skills in interdepartmental cooperation/planning and is a known leader dealing with diverse constituencies to take care of the customer.

Mr. Kinsley has more than two years of experience teaching building trade school Electrical/Mechanical evening classes for State License exams. He has great success using local marketing brand power in gaining the best possible cost savings in purchasing and utilities.

### RELEVANT EXPERIENCE

#### Director of Operations, Mclean Hilton Hotel

Responsibilities included annual budget and control of the day to day operations of the Engineering/Maintenance and Security departments. Planning R&M projects and facility up-grades. Project Management of all renovations from the required bid procedures to sending out the bid letters, awarding the contracts and managing the project as well as working with the designers and ordering the FF&E. He championed the Preventive Maintenance of all building equipment and assign the annual contracts on the major mechanical equipment. He was responsible for all required documents pertaining to audits conducted by the corporate office and County inspections division.

#### Senior Maintenance Manager, Avalon Bay Inc.

Maintenance and repairs of all Electrical/Mechanical equipment; service ticket response; troubleshooting and repairs on Boilers, Chillers, Cooling Towers. Exterior and Interior building equipment PM's, Emergency power, Switch Gem, HVAC repairs. Motor control, Distribution centers, HVAC controls, Rooftop units, Fan coil units. Installation of new circuits, Plumbing repairs, Appliance repairs and Apt. turns.

#### Director of Engineering, Sofitel at Lafayette Square

Mr. Kinsley was given this tremendous opportunity to open this four star luxury hotel in the downtown district of Washington D.C., one block from The White House. This facility is complete with the newest technology in building systems. With its French design and corporate office based in Paris, this was a rare opportunity to be the first to set up the department's policies and procedures and hire the new staff. Working through the pre-opening with contractors and suppliers and completing the budget for the first year and the capital budget for the following year.



## RANDY KINSLEY

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### **Chief Engineer, J.W. Marriott Hotel**

Mr. Kinsley was hired as an electrical supervisor and after six years was promoted to Assistant Chief Engineer and then after two years promoted to Chief Engineer. He managed file operations, coordinated a staff of 21 building engineers, and was project manager of renovations and building up-grades. He had great success with generating revenues of electrical service by taking a system already in place and redefining it, this is now used at other Marriott properties.

### **Electrical Superintendent, Baker Electric**

Mr. Kinsley was responsible for the new construction of a large Class A building. This was a new building from the ground up. From the duct bank and setting the transformers to setting the service and sub-panels, he was responsible for the entire electrical install and the daily progress of the job.

### **Electrician, Halifax Engineering, Inc.**

During this time Mr. Kinsley worked out of Local 99 as an Electrician for two companies. He worked at the Pentagon, Navy Amex buildings and the H.H.S. complex in downtown D.C. Responsibilities were electrical service and repairs. Preventive maintenance on major mechanical equipment and fire alarm systems.

### **Electrician, Marvin C. Cowherd Electrical Contractor**

Mr. Kinsley started as a helper and served a four year Apprenticeship while going to school at night. He ran a service truck for 10 years doing Commercial and Residential service, including trouble shooting, exterior lighting, building power systems, fire alarm, switch gear, motor control centers, heavy-ups, and new circuit installation. He also worked on many commercial sites, running conduit, setting services and installing lighting and power circuits. He completed his apprenticeship and took the tests required for my electrical licenses in Virginia and Washington D.C.



## SECTION 4 – QUESTIONNAIRE RESPONSES



*3.a. State on a separate attachment to this section of the proposal, referencing question 3a., why your organization believes its proposed services best meet the objectives of Fort Bend County Facilities and Property Management.*

The CGL Companies are the only Facility Maintenance Service providers that combine Criminal Justice Planning, Design and Project Management with Maintenance Services in one family of companies. We started the concept of specialized maintenance services specifically for jails in 1993, and we continue to improve upon our service delivery. For example, any reoccurring technical issue can be compared with 50 other correctional facilities we maintain to find or develop a solution. Our services are totally focused on jails and therefore offer a knowledge base that is in harmony with the operation of the Jail.

CGL Engineering LLC is much more than a mechanical contractor or a maintenance service provider. CGL provides a single source, turn-key solution for Criminal Justice Facility planning, design, engineering, energy and maintenance system needs. We deliver a systemized and proven approach to comprehensively manage and maintain an entire building operation.

CGL's national and international knowledge of Criminal Justice Systems and our awareness of local conditions and familiarity with the Texas Jail Commission Standards combine to make a powerful tool for Fort Bend County. We fully understand Fort Bend County's expectation that the facilities meet and exceed Texas Jail Commission Standards.

The values and culture of CGL dictate a need to go beyond our customers' needs and expectations. Our approach takes into account both the operational needs of the user, the technical needs of the building and the Standards set forth by the Texas Jail Commission. We keep facility equipment and engineering systems in optimum condition, improving performance, guaranteeing a better functioning building and providing substantial reductions in annual maintenance and energy costs. As an added benefit, Texas Licensing Law includes a reciprocal agreement with the State of Georgia for licensing, allowing our current staff to support our Texas staff.

When there are technical issues with Jail Facilities, our substantial "reach back" capabilities allow us to develop solutions for any issue that may arise. We supplement the services specified by Fort Bend County with a complete knowledge of the design, construction, maintenance and operation of correctional facilities. We are able to consider Fort Bend County Jail maintenance as a complete program, not a collection of tasks. Our comprehensive contract maintenance program allows you to concentrate on one thing only – your core business.

CGL is the best team to provide Turn-Key Maintenance, Repair and Replacement Services of Jail Facilities for Fort Bend County because:

- We served as Program Manager during construction of the Fort Bend County Jail Expansion and understand the facility operations better than any other maintenance provider
- We provided planning for the long-term success of Fort Bend County jail facilities, and we understand the needs and goals of Fort Bend County
- We developed the concept of contract maintenance in corrections environments
- We have the most experienced staff and leadership in the Corrections Industry
- We put the best staff on the job, including firm Principals and Executives
- We approach maintenance with the capabilities of not only a maintenance provider, but also of jail planners, designers, builders and managers
- We take a complete approach to facility maintenance, considering the entire program and not just jobs to be done
- We are focused on the service we can provide to guarantee Fort Bend County's satisfaction
- We will always do the right thing for Fort Bend County



## SECTION 4 – QUESTIONNAIRE RESPONSES



3.b. State on a separate attachment to this section of the proposal, referencing question 3b., any additional features, aspects, or advantages of your company's products and/or services in any relevant area not covered elsewhere in your proposal.

### **Advantage: Fort Bend County**

CGL Engineering LLC is the largest outsourced maintenance provider for Criminal Justice Facilities in the Country. While size is not a determining factor, our experience with 50 other similar facilities provides a higher level of service than those companies with less criminal justice experience. Our Principals have extensive experience in the actual operation of Jails and Prisons as well as professional registrations that ensure quality service.

CGL was founded to provide specialized Planning, Design, Construction Management and Engineering & Maintenance Services to local governments, especially counties, as an extension of Government Staff. CGL's services differ by recognizing each County project is a *long term* investment of tax dollars in infrastructure or buildings intended to last a lifetime. For example, Agencies who have used the full range of CGL's planning, program management and maintenance services experience energy and maintenance cost more than 20% below like or similar facilities.

CGL began working with Fort Bend County in 2004, performing a study of the then jail facilities and operations. CGL then provided Architectural Programming services for the Fort Bend County Jail Expansion, and was eventually hired to be the Program Manager to represent the County's interest during construction of the jail expansion. There is no firm that offers facility maintenance services with the existing knowledge and experience in the Fort Bend County jail. CGL is able to use that knowledge to quickly transfer the facilities to outsourced maintenance and plan for the long-term success of the buildings.

Our demonstrated ability to assist Fort Bend County from idea inception through realization and beyond sets CGL apart and gives Fort Bend County a unique advantage. Our detailed knowledge of Fort Bend County's Jail Operations Plan and construction implementation gives us unparalleled ability to address issues and meet objectives.

CGL also continues to dedicate the resources of its Principals and Executives to Fort Bend County. Mr. Joe Lee, the Project Executive for Program Management for Fort Bend County, also serves as the Principal-in-Charge for Fort Bend County maintenance. The Program Director, Mr. Stanphill provided design reviews for maintenance and equipment during the construction of the jail expansion. Together, these two leaders of CGL Engineering have more than 60 years of combined experience with local detention systems. Mr. Lee also founded the first maintenance company solely dedicated to maintaining correctional facilities, and Mr. Stanphill was the director of a State agency responsible for correctional system facility maintenance (Georgia Department of Corrections).

Our specific history with the planning, design and construction of Fort Bend County's new jail expansion gives our maintenance technicians an advantage over others who only know maintenance. We can provide Fort Bend County more complete services with a broader understanding of the County's needs and long-term corrections system goals.

The CGL Family offers unmatched understanding of and support for criminal justice systems, ensuring specific goals are never misinterpreted throughout all phases of project development. Our existing relationship with Fort Bend County cannot be duplicated.

### **"Reach Back" Capability**

CGL Engineering LLC is only one of four companies that make up the Carter Goble Lee Companies, a group founded to improve the process of planning, designing, constructing, staffing and maintaining public justice facilities and prisons. The unique combination of professional disciplines within the CGL Family gives our clients a single point of contact from project inception through its completion, allowing us to "reach back" to our other services for better customer care and assurance of quality facility management.



## SECTION 4 – QUESTIONNAIRE RESPONSES

### **Carter Goble Associates, Inc. Comprehensive Planning**

Carter Goble Associates, Inc. offers a planning approach to guide a client through the complex decision-making process of planning, designing, construction and occupying new and/or renovated facilities. Since each client's needs are unique, the comprehensive array of planning services available can be applied totally or selectively in the development of flexible, cohesive and realistic plans.

While a major result of the planning effort is often a constructed facility, CGL's planning approach embraces the functional aspects of system components to systematically define need, resources, and solutions in a manner that permits accountability at all levels of decision-making. The work throughout this planning process is conducting in partnership with clients to:

- Determine needs in terms of services, personnel, programs and facilities.
- Organize consensus of governmental, administrative, and public stakeholders.
- Define choices that are both attainable and consistent with established system goals and objectives.
- Establish direction upon which to base sound design solutions that maximize operational efficiency and effectiveness.
- Develop strategies to enhance ongoing system growth management capabilities and process.

CGL understands that government leaders and authorities have a continuing need to face and address new challenges that are dictated by developing requirements and constant change. It is the focus and recognized specialty of CGL – as has been evidenced throughout the firm's history – to support that need.

### **CGA Facilities Services, Inc. Architectural Design**

CGA Facilities Services, Inc. is an architectural design company specializing in the design of corrections, judicial and government environments. CGA Facilities uses a thorough understanding of the implications and impact of facility operation philosophies, products, systems, and methods of construction to design better justice and correctional facilities. CGA Facilities provides clear, accurate, and complete plans, drawings, and specifications. As the project continues through construction, CGA Facilities is there to help contractors resolve technical issues and provide approvals without delay.

CGA Facilities develops innovative concepts for physical environments that result in dynamic and creative, yet practical and sound facilities. CGL's range of design services includes:

- Space Planning and Design Options
- Adjacency Diagrams
- Circulation Patterns
- Program Review
- Detailed Floor Layouts
- Project Schedule
- Construction Budget and Cost Estimates
- Specification Documents
- Mechanical/Electrical Systems and Materials
- Bid Assistance and Negotiation
- Construction Contracts and Approval Documents
- Site Visits/Site Representation
- Payment Applications Review and Certification
- Change Orders/Construction Change Directives



## SECTION 4 – QUESTIONNAIRE RESPONSES

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### **Carter Goble Lee, LLC**

#### **Program and Construction Management**

Carter Goble Lee, LLC offers clients the most convenient, cost effective and reliable means to achieve a quality building program. Serving as the owner's staff extension, advocate, and project manager, CGL assumes responsibility for successful project completion. CGL's program management services encompass all phases of construction (embracing the planning process, design oversight, construction budgeting and scheduling) and include assisting with public meetings, building commissioning, move-in, and long-term facility maintenance.

CGL is recognized for:

- Managing both large and small projects and multiple building programs for government agencies.
- Developing and successfully applying design guidance, cost controls, schedule, and quality management techniques.
- Utilizing the most innovative program management software systems to provide clients, and the entire team, with 24-hour accessible project information.

CGL, LLC combines a dedicated personal commitment and involvement with proven technical methods. Resident project managers build strong relationships in every community and project site to become part of that community and its government.



# SECTION 5 APPROACH TO MAINTENANCE SERVICE DELIVERY



## INTRODUCTION

CGL Engineering's unique approach to providing facility maintenance and engineering services provides efficiency and adds life to buildings, especially when applied during the construction cycle – as is the opportunity in Fort Bend County. Application of CGL's process results in long-term cost saving, increased building reliability and energy efficiency, and added value to the County and, by extension, the public. CGL's approach includes:

- Preventive Maintenance
- Predictive Maintenance
- Vandalism Control
- Efficient Repairs
- Accountability/Tracking/Reporting/Budgeting

CGL begins with a specific understanding of the Fort Bend County detention system. Since 2004, CGL has provided services to analyze, improve and expand the County's criminal justice facilities. Our maintenance professionals have worked closely with the County and the Sheriffs to determine a baseline for successful jail maintenance operation to ensure the County receives outstanding service without security risk. We understand Fort Bend County's needs from the operational perspective, as it pertains to facility maintenance.

CGL begins by transitioning the facility from construction to occupation by providing a maintenance program that meets the goals we helped Fort Bend County define during the planning, programming and construction processes. Having worked with Fort Bend County for the past five years, we have developed reviewable and achievable objectives for maintenance and operation including:

- Ensuring that Fort Bend County protects the extensive investment it has made in its Jail Expansion, any future expansions, and other facilities.
- Providing a reliable and safe environment for the County staff, Sheriff's staff, visitors and other users.
- Providing efficient and effective building management through timely and responsive technical services and data collection.
- Developing short and long term property and capital asset management plans for the Fort Bend County Jail.
- Extending the life of both new and existing facilities so they serve Fort Bend County in future decades as well as when first opened.

### Advantages of CGL's Program

CGL integrates its maintenance services into a useful tool for Fort Bend County, resulting in increased services, better building performance, and reduced costs. CGL's program provides additional advantages and services beyond those provided by a typical facility maintenance company:

Service	Part of CGL's Base Services
Energy Plan	Developed with County & Energy Providers
Development and Implementation of Policy and Procedure Manual	Yes
Vandalism Control Program	Yes
Recycling Program	Yes
CMMS Implementation and Utilization	Yes
Design Services for Remedial Work	Yes
Continuous Value Engineering	Yes
Energy Management Program	Yes
Annual Budget Plans	Yes
Equipment Tagging with Bar Code	Yes



## SECTION 5 – MAINTENANCE SERVICE DELIVERY



As the facilities maintenance provider, CGL's objective is to be the sole source of responsibility to Fort Bend County for all operational needs at the Jail. CGL delivers highly technical services in a responsive and cost effective manner that enhances Fort Bend County's ability to manage the facility and keep it in pristine condition.

CGL utilizes several tools to accomplish these objectives, including a carefully structured service delivery approach and proven reporting methods. CGL's unique system employs the proven experience of criminal justice maintenance experts, such as the former director of Facility Maintenance for the Georgia Department of Corrections. CGL's management has more than 70 combined years of correctional maintenance experience.

CGL understands that all activities are designed to support the operation of the facility, including:

- Day-to-day and long-term planning to coordinate with Fort Bend County's operations, plans, and procedures
- Operating and maintaining all the physical facilities
- Coordinating the Maintenance and Support functions into the operation
- Maintaining record documents, i.e., drawings, specifications, as-built drawings, management of storage and stock control
- Procurement of spare parts and supplies

The key elements of CGL's maintenance program have been tested to provide outstanding results for numerous and varied clients. The program does not focus on just the equipment and the systems of the buildings, but actually serves as a management and cost control tool for Fort Bend County.

CGL is able to accomplish this by focusing on standardizing the service attitude and utilizing the "in-house" technical and operational knowledge of its management team.

### **FACILITY COMMISSIONING**

Fort Bend County has the unique opportunity to involve an outsourced maintenance provider during the construction phase and equipment installation. CGL's Program Management and Maintenance staff has already assisted with construction, providing input on the placement, position and construction enclosures of equipment to ensure optimal conditions during facility operation. CGL's construction experts have reviewed designs related to maintenance performance to ensure the facility is designed and built to be maintained and upgraded.

### **Equipment Bar Coding and Verification**

The fastest and best way for the On-Site Team to become familiar with the Fort Bend County Jail and its systems is to immediately begin tagging and bar coding equipment and initiating inspections.

During Phase I Start-Up, CGL will verify that all equipment in the facility is tagged for proper identification. CGL will then compile profiles for each piece of equipment, including serial numbers, make, model, manufacturer, voltage, etc. A Computerized Maintenance Management System (CMMS) may include the ability to bar code the equipment, which allows for quick and accurate identification of equipment.

Using the bar code system, technicians can quickly scan information, such as parts used, technician ID, equipment repaired, time spent, and repairs accomplished. This data is transferred into the CMMS maintenance files where the history of all maintenance activities is kept. Ongoing renovation work is also included in the database so warranty information will be included.

The tagging process will allow the On-Site Team to gain an in-depth knowledge of the building and its equipment during construction. The On-Site Team will be responsible for tagging all equipment, with the Quality Team responsible for verification that each major piece of equipment has been tagged. Verification of tagging should take approximately one week.



## SECTION 5 - MAINTENANCE SERVICE DELVIERY



If, during commissioning and tagging, equipment does not operate as intended, needs to be replaced, or requires attention, Fort Bend County is notified in a Facility Condition Report separating any needed repairs into warranty work, repairs and capital expenditures (if necessary).

### Start-Up Services

Complete documentation of all facility equipment is accomplished during the Start-Up Services Phase. Documenting facility equipment verifies current operating conditions to establish a base line for maintenance and a complete, continuous equipment history.

All equipment start-up and operating procedures are documented in the CMMS, with a printed and cataloged hard copy back-up. Current operating parameters are recorded in the CMMS database along with the equipment documentation to establish the equipments' histories.

### Start-Up Services

HVAC Equipment	Electrical Equipment	Food Service & Laundry Equipment	Plumbing Equipment
Review and document installation of equipment	Review and document installation of equipment	Review and document installation of equipment	Review and document installation of equipment
Review set- up/start- up procedures	Review set- up/start- up procedures	Review set- up/start- up procedures	Review set- up/start- up procedures
Verify temperature controls set points	Confirm testing	Confirm testing,	Confirm testing
Document warranty items	Document warranty items	Document warranty items	Document Warranty Items
Perform deficiency survey	Perform deficiency survey	Perform deficiency survey	Perform Deficiency Survey

In the new and the existing facility, security equipment is the most critical aspect of the successful and safe management of inmates and staff. Therefore, CGL uses its extensive Correctional Experience and background to thoroughly inspect for the proper operation of the security equipment. The process of commissioning physical and electronic security equipment includes:



## SECTION 5 - MAINTENANCE SERVICE DELVIERY



### Security Start-Up Services

Electronic Security Controls	Security Locking & Security Pneumatic Systems	Fire Alarm & Reporting	Perimeter Security & Fencing
Review & Document Installation	Review & Document Installation	Review & Document Installation	Review & Document Installation
Verify Positive control and/or indication of each monitored security device	Verify Positive locking and/or indication of each monitored security device	Verify Positive indication of each monitored device	Verify Positive locking and/or indication of each monitored security device
Determine procedure for identifying and reporting error or alarm messages	Determine procedure for identifying and reporting error or alarm messages	Determine procedure for identifying and reporting error or alarm messages	Determine procedure for identifying and reporting error or alarm messages
Verify key control procedures for Central Control, Housing Control and Security equipment rooms	Verify key control procedures for all security locks		Verify key control procedures for perimeter gates
Document Warranty Items	Document Warranty Items	Document Warranty Items	Document Warranty Items

As the staff work through each space and each piece of equipment in the new jail, CGL performs its first contraband inspection to remove anything that could possibly be used as a weapon or to help make a weapon. The objective is to ensure all equipment operates properly and the spaces are clear of materials that could be used as contraband. The second and last contraband inspection occurs just before inmate arrival.

### Warranty Follow-Up Services

During start-up services, CGL identifies all equipment under warranty and associated warranty issues that need follow-up. As the normal Preventive Maintenance and repair services occur over the warranty year, the maintenance staff identifies any issues for action, with documentation that clearly justifies the warranty items.

Warranty issues are documented in the CMMS. However, CGL offers a higher level of warranty documentation by virtue of our in-house Program and Construction Management Services.

The CMMS documents warranty issues in the equipment history and sends a work order to contact the Contractor. The CGL web based project management system, eProject, documents the communication between CGL and the Contractor and provides an electronic trail of communication until the warranty item is resolved. CGL's eProject offers:

- Secure, positive documentation of notification of each warranty item
- Secure web based document storage so contractors can access photographic documentation, drawings, correspondence, test data, etc., without having to access the jail's files or the CMMS files.
- Electronic notification if milestone deadlines or promise dates are missed or delinquent.



### Ongoing Assessments and Reporting

Through the CMMS, the maintenance team can identify recurring equipment failures, warranty issues and recurring repairs for inclusion into the quality review process to determine a remedy. The remedy limits or eliminates the recurring repair.

This reporting system, based on Facility Commissioning and Start Up, is used to develop a plan for increased facility reliability and lower operating cost. By carefully analyzing the results of the survey and the continuing maintenance history of the facility, CGL can target areas for improvement.

Prior to budget requests for any given fiscal year, CGL Engineering will develop a Facility Condition Report. The Facility Condition Report will indicate any equipment that has failed, needs to be replaced, or requires attention. The Facility Condition Report will separate any needed repairs into repairs and capital expenditures (if necessary). Through the CMMS, the maintenance team shall identify any recurring problems, such as equipment failures and repairs caused by vandalism. These items are included in the quality review process to determine a remedy. The remedy limits or eliminates any recurring repair.

### TRANSITION TO OCCUPANCY PHASE

The Transition Phase is one of the more intense and crucial periods of the maintenance program. The Transition Phase requires in-depth and constant communication with judicial, sheriff and jail staffs. Thorough communication provides comprehensive understanding of the most detailed needs of not only the building, but the people who work in, visit and occupy the facility, in order to customize the service delivery.

Normally, the objective of the Transition Phase is to put in place the systems and staff necessary to continue maintenance services in a seamless manner. CGL attends to the users' every need while moving into the Jail Expansion to ensure the building is ready to receive its other occupants, including inmates.

The resulting benefits provide reliable building operation at the time it is most needed.

The major tasks associated with the Transition Phase are:

- Organizational Plan
- CMMS Set-up and Implementation
  - Spare Parts/ Materials
  - Equipment Tagging
  - Deficiency Survey
- Policy and Procedures Manual
- Energy Management Plan
- Training
- Pre-testing the building for those moving in
- Assisting the detention staff with security and building system operation
- Procurement Plan
- Quality Assurance and Continuous Improvement
- Preventive Maintenance Program Implementation

Proper implementation of these tasks sets the direction for the success of the maintenance program. The deliverable of the Transition Phase is the installation of the systems and staff necessary to provide the quality maintenance services that Fort Bend County expects. Fort Bend County can then benefit from the facility's reliability and stable operation.

## SECTION 5 – MAINTENANCE SERVICE DELIVERY



### ORGANIZATIONAL PLAN

Senior members of CGL's team meet with County officials to develop an organization and reporting plan. Each condition of reporting, communications and how assignments are made is developed so the maintenance contract answers all aspects of the County's needs. The issues of each user group are addressed in a timely and professional manner. Once the plan has been approved, the team follows the reporting structure to meet and exceed all definitions of the contract.

#### Start-up Staffing (Temporary and Supplemental)

CGL's experience transitioning 50 correctional facilities to maintenance services enables the development and execution of an exceptional, quality maintenance program. During the Transition Phase, CGL's most senior and experienced staff is assigned to the On-Site Team for management of the transition process.

CGL's Organizational Plan provides full preventive and corrective maintenance services for Fort Bend County as the result of a well developed and thorough Transition Plan.

CGL's technical staff will perform facility condition assessment and assist with operational start-up services:

- Dexter Stanphill, CGL President and former Director of Engineering for the Georgia DOC, manages the Fort Bend County Contract and Transition Phase Services
- Steve Ohm, Senior Project Manager and Facility Manager, will use the knowledge he gained as Project Manager during construction of the jail expansion to coordinate facility assessments and maintenance start-up, and will also establish the warranty follow up program
- Joe Lee, CGL CEO provides quality control and the development of policies and procedures
- Randy Kinsley, Chief Engineer, develops staffing plans and ensures preventive and predictive maintenance schedules meet benchmarks

CGL will hire maintenance professionals to assist in performing facility condition assessment and operational start-up services:

- HVAC Tech
- Plumber
- Building Mechanic
- Human Resources personnel to assist in start-up

Immediately upon notice of award, CGL will:

- Finalize staffing and complete all required drug and background testing.
- Procure all required equipment to include computers, radios and tools.
- Physically obtain equipment/manufacture data to include serial number and model number and verify its input to the CMMS.
- Use the equipment information and the preventive maintenance work order requirements to develop a supplies and materials list. Additionally, CGL will use the CMMS to provide a list of predictive maintenance tasks to be performed in conjunction with the preventive maintenance schedule.
- Inventory existing supplies, materials, and spare parts and develop purchase orders for necessary items.
- Develop work orders for approved corrective repairs. The FMM will schedule repairs on a priority basis. Life safety and security work orders will be given the highest priority.
- Finalize a site-specific safety plan to include Materials Safety Data Sheets (MSDS).
- Develop site-specific procedure manuals, detailing shut-down and start-up of critical systems and equipment.
- Place lock-out and tag-out materials on all appropriate equipment.
- Put supplemental engineering and maintenance staff on-site during the first two weeks of the contract to assist in resolving equipment and system maintenance issues by identifying potential maintenance failures.
- Mobilize the necessary start-up staff to move as quickly as possible from reactive to proactive maintenance.



## SECTION 5 - MAINTENANCE SERVICE DELIVERY



CGL's Staff is available to start commissioning services immediately upon notice of award. Supplemental engineering and maintenance personnel will be immediately available to assist full time on site staff during start-up. CGL will immediately, upon notice of award, start the process for developing all required policy and procedure manuals to be finalized within the first 30 days of the contract.

### WORKFORCE TO PERFORM MAINTENANCE OPERATIONS

In order to develop a comprehensive work plan for Fort Bend County Jail maintenance, it is essential to first define the necessary amount of labor needed to perform work according to the Scope of Services. Based on the County's requirements and our knowledge of the Fort Bend County Jail, CGL has developed a thoughtful, comprehensive staffing plan to perform all routine, urgent and remedial facility maintenance and repairs, 24/7 in the Jail and Administration Complex.

Part of our comprehensive maintenance plan considers our knowledge and awareness of critical system maintenance. We understand which systems are critical, which systems receive priority maintenance as well as the overall needs of these systems to maintain full compliance with the TJSC, the ACA and other regulatory agency requirements. Documentation of these critical system needs is essential to establish maintenance staff accountability and to collect appropriate data for comprehensive reporting and communications with Fort Bend County staff.

CGL's plan includes all supervisors, technical staff and inmate labor to meet the operational needs of the Jail and its staff. CGL provides 11 on-site staff - including managers, technicians and administrators - to provide all preventive and corrective maintenance for the Jail. The on-site staff is supported on a full-time basis by CGL's Corporate Staff, who have at their disposal the resources of 120 planners, architects, engineers, construction specialist and maintenance technicians whom are committed to providing services to the corrections industry.

Variations from the calculated workloads are managed by CGL's Facility Manager. For instance, if supplemental technicians are needed to handle on-the-fly required maintenance items identified by correctional officers during a shake-down, the Facility Manager works with jail staff to redeploy CGL staff and/or utilize subcontractors to complete work in a timely manner. Our staffing plan, with a primary team performing preventive maintenance and corrective maintenance during specific work hours, accounts for these types of workload variations to avoid shifting staff from their principal duties and to avoid added subcontractor costs.

We have applied Best Practices methods along with our knowledge of the American Correctional Association's Standards for Adult Correctional Institutions (4th Edition) to our staffing plan to meet the unscheduled maintenance needs of the facility. Our innovative staffing allows for a portion of our Primary Shift staff to concentrate on strictly preventive maintenance tasks while still meeting corrective maintenance required.

The CGL staffing plan is designed around specific guiding principles:

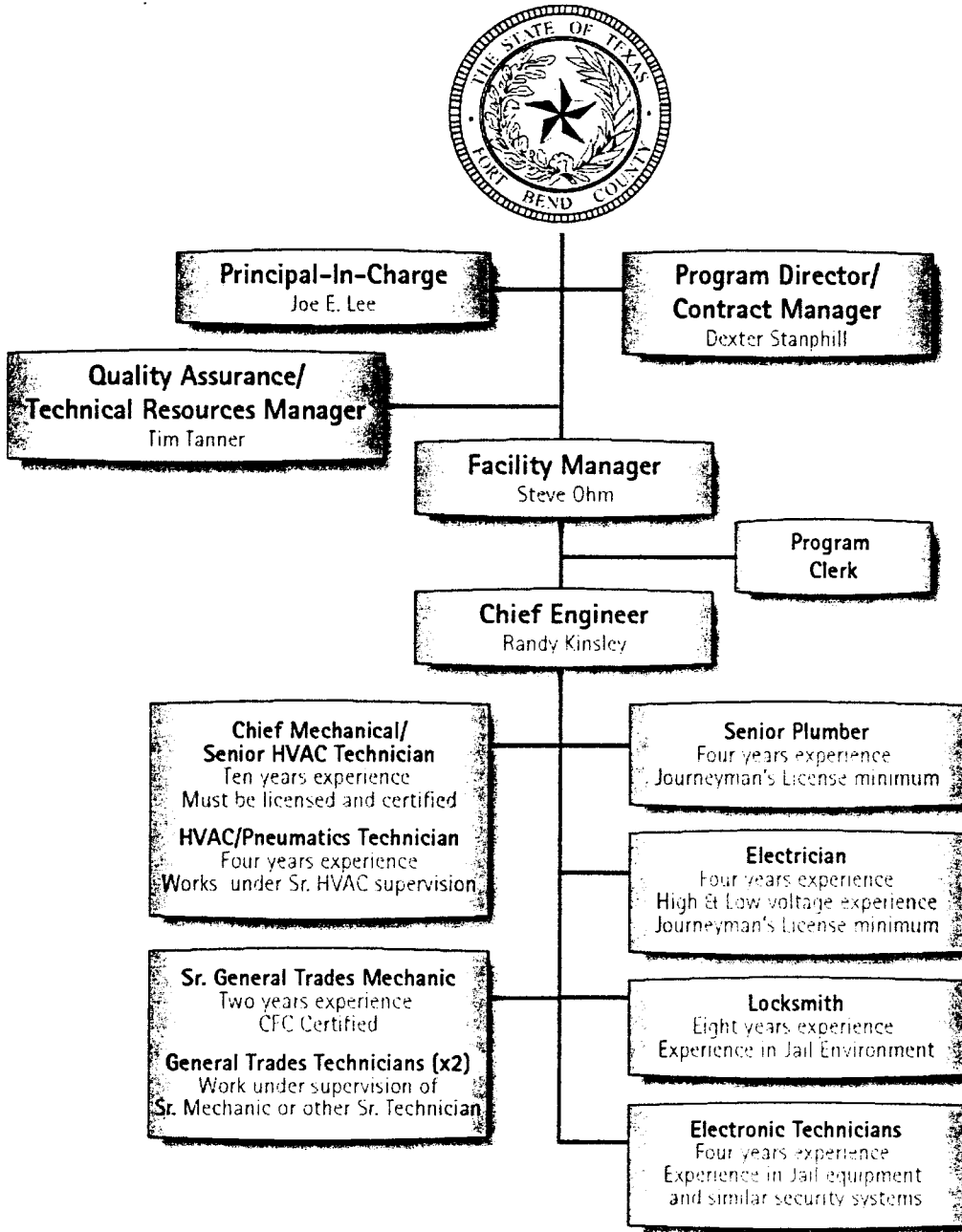
- Provide technical staff who have the capability to perform all preventive and corrective maintenance tasks
- Clearly define the responsibilities of the technical staff's daily duties for an understanding of their accountability to perform quality work
- Plan a maintenance system that collects and records thorough data for comprehensive communication and reporting capabilities for the owner
- Fully comply with the requirements of the RFP for staffing credentials
- Provide licensed and registered HVAC staff as required by Texas Licensing laws
- Provide licensed boiler contract staff and third party certifications as required by Texas Licensing laws
- Meet all response times and required performance benchmarks
- Provide direct access to owner and officers of the firm with the authority to direct the resources of the company, especially in emergency situations
- Provide the optimum technical expertise
- Ensure the work structure is responsive to the County's needs and provides complete confidence in maintenance operation



# SECTION 5 - MAINTENANCE SERVICE DELIVERY



## PROJECT ORGANIZATION



Our program for Fort Bend County is made up of 11 full-time employees who work on-site at the Fort Bend County Jail to provide 24/7 coverage of the Jail Facility.

Our Proposed Organization also includes the Principal-in-Charge, the Program Director, the Contract Manager and a Quality Assurance/Technical Resource Manager. Fort Bend County has direct access to all of the program's Managers to improve the lines of communication and to offer Fort Bend County the best resources possible.

The On-Site Staff is set up achieve the highest utilization rate possible. Our technicians can perform preventive maintenance without displacing on-site jail staff who work during more normal business hours.





# SECTION 5 - MAINTENANCE SERVICE DELVIERY

## WORK SCHEDULING

CGL has developed a work schedule to ensure technicians are on-site at the Fort Bend County Jail 24/7.

Through our experience, we have learned that the majority of systems in a jail are available for preventive maintenance activities during normal business hours (6:00am to 6:00pm). These hours are also the prime hours to schedule any necessary subcontractors or factory technicians to avoid travel and overtime expenses. Our Work Schedule calls for the majority of our technicians to be on site at the Jail from 6:00am-5:00pm Monday-Friday. This primary work shift performs the bulk of the preventive maintenance tasks issued from the CMMS.

### Active Hours Staffing Schedule (Option 1)

Staff	Shift 1 (6:00 am to 3:00 pm)	Shift 2 (8:00 am to 5:00 pm)	After Hours
Chief Engineer		X	On Call
Chief Mechanical		X	On Call
HVAC Technician	X		On Call
Electrician	X		On Call
Plumber	X		On Call
General Trades		X	On Call
General Trades	X		On Call
General Trades	X		On Call
Locksmith		X	On Call
Electronics Technician		X	On Call
Data Clerk		X	On Call

*50 no  
24 hrs?*

### Workforce to Perform Maintenance Services 24/7

To meet the requirements of RFP Section 9.1.1.6, the size of our technical staff increases dramatically. We have learned through more than 15 years of providing maintenance services in correctional environments that the overnight shift is the least productive and usually does not produce cost effective solutions. We currently maintain 49 facilities using an active-hours approach only and provide after-hours service through an on-call reimbursable approach (Option 1 in Section 7, Price Proposal). Option 2 in Section 7, Price Proposal, meets the staffing requirements of RFP Section 9.1.1.6 and is priced accordingly. The following table describes the shift schedule with the additional staff required by RFP Section 9.1.1.6.



## SECTION 5 - MAINTENANCE SERVICE DELIVERY



### Round-the-Clock Staffing Schedule (Option 2)

Staff	Shift 1 6:00 am to 3:00 pm	Shift 2 8:00 am to 5:00 pm	Shift 3 6:00 pm to 6:00 am Monday –Thursday	After Hours
Chief Engineer		X		On Call
Chief Mechanical		X		On Call
HVAC Technician	X			On Call
Electrician	X			On Call
Plumber	X			On Call
General Trades		X		On Call
General Trades	X			On Call
General Trades	X			On Call
Locksmith		X		On Call
Electronics Tech		X		On Call
Data Clerk		X		On Call
Stationary Engineer			X	
Maintenance Mechanic			X	
Maintenance Mechanic			X	
General Maintenance			X	
General Maintenance			X	
General Maintenance			X	

### Subcontracted Services

For both staffing approaches CGL proposes to utilize subcontractors for the following areas:

- Fire Alarm Certification
- Fire Sprinkler Certification
- Fire Extinguishers Annual Certification
- Kitchen Fire Suppression System Certification
- Exhaust Hood Cleaning
- Refrigerant Monitor Calibration
- Annual Chiller Maintenance
- Water Treatment/Water Test
- Hobart Kitchen Tray Machine Annual Contract
- Generator Testing
- Laundry Maintenance Contract
- Grease Trap Cleanout
- Major Boiler Maintenance & Annual Contract

### Computerized Maintenance Management System (CMMS)

The foundation of a solid Maintenance Program is an effective and properly deployed Computerized Maintenance Management System (CMMS) system.

CGL's experience in successfully adopting several different types of computerized maintenance management software systems transfers to Fort Bend County. The Transition Team assigned to Fort Bend County has more than 15 years experience implementing CMMS in major correctional and detention facilities. CGL has the necessary skills to build effective databases. CGL's access to this system is essential to implementing an efficient and effective maintenance program.

CGL provides integration with computerized key control systems and bar code tracking of activities and stores.



## SECTION 5 - MAINTENANCE SERVICE DELIVERY



The CMMS is the nucleus of CGL's program, providing automated management of:

- Work Order Scheduling
- Equipment Preventive and Corrective Maintenance Histories
- Manpower Balancing
- Documentation of Completed Maintenance Tasks
- Warranty Follow-up Documentation
- Vandalism Reporting
- Maintenance Cost Reporting by Building, by Room, and by Piece of Equipment
- Security and Incident Reporting

The CMMS also assists in warehouse/inventory control. The system's databases produce reports notifying staff of replenishment requirements by tracking supply usage. This system allows the facility to stock necessary parts efficiently, providing immediate maintenance response while conserving critical storage space.

### **Spare Parts and Materials**

Obtaining, storing, and tracking the use of repair parts is a critical function of efficient facility maintenance program operation. The CMMS identifies stock levels and re-order points to ensure high use items are available when needed. The CMMS also helps ensure infrequently used repair parts are not stocked at uneconomical levels.

The Start-up Team will perform a spare part and materials list review as one of their first tasks to ensure inventory items are purchased and stocked as necessary, using parts lists and recommended maintenance guides from equipment manufacturers. CGL provides Fort Bend County with a recommended purchasing list of spare parts, including appropriate stock levels, to maintain critical system operation.

### **Equipment Tagging**

As indicated during the commissioning phase, equipment will be tagged and bar coded to properly track maintenance and repair history and to verify warranty conditions. The equipment history information will be tied into the CMMS through the bar codes and relevant technology.

It is essential to tag equipment as early as possible, during the construction phase if possible. Tagging equipment during construction and commissioning allows for 100% recording of the maintenance history of the equipment, ensuring all warranty conditions are validated and systems can be thoroughly analyzed to maintain balance.

### **Deficiency Survey**

CGL constantly examines the facilities for deficiencies while performing other tasks. CGL's technicians have the training and experience to recognize abnormal conditions and take the initiative to correct faults and failures before problems arise. CGL's Chief Engineer prepares a monthly facility condition report indicating all deficient items and corrective actions.

CGL's Facility Manager and Chief Engineer periodically perform specific Deficiency Surveys to ensure equipment is performing as it was designed; documenting any items that do not meet benchmark standards established during commissioning. By being involved in the commissioning process, CGL's technicians and managers can more readily identify sub-standard performance and take quick action to remedy problems.

### **Policy and Procedure Manual**

CGL has developed a written process of ensuring understanding and coordination between the users of the building and the maintenance services provider, by defining these procedures in a Policies and Procedures Manual in the first 30 days of the contract. This document sets the direction of how the various groups support each other's differing missions. The effort spent together in the development of this manual also sets a tone of cooperation and mutual understanding.



## SECTION 5 - MAINTENANCE SERVICE DELVIERY



CGL works closely with County staffs to ensure that the information compiled into the Policy and Procedure Manual reflects the level of service expected by the County. The effort spent developing this document together also sets the tone of cooperation and mutual understanding.

The Policy and Procedures Manual gives Fort Bend County and the Maintenance Provider common ground to determine the goals of the maintenance program. Whether the issue is system reliability or cost control, the Policy and Procedure Manual clearly describes the objectives and the processes. The inclusion of the Policy and Procedures Manual is essential to provide a clear direction from every aspect of providing maintenance within a detention environment.

The development of the Policy and Procedure Manual begins with a working draft on day one of the contract. CGL meets with all staff involved to create a second draft, then immediately implements the manual to develop the final draft. Finally, CGL provides training to its staff on the resulting Final Manual.

The following is a relevant example of a section of a Policies and Procedures Manual from a detention facility. It is intended to show a relative, though unfinished, product for the Fort Bend County Jail:

### I. Procedure

A. General: The Sheriff's Office and the maintenance provider shall conduct the following inspections:

General Inspections	Frequency	Attendees
Deficiency Survey	Monthly	County Representative, Director of Facilities Mgt. & Planning, Contract Director
Fire and Life Safety	Quarterly	County Representative, Director of Facilities Mgt. & Planning, Contract Director
Safety	Monthly	County Representative, Director of Facilities Mgt. & Planning, Contract Director
Inventory	Quarterly	County Representative, Director of Facilities Mgt. & Planning, Contract Director

B. Inspection Routine: Each inspection shall be conducted in the following manner:

1. Deficiency Survey shall include:
  - a. A visual inspection of the building and building equipment to identify any deficiencies relative to operations or aesthetic expectations resulting from vandalism.
  - b. Documentation of next action for each item identified during the survey.
2. Fire and Life Safety Inspections shall include:
  - a. A visual inspection of the premises to identify outstanding issues resulting from the inspection or previous Fire Marshall inspection.
  - b. Documentation of next action for each item identified during the inspection.
3. The Safety Inspection shall be random and shall include:
  - a. Spot checks of the maintenance safety procedures and conduct.
  - b. Documentation of next action required for each identified item.
4. An inspection of the supplies and materials inventory shall include:
  - a. A visual inspection to ensure supplies and materials are being stored properly.
  - b. Verification of inventory with inventory list contained in the CMMS.
  - c. Documentation of next action for each issue requiring additional information or action.

Whether the issue is security or cost control, the Policy and Procedure Manual clearly describes objectives and procedures. The following outline shows CGL's preliminary proposed set-up for the Fort Bend County Jail Policy and Procedure Manual:

Fort Bend County Jail Facility Policy and Procedures Manual Outline (EXAMPLE):



## SECTION 5 - MAINTENANCE SERVICE DELIVERY



1.	Introduction	6.	Security Management	10.	Inspections
1.1.	Policy	6.1.	Policy	10.1.	Policy
1.2.	Sources	6.2.	Sources	10.2.	Sources
1.3.	Definitions	6.3.	Definitions	10.3.	Definitions
1.4.	Procedures-Administration	6.4.	Procedures	10.4.	Procedures
2.	Organization	6.4.1.	Security Screening	10.4.1.	General
2.1.	Policy	6.4.2.	Vehicle Control	10.4.2.	Inspection Routine
2.2.	Sources	6.4.3.	Access Control	11.	Quality
2.3.	Definitions	6.4.4.	Key Control	11.1.	Policy
2.4.	Procedures	6.4.5.	Tool Control	11.2.	Sources
2.4.1.	Organization	6.4.6.	Contraband Control	11.3.	Definitions
2.4.2.	Delegation of Authority	7.	Service Call	11.4.	Procedures
2.4.3.	Reporting	7.1.	Policy	11.4.1.	Quality Objectives
3.	Budgeting	7.2.	Sources	11.4.2.	Measurement
3.1.	Policy	7.3.	Definitions	11.4.3.	Categories
3.2.	Sources	7.4.	Procedures	11.4.4.	Quality Plan
3.3.	Definitions	7.4.1.	Preventive Maintenance		
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3.4.1.	Scheduling	7.4.3.	Critical Incident		
3.4.2.	Contents	7.4.4.	Interface with CMMS		
3.4.3.	Justification	8.	Preventive Maintenance		
3.4.4.	Value Engineering	8.1.	Policy		
3.4.5.	Format	8.2.	Sources		
3.4.6.	Initial Spare Parts and Supply Budget	8.3.	Definitions		
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4.2.	Sources	8.4.2.	Tours Inside Inmate Area		
4.3.	Definitions	8.4.3.	Service Outside Inmate Area		
4.4.	Procedures	8.4.4.	Service Inside Inmate Area		
4.4.1.	Tracking/Monitoring Cost	9.	Compliance with Codes and Standards		
4.4.2.	Controlling Expenditures	9.1.	Policy		
4.4.3.	Continuous Cost Control	9.2.	Sources		
5.	Supplies	9.3.	Definitions		
5.1.	Policy	9.4.	Procedures		
5.2.	Sources	9.4.1.	General		
5.3.	Definitions	9.4.2.	Fire and Life Safety		
5.4.	Procedures	9.4.3.	American Correctional Association		
5.4.1.	Materials and Supply List	9.4.4.	NCCCHC Standards		
5.4.2.	Deliveries	9.4.5.	State Jail Standards		
5.4.3.	Warehousing	9.4.6.	OSHA		
5.4.4.	Materials Control	9.4.7.	Building Codes		
		9.4.8.	Health Codes		

### Energy Management Plan

The constant use of the Fort Bend County Jail requires proficient and proactive management to maintain the longevity of the systems that serve the facilities; while at the same time, continually increasing the systems



## SECTION 5 - MAINTENANCE SERVICE DELIVERY



operational efficiencies and thereby decreasing the overall cost of operation. The management of the mechanical and electrical systems must be in line with the strategies Fort Bend County – continually evaluating and improving the system operation to ensure the longevity of the equipment is sustained in the most cost effective manner. Operating the mechanical plants at the Jail without understanding the facility-wide system interrelationships is unqualified and costly.

CGI provides standard operation procedures that enable the maintenance staff to improve service and improve the longevity of the County's equipment. Our understanding of the Jail's systems is unparalleled and our management and involvement provides a more efficient and effective method to operate the facility.

Based on our experience and qualifications, Fort Bend County benefits through our:

- Organization and Management – we provide services in a professional and efficient manner and ensure that the proper communication and coordination with the County and Utility Providers is achieved.
- Efficiency – we operate the central plant and associated systems in the most efficient manner to ensure that the Jail climate and comfort levels are continuously maintained and meet ACA & TJSJ regulations, while at the same time reducing the overall energy consumption levels within the mechanical plants.
- Objectivity – we provide detailed reports and system updates to the County & Sheriff's Office and make recommendations for Central Plant operational strategies that are beneficial and economical.
- Responsibility – we assume full responsibility for the successful operation of the Jail's systems and assist the County in developing future maintenance and operational plans that benefit the County.

An energy management solution for the plants and the systems that they serve must be implemented to control, and ultimately reduce, the operating costs of the facility. A combination of "energy management" strategies and increasing equipment operating efficiencies and longevity provides the County with the greatest cost savings.

### Proposed Energy Management Strategy

- Energy Management Services
  - Management of MEP Operations
    - ▶ BMS Front-End Management
    - ▶ HVAC Monitoring
    - ▶ Economizer Optimization
  - Water Energy Management (Terminal and Concourse E Plants)
  - Electrical Monitoring and Management
    - ▶ Electrical Consumption (Power & Lighting)
  - Natural Gas Management Services
- Contract Management
  - Water Treatment
  - Proprietary Equipment Maintenance
  - Control systems and software upgrades
  - Natural Gas
- Provide Monthly Reporting
  - Energy Trends
  - Equipment Status Reports
  - Water Conservation Summary

Integration of an Energy Management Solution for the mechanical systems includes the overall plant operation and energy consumption, efficient operation of the chill water, condenser water, city water, and hot water systems. It is imperative that all systems be inventoried and entered into the CMMS to ensure proper performance of Preventive and Predictive Maintenance.



## SECTION 5 - MAINTENANCE SERVICE DELIVERY



### Procurement Plan

Obtaining, storing, and tracking the use of repair parts is a critical function of efficient facility maintenance program operation. The CMMS identifies stock levels and re-order points to ensure high use items are available when needed. The CMMS also helps ensure infrequently used repair parts are not stocked at uneconomical levels.

Additionally, CGL works with the County staff to set up the spare parts and supplies procurement process. CGL works with on-line supply houses to take advantage of internet buying power for small parts. This innovative technology, along with the County's exemption from sales tax and CGL's technical expertise, will save the County money over the duration of the contract.

CGL also performs services to procure and manage project contractors necessary for repair and replacement work, either related to the maintenance process or not. CGL's full range of project management services offers Fort Bend County added value by managing contractor procurement to secure the best price and value for the County.

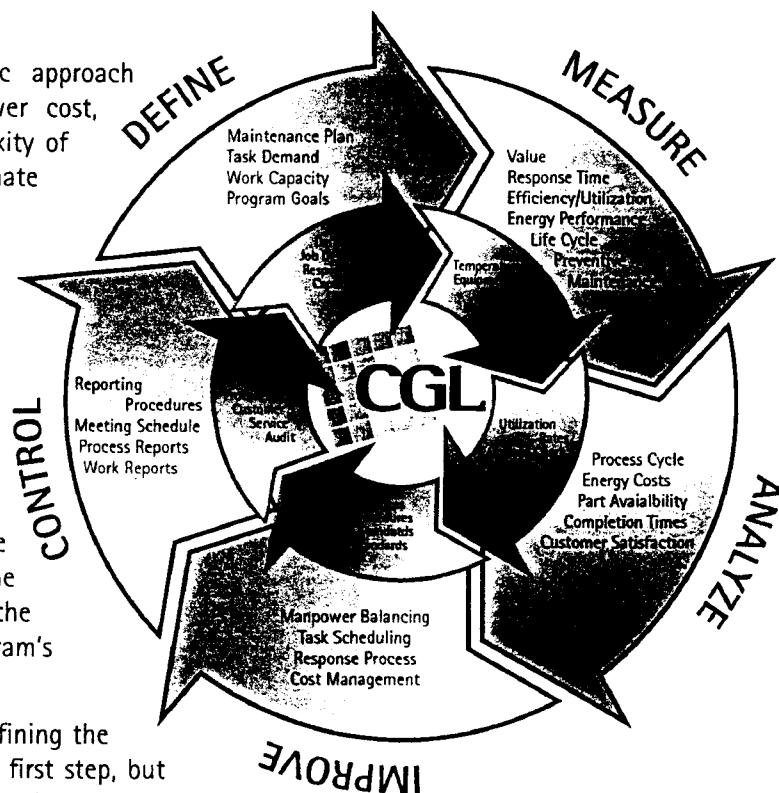
### Quality Management Methodology

CGL carefully monitors quality with a specific approach designed to improve customer satisfaction, lower cost, increase staff technical capability, reduce complexity of the program, improve response time and eliminate defective work:

**Define core processes:** During the transition period, we work closely with the Fort Bend County Sheriff's Office to define and clarify the program's scope, expectations, available resources and timelines. We apply our varied experience to lay out the program's performance details, prepare policies and procedures and set communication standards. We ensure Fort Bend County understands the scope of the contract and we clearly define our responsibilities as the maintenance provider. We frequently revisit the definition process to refine and improve the program's details for increased customer service.

**Measure program goals against benchmarks:** Defining the program's direction is an important and necessary first step, but the program must be defined by its ability to make progress against established goals. The definitions, details, expectations and goals of the program must be measurable, quantifiable and benchmarked using actual program data. Measuring the data not only provides necessary communication with the Sheriff's office, but it also reveals trends and allows us to calculate process improvements and program capabilities.

**Analyze the measured data:** There are multiple objectives to analyzing the data in relation to quality management: ensuring all technicians understand the process at its root levels, to invite critical investigation of the program from multiple angles, to identify areas that do not perform to quality expectations, to identify areas that perform beyond quality expectations, and to provide opportunities to formulate improvement options. Each analysis must be thorough and complete, to avoid shallow program understanding that leads to unproductive results, but not so deep as to paralyze the program.



## SECTION 5 - MAINTENANCE SERVICE DELIVERY



**Improve the program:** The analytical results are put to work during the improvement phase. Solutions and options, as well as improvements, efficiencies and enhancements are identified and presented to Fort Bend County. The ideas for correction must fit into the earlier phases: they must fit the defined goals, be measurable and fit into project analyses. The improvements are also fluid and are part of the Quality Management Cycle.

**Control process improvements:** The quality process continually works to improve the maintenance program in the Fort Bend County Jail. Our quality process rarely provides large leaps in process changes. Normally, the small incremental changes add up over time to a process that fits smoothly into Fort Bend County Jail operations while always working for improvement. We put in place quality control tracking mechanisms and measurements to assure, at a minimum, that the gains made in the project are not lost over a period of time. We share the improvements and controls with the Sheriff's Office and the County to ensure reliability and accountability.

### SERVICE DELIVERY PHASE

Our Service Management is designed to be flexible to the individual needs of the Fort Bend County Jail and can change as the facility ages, improves or changes in other ways. With our specific understanding of how to work in secure facilities and our specific understanding of Fort Bend County security policies, we have organized the Fort Bend County Jail Maintenance staff so our technicians can respond to maintenance normally, efficiently and within defined time limits.

Our approach provides technical resource support for each on-site technician through the direct involvement of our centralized services.

### Services Management

Services	Responsible Manager(s)
Facilities Leadership & Contract Management	Dexter Stanphill
Facility Operation and Performance	Steve Ohm & Randy Kinsley
Quality	Tim Tanner
CMMS	Bob Cole
Procurement	William Hardison
Human Resources	George Komer
Call Center	Bob Cole
Corporate & Technical Support (planning, project management, design)	Joe E. Lee
Facility Specific Expertise	Dexter Stanphill, Steve Ohm & Joe E. Lee

To support the individual mission of the Fort Bend County Jail, CGL's management plan is designed around specific services uniquely developed with Fort Bend County staff:

- Client Satisfaction
- Inspections
- Reporting as required by the Scope of Services, section 30
- Annual Budget Planning
- Responsiveness
- Project Management for Special Projects
- Energy Audits
- Certain Specialty Subcontractors
- Management of inmate maintenance labor

Ultimate responsibility for the delivery of all services falls to the Program Director. CGL's Program Director, Mr. Dexter Stanphill, has management responsibility over the contract and supervisory responsibility over the on-site management staff. Mr. Stanphill applies his knowledge and experience as President of CGL Engineering for the past eight years and his experience as Director of Facilities for the Georgia Department of Corrections for ultimate responsibility for overall quality, customer satisfaction, program progress against defined goals, efficiency, staff utilization, warranty management, energy management and other program deliverables.





## SECTION 5 - MAINTENANCE SERVICE DELVIERY

The Facility Manager, Mr. Steve Ohm, has more experience with the Fort Bend County Jail Facilities than anyone. Mr. Ohm applies his knowledge of the Jail's design intent to easily transition the facility to outsourced maintenance while providing a detailed management plan for long-term facility care.

Quality Manager Mr. Tim Tanner is a former Georgia Department of Juvenile Justice maintenance technician who was hired by CGL in 2001 to continue providing the Department service as a Facility Manager. Mr. Tanner has served as maintenance technician, Facility Manager, Regional Maintenance Engineer and State Manager for CGL. Mr. Tanner has direct experience resolving budget issues and has a background of excellent technical service. Mr. Tanner holds the overall responsibility for the quality performance of maintenance in the Clayton County, Ga., Justice Center - a building with jail facilities similar to Fort Bend County.

### FACILITY MANAGEMENT

The Facility Manager is responsible for the day-to-day performance of preventive and corrective work orders by CGL's technical staff. We staff the facility to maximize our ability to perform work with CGL staff and minimize the use of specialty subcontractors. CGL's facility staffing plan accounts for the need to have technical staff on-site 24 hours a day, seven days a week.

We have developed an innovative and creative staffing plan determined by our specific responsibilities (in order):

- |                           |                           |
|---------------------------|---------------------------|
| 1. Preventive Maintenance | 2. Facility Supervision   |
| 3. Response Time          | 4. Corrective Maintenance |
| 5. Technical Coverage     |                           |

We have planned and staffed for corrective maintenance. The resident staff is first responsible for preventive maintenance tasks unless there is a life safety event that demands immediate attention.

CGL provides staffing efficiency by cross-training all staff in multiple categories to keep staffing at a minimum to provide flexible and fast response times to any work order request. For example, if additional manpower is needed to complete a project, CGL's Facility Manager has the authority to temporarily shift manpower from specific trades to accommodate schedule or budget requirements. CGL rebalances manpower after Fort Bend County's needs are met to return to the normal flow of business and maintenance.

### Day-to-Day Operations

The day to day operations are managed by the Facility Manager. All preventive and corrective maintenance work orders are issued to CGL technicians by the Facility Manager and Chief Engineer. After completion, the work orders are closed and reviewed by the Chief Engineer and Facility Manager.

Subcontractor work and major repair work orders are closed by the Facility Manager. Requests from the facility level during normal work hours are directed to individual technicians. The web-based CMMS drives all regular daily scheduled activities and corrective maintenance requirements. Proper CMMS set-up, guaranteed by CGL's Transition Team, ensures comprehensive coverage of all preventive and corrective maintenance activities.

CGL's Policy & Procedure Manual defines response times, work procedures, best-practice methods and reporting structures to all CGL staff. An example of a Policy and Procedure Manual outline is provided above, on page 42. Training of our staff ensures that there is frequent communication between CGL staff and Fort Bend County staff. The Facility Manager and Chief Engineer are responsible for client satisfaction.

Technicians understand that completing work orders within the time frame specified is paramount. All CGL managers and technicians understand that completing both preventive and corrective maintenance work orders contribute to the reliability of the facility and, therefore, to the safety of the staff and inmates occupying the buildings. CGL's bonus plan provides incentive for quality performance.



## SECTION 5 - MAINTENANCE SERVICE DELIVERY



### PREVENTIVE MAINTENANCE

The CGL Team's goal is to complete all Preventive Maintenance tasks with minimal disruption of the normal flow of business in the facility. Additionally, our incentive program for technicians is quality based to insure quality work for each preventive maintenance work order. CGL's process for meeting normal maintenance work loads includes:

- Proper staffing of the program, in terms of qualifications and manpower.
- Technician incentives based on work quality and response time.
- Data reviews by Senior Level management for trend analysis and response improvement

CGL Engineering was established by a group of engineers and architects who felt correctional facilities were not receiving the preventive maintenance required to achieve optimum building performance, unnecessarily causing the facilities to fail mechanically before their time. The CGL team recognized this situation and utilized their design and construction expertise to develop a comprehensive preventive maintenance program.

CGL knows a building's systems must function normally and within equipment design standards defined by the manufacturer at all times. Our maintenance process anticipates this need and is designed to become fully operational soon after a notice to proceed is approved.

We review, validate and update the preventive maintenance schedule in the current CMMS. Our goal is to complete all preventive maintenance tasks with minimal disruption of the normal business flow in the facility. Additionally, our incentive program for technicians is quality based. The technicians are provided incentives based on the objective of making sure that:

- All preventive maintenance tasks are completed in a quality manner.
- All preventive maintenance tasks are completed as scheduled.

We understand that the County demands the highest level of professionalism and efficiency in the services provided for the Fort Bend County Jail. We have the supervisors, the Maintenance Team and the dedication to meet these demands.

### Response & Work Flow

The Chief Engineer (CE) serves as the Response Manager for the Fort Bend County Jail. The CE ensures that response to work orders and requests meet the mandates specified by the County. The CE is also responsible for determining work order cost, managing specific parts inventories and providing customer service to Jail Staff.

The nucleus of CGL's program is the Computerized Maintenance Management System (CMMS). All information flows into and out of the web-based CMMS database, maintained by CGL's CMMS specialist. Data collected for and input to the CMMS generates Preventive Maintenance schedules, helps manage parts procurement & inventory, provides warranty data and generates system reports. The CMMS manages the equipment history and provides a detailed snapshot of the Program at any moment in time. The CMMS is essential to the successful implementation of the Fort Bend County Maintenance Program.

Once data from the facility inventories is entered into the CMMS, the system automatically issues Preventive Maintenance Work Orders (PMs) as determined by the system's preventive maintenance schedule. Each PM work order is issued directly to the individual maintenance technician at the start of each shift, providing the technician with a daily schedule of PM work. Each PM issued is a Must-Do event; non-performance of PMs can lead to termination.

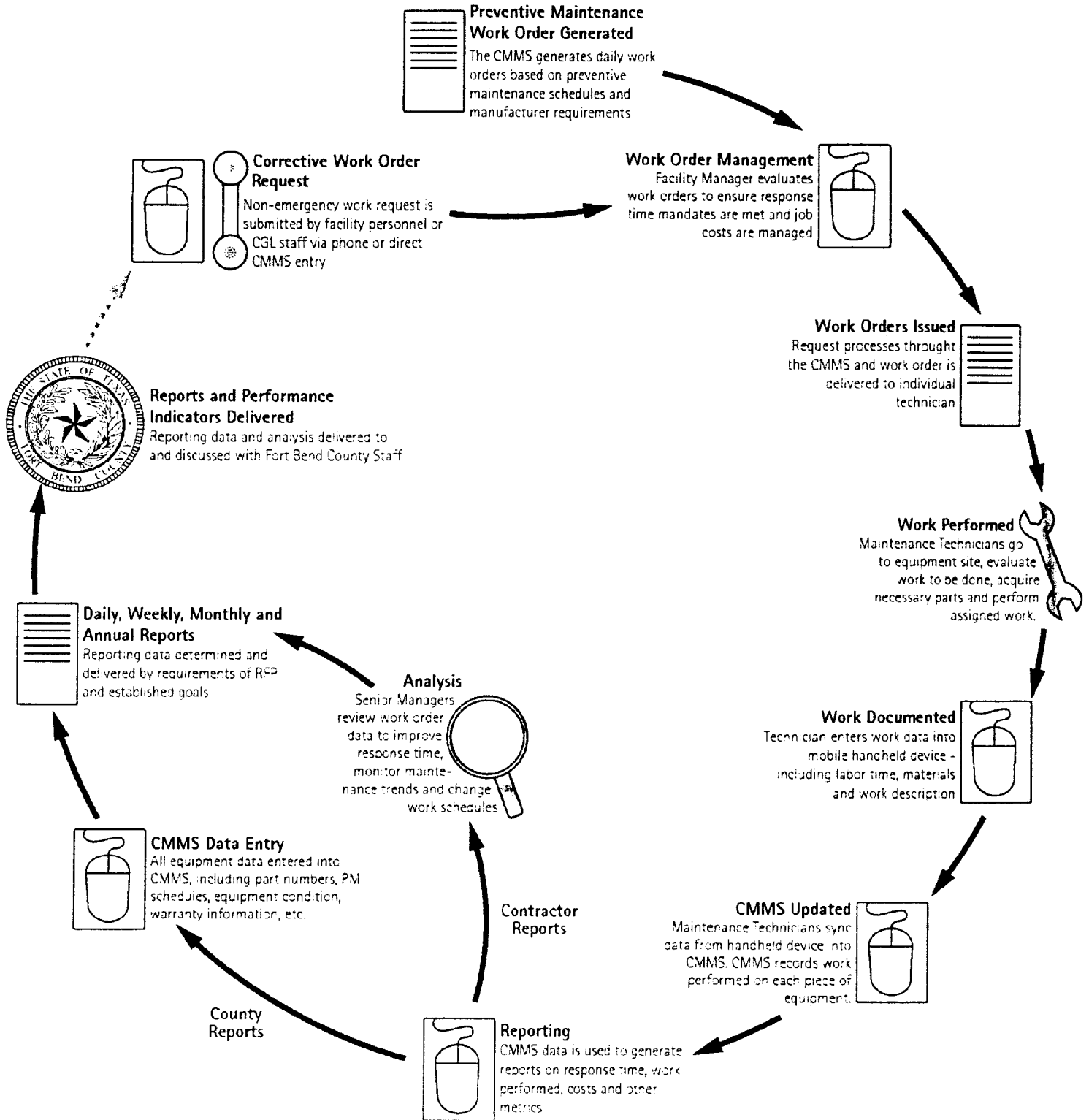
After performing the necessary work, the technician records all job-related information on the work order form. The technician then enters the data for real-time CMMS database updates, which are immediately available for reporting and analysis. New data regarding the equipment's performance can then be noted in the CMMS for improvements to PM schedules, predictive maintenance work orders, budget requests or other program improvements.



# SECTION 5 - MAINTENANCE SERVICE DELIVERY



## ROUTINE MAINTENANCE & REPAIR SERVICE



Our Work Plan focuses on responsiveness. The Chief Engineer is responsible for timely response to Trouble Calls and ensuring work is completed quickly with quality. Our Managers are also responsible for defining the reason for the Trouble Call to identify potential future problems and to find the root cause of recurring trouble.





## SECTION 5 - MAINTENANCE SERVICE DELVIERY

### Procedures for Handling Responses to Trouble/Repair/Emergency Calls during Normal Business Hours

1. Fort Bend County Jail Representative completes trouble/repair form in the CMMS; or, places a phone call to CGL Staff who then submits a CMMS Work Order Request. The request is transmitted over the web-based CMMS to CGL Staff.
2. Chief Engineer responds in the proper time frame by evaluating the work request.
3. CGL procures parts, performs and completes the necessary work.
4. CGL's Technicians enter the completed Work Order information into the CMMS.
5. The CMMS is up to date and can immediately issue reports on work orders to CGL or County staff for analysis. Equipment histories are automatically updated.

Our experience performing correctional facility maintenance in more than 4 million square feet of detention space shows that a well planned, staffed and managed maintenance program can complete 90% of the emergency calls and repairs encountered in any facility in four hours or less.

During the Transition Period, we work diligently to define the specific corrective repair needs of Fort Bend County. Definition of response times is a highly collaborative effort between the CGL and Fort Bend County management.

The Routine Trouble Call and Repair Plan is defined in the first 60 days after notice to proceed and becomes part of the Policy and Procedure Manual developed for Fort Bend County. Until the specific County needs are defined, CGL will comply with the requirements of the Scope of Services.

### Reporting & Communication

CGL believes that frequent, direct and appropriate exchanges of information are critical to superior customer service. As such, in addition to periodic reports jointly agreed upon by the County and CGL, we propose:

- Meetings with Fort Bend County management during the transition period between contract award and start up. Topics include accomplishments since the last meeting, planned activities for the next period, review of overall timeline and work plan and discussion and resolution of open issues.
- Weekly informal meetings between CGL Facility Managers and County and Sheriff Staff during the contract period. Topics include services accomplished in the prior week, safety issues, planned activities, and open issues. Maintenance reporting from the CMMS serves as the basis of discussions. Daily reports identifying after hours calls and major equipment failures, as described in Scope of Services section 30.4, also provide status of each facility.
- Monthly meetings with the County, as described in Scope of Services section 30.1. Topics include: the previous month's maintenance activities and trending analytics to focus on the quality of the maintenance program and facility reliability.
- Quarterly, formal presentations from CGL to County & Sheriff's management analyzing performance by facility, open issues and items requiring immediate attention and plans going forward for the upcoming quarter.

CGL provides a single point of contact – the Contract Manager - in addition to the Program Director and Facility Manager, to facilitate prompt situation resolution. The Program Director of Contract Manager is present at all formal meetings. He also serves as an immediate contact option for emergency or unexpected situations.



## SECTION 5 - MAINTENANCE SERVICE DELIVERY



### RESPONSE TO URGENT/FAILURE SCENARIOS

We understand the need to implement specific methods and procedures for dealing with urgent and failure scenarios in secure facilities. CGL's on-site technicians must be prepared to immediately respond to any urgent scenario that may arise by:

- Assisting with the development of an Emergency Management Plan that includes definitions, response measures and procedures for urgent & emergency work requests
- Assisting with the development of Disaster Protocols for specific incidents, such as fire, natural disaster, etc.
- Maintain a dependable Call Center for 24-hour phone access
- Proper data entry of facility equipment in the CMMS for easy identification during a catastrophic failure
- Establishing 24/7 coverage, including a back-up roster
- Training CGL & County staff how to identify Life Safety issues
- Conduct periodic emergency drills to measure technician knowledge of protocols and response times

Once protocols are established, an "On Call" roster is developed. The On-Call technician or manager receives trouble calls, diagnoses problems, or asks for support from senior regional staff. After diagnosis, a work order is issued with the scope of work, schedule and pricing if necessary. The work order is issued after the manpower is balanced to accommodate the entire workload or issued to a subcontractor.

### VARYING WORKLOADS

In order to provide an accurate staffing plan for this procurement, we have estimated the number of preventive and corrective maintenance work orders issued from the CMMS data base for each month, based on the facility information provided in the RFP. This estimate defines our typical workload and helps define our methods for meeting facility needs.

Variations from the calculated workload are managed by Facility Manager as indicated from the balancing manpower features on the CMMS. For instance, if supplemental staff is needed to handle approved unscheduled workloads, the appropriate CGL managers work with County staff to redeploy CGL staff and/or utilize subcontractors to complete work in a timely manner.

### PROCESS IMPROVEMENTS

Process improvements are a joint effort between CGL and Fort Bend County. Improvements are identified and initiated at the monthly meetings as reports are reviewed. A corresponding improvement is discussed among the monthly meeting participants as various trends for each service category are reviewed. Improvement action items are agreed upon, and CGL then tests the action items to see if the improvement is successful through statistics and metrics presented at the monthly meeting following implementation.

### Major Repair, Upgrade and Project Service

To support unscheduled major repairs or upgrades, CGL is the only firm proposing that provides correctional planning, design, project management, and facility maintenance services under one roof. CGL can provide all facility infrastructure needs, including facility modification, operational changes and solutions to design problems without outside contracting.

CGL's Principal-in-Charge, Joe Lee, and Facility Manager Steve Ohm also served Fort Bend County during the construction of the jail expansion. They both have specific knowledge of the building's design and construction and can provide insight to the long-term care of the building based on its original design intent.

CGL has proven processes for managing major repair work, including capital equipment replacement and construction project management. We have performed secure facility upgrades and renovations, including locking system replacement, pneumatic sliding door replacement, central plant upgrades, infrastructure refits and more. As of this writing, we have managed 2,814 maintenance related projects since 2001 with one client alone.





## SECTION 5 - MAINTENANCE SERVICE DELVIERY

CGL first identifies the work as Major Repair Service, normally defined as either repair service outside the defined scope of services or a capital facility improvement project requiring large-scale facility equipment change or change to the facility's envelope or structure. After project approval from the County, CGL initiates its proven Project Management process to complete the work quickly and cost effectively for the County:

**1. Typical Project Management Services:**

- 1.1. Assist/prepare written description of work to be performed,
- 1.2. Obtain competitive pricing
- 1.3. Conduct on site work meetings
- 1.4. Assist in evaluation of budgets and schedules
- 1.5. Assist in Contract negotiations
- 1.6. Provide recommendation regarding the award of contract

**2. Additional Project Management Support:**

- 2.1. Contracting
- 2.2. Negotiations
- 2.3. On-site representation
- 2.4. Monitor labor and materials progress
- 2.5. Technical inspections
- 2.6. Quality control monitoring
- 2.7. Monitor and address quality of workmanship
- 2.8. Monitor and address quality of materials

The CGL Team also has the qualifications and expertise to add value to the Fort Bend County Jail by making recommendations relating to inmate planning, security programming, construction, facility function, maintenance procedures, building system technologies, equipment overhauls, equipment installation, etc. Our recommendations draw on our expert knowledge of industry best practices and new technology developments.

As a Team, we understand better than any other competitor how to perform work inside a correctional facility without violating security or normal operational procedures.





Certified Public Accountants and Business Advisors

INDEPENDENT AUDITORS' REPORT

To the Board of Directors  
Lee Design & Management Group, Inc.

We have audited the accompanying consolidated balance sheet of LEE DESIGN & MANAGEMENT GROUP, INC. and its wholly owned subsidiary, CGL ENGINEERING, INC. as of December 31, 2007, and the related consolidated statements of income and retained earnings and cash flows for the year then ended. The consolidated financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on the consolidated financial statements based on our audit.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the consolidated financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audit provides a reasonable basis for our opinion.

In our opinion, the consolidated financial statements referred to above present fairly, in all material respects, the financial position of LEE DESIGN & MANAGEMENT GROUP, INC. and its subsidiary as of December 31, 2007, and the results of their operations and cash flows in conformity with accounting principles generally accepted in the United States of America.

*Habif, Arogeti & Wynne, LLP*

Atlanta, Georgia

March 7, 2008

Habif, Arogeti & Wynne, LLP

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LEE DESIGN & MANAGEMENT GROUP, INC.  
CONSOLIDATED BALANCE SHEET  
DECEMBER 31, 2007

ASSETS

Current assets

Cash and cash equivalents	\$ 240,766
Contracts and accounts receivable, net of allowance for doubtful accounts of \$0	952,108
Accounts receivable - affiliates	24,160
Prepaid insurance	<u>4,006</u>
Total current assets	<u>1,221,040</u>

Property and equipment, at cost

Equipment	163,194
Vehicles	390,094
Leasehold improvements	<u>45,324</u>
	598,612
Allowance for depreciation	<u>(356,227)</u>
	<u>242,385</u>

Other assets

Deposits	28,280
Investment in Carter Goble Lee, LLC	365,632
Investments	<u>242,400</u>
	<u>636,312</u>
	<u>\$ 2,099,737</u>

See auditors' report and accompanying notes

LEE DESIGN & MANAGEMENT GROUP, INC.  
CONSOLIDATED BALANCE SHEET  
DECEMBER 31, 2007

LIABILITIES AND STOCKHOLDERS' EQUITY

Current liabilities

Accounts payable and accrued expenses	\$ 325,470
Current portion of notes payable	66,418
Line of credit	85,746
Accounts payable - affiliates	<u>12,722</u>
Total current liabilities	<u>490,356</u>

Long-term liabilities

Notes payable, net of current portion	<u>74,866</u>
---------------------------------------	---------------

Stockholders' equity

Common stock, \$.10 par value; 20,000 shares authorized; 2,000 shares issued and outstanding	200
Retained earnings	<u>1,534,315</u>
	<u>1,534,515</u>
	<u>\$ 2,099,737</u>

See auditors' report and accompanying notes

LEE DESIGN & MANAGEMENT GROUP, INC.  
CONSOLIDATED STATEMENT OF INCOME AND RETAINED EARNINGS  
FOR THE YEAR ENDED DECEMBER 31, 2007

<u>Revenue</u>	\$ 7,806,184
 <u>Cost of revenue</u>	 <u>5,396,985</u>
Gross profit	2,409,199
 <u>General and administrative expenses</u>	 <u>1,624,037</u>
Income from operations	 <u>785,162</u>
<u>Other income (expense)</u>	
Interest income	9,785
Interest expense	(8,464)
Investment in Carter Goble Lee, LLC	82,917
Miscellaneous income	<u>1,135</u>
	 <u>85,373</u>
Net income	870,535
 <u>Retained earnings, beginning of year</u>	 1,204,960
Distributions	 <u>(541,180)</u>
Retained earnings, end of year	 <u>\$ 1,534,315</u>

See auditors' report and accompanying notes

LEE DESIGN & MANAGEMENT GROUP, INC.  
CONSOLIDATED STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED DECEMBER 31, 2007

Increase (Decrease) in Cash and Cash Equivalents

<u>Cash flows from operating activities</u>	
Net income	\$ <u>870,535</u>
Adjustments to reconcile net income to net cash provided by operating activities	
Depreciation	66,872
Investment in Carter Goble Lee, LLC	(82,917)
Changes in assets and liabilities	
Increase in contracts and accounts receivable	(369,067)
Decrease in accounts receivable - affiliates	264,477
Increase in deposits	(13,285)
Increase in prepaid insurance	(82)
Increase in accounts payable and accrued expenses	28,614
Decrease in accounts payable - affiliates	<u>(245,123)</u>
Total adjustments	<u>(350,511)</u>
Net cash and cash equivalents provided by operating activities	<u>520,024</u>
<u>Cash flows from investing activities</u>	
Acquisition of property and equipment	(101,531)
Net acquisition of investments	(9,691)
Distributions received from Carter Goble Lee, LLC	<u>137,425</u>
Net cash and cash equivalents provided by investing activities	<u>26,203</u>
<u>Cash flows from financing activities</u>	
Principal payments on notes payable	(82,943)
Distributions to shareholders	(541,180)
Net proceeds from line of credit	85,746
Proceeds from issuance of notes payable	<u>109,662</u>
Net cash and cash equivalents used by financing activities	<u>(428,715)</u>
Net increase in cash and cash equivalents	117,512
Cash and cash equivalents, beginning of year	<u>123,254</u>
Cash and cash equivalents, end of year	<u>\$ 240,766</u>

See auditors' report and accompanying notes

LEE DESIGN & MANAGEMENT GROUP, INC.  
CONSOLIDATED STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED DECEMBER 31, 2007

Increase (Decrease) in Cash and Cash Equivalents

SUPPLEMENTAL DISCLOSURES OF CASH FLOW INFORMATION

Cash paid during the year for Interest	\$ 8,464
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NON-CASH FINANCING AND INVESTING ACTIVITY

None

See auditors' report and accompanying notes

# SECTION 7 PRICE PROPOSAL



2.2.11.1 Proposals must contain a specific monthly charge for preventive maintenance including supplies as defined in this RFP.

2.2.11.2 Proposals must include an average hourly labor cost for repairs outside the contract. The average hourly rate shall include all design, engineering, research, estimating, clerical and trades technicians to develop a scope of work, prepare estimates and complete the repair.

2.2.11.3 Proposals shall include all labor required to perform the services described in this RFP.

2.2.11.4 The selected maintenance provider will be responsible for repairs that cost \$500 or less in the cost of materials and should be included in the proposal. Repairs that exceed \$500 in material cost will be reimbursable if approved in writing before performing the work.

## PRICING OPTION 1

### Year One

Scope (RFP)	Monthly Cost	Hourly Cost, Normal Hours Repairs Outside the Contract	Hourly Cost, After Hours Repairs Outside the Contract
Preventive Maintenance, Repairs under \$500, Repair Scope and Estimates	\$92,535		
Chief Engineer		\$62.52	\$93.77
Chief Mechanical		\$59.50	\$89.25
HVAC Technician		\$44.65	\$66.98
Plumber		\$35.72	\$53.58
Electrician		\$44.65	\$66.98
Electronics Tech		\$46.44	\$69.66
Locksmith		\$44.65	\$66.98
General Trades		\$24.31	\$36.46

### Year Two

Scope (RFP)	Monthly Cost	Hourly Cost, Normal Hours Repairs Outside the Contract	Hourly Cost, After Hours Repairs Outside the Contract
Preventive Maintenance, Repairs under \$500, Repair Scope and Estimates	\$97,161		
Chief Engineer		\$65.02	\$97.52
Chief Mechanical		\$62.48	\$93.71
HVAC Technician		\$46.89	\$70.33
Plumber		\$37.51	\$56.26
Electrician		\$46.44	\$69.66
Electronics Tech		\$48.30	\$72.45
Locksmith		\$46.44	\$69.66
General Trades		\$25.28	\$37.92



## SECTION 7 - PRICE PROPOSAL



### PRICING OPTION 2, WITH STAFFING AS REQUIRED BY RFP SECTION 9.1.1.6

#### Year One

Scope (RFP)	Monthly Cost	Hourly Cost, Normal Hours Repairs Outside the Contract	Hourly Cost, After Hours Repairs Outside the Contract
Preventive Maintenance, Repairs under \$500, Repair Scope and Estimates	<b>\$125,973</b>		
Chief Engineer		\$62.52	\$93.77
Chief Mechanical		\$59.50	\$89.25
HVAC Technician		\$44.65	\$66.98
Plumber		\$35.72	\$53.58
Electrician		\$44.65	\$66.98
Electronics Tech		\$46.44	\$69.66
Locksmith		\$44.65	\$66.98
General Trades		\$24.31	\$36.46

#### Year Two

Scope (RFP)	Monthly Cost	Hourly Cost, Normal Hours Repairs Outside the Contract	Hourly Cost, After Hours Repairs Outside the Contract
Preventive Maintenance, Repairs under \$500, Repair Scope and Estimates	<b>\$131,012</b>		
Chief Engineer		\$65.02	\$97.52
Chief Mechanical		\$62.48	\$93.71
HVAC Technician		\$46.89	\$70.33
Plumber		\$37.51	\$56.26
Electrician		\$46.44	\$69.66
Electronics Tech		\$48.30	\$72.45
Locksmith		\$46.44	\$69.66
General Trades		\$25.28	\$37.92

2.2.11.5 Proposals must include pricing for an initial two (2) year period starting August 15, 2009 through September 30, 2011. Additionally, the proposed method of subsequent four (4) years.

Subsequent year prices are escalated by a percentage equal to published values of the Consumer Price Index.

