

# RESPONSE TO RFP #32-21

HVAC Equipment, Installation, Service,  
& Related Products - Supplemental

*Prepared for:*



Submitted by:

**COMFORT  
SYSTEMS USA**

Southwest

November 18, 2021



# Tab 1 – Master Agreement

## General Terms and Conditions

---

- ◆ Customer Support
  - The vendor shall provide timely and accurate technical advice and sales support. The vendor shall respond to such requests within one (1) working day after receipt of the request.
- ◆ Disclosures
  - Respondent affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
  - The respondent affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.
- ◆ Renewal of Contract
  - Unless otherwise stated, all contracts are for a period of one (1) year with an option to renew annually for an additional four (4) years if agreed to by Region 14 ESC and the vendor or any combination of time equally not more than 2 years if agreed to by Region 14 ESC and the vendor.
- ◆ Funding Out Clause
  - Any/all contracts exceeding one (1) year shall include a standard “funding out” clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity’s current revenue only, provided the contract contains either or both of the following provisions:
    - Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract.
- ◆ Shipments (if applicable)
  - The awarded vendor shall ship ordered products within the written estimate of delivery time by the vendor to the entity after the receipt of the order unless modified. If a product cannot be shipped within that time, the awarded vendor shall notify the entity placing the order as to why the product has not shipped and shall provide an estimated shipping date. At this point the participating entity may cancel the order if estimated shipping time is not acceptable. All deliveries shall be freight prepaid, F.O.B. destination.
- ◆ Tax Exempt Status
  - Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the vendor.

◆ Payments

- The entity using the contract will make payments directly to the awarded vendor or their affiliates as long as written request and approval by NCPA is provided to the awarded vendor.

◆ Adding authorized distributors/dealers

- Awarded vendors may submit a list of distributors/partners/resellers to sell under their contract throughout the life of the contract. Vendor must receive written approval from NCPA before such distributors/partners/resellers considered authorized.
- Purchase orders and payment can only be made to awarded vendor or distributors/business partners/resellers previously approved by NCPA.
- Pricing provided to members by added distributors or dealers must also be less than or equal to the pricing offered by the awarded contract holder.
- All distributors/partners/resellers are required to abide by the Terms and Conditions of the vendor's agreement with NCPA.

◆ Pricing

- All pricing submitted shall include the administrative fee to be remitted to NCPA by the awarded vendor. It is the awarded vendor's responsibility to keep all pricing up to date and on file with NCPA.
- All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing

◆ Warranty

- Proposals should address each of the following:
  - Applicable warranty and/or guarantees of equipment and installations including any conditions and response time for repair and/or replacement of any components during the warranty period.
  - Availability of replacement parts
  - Life expectancy of equipment under normal use
  - Detailed information as to proposed return policy on all equipment

◆ Indemnity

- The awarded vendor shall protect, indemnify, and hold harmless Region 14 ESC and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the vendor, vendor employees or vendor subcontractors in the preparation of the solicitation and the later execution of the contract.

◆ Franchise Tax

- The respondent hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes.

◆ Supplemental Agreements

- The entity participating in this contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor.

◆ Certificates of Insurance

- Certificates of insurance shall be delivered to the Public Agency prior to commencement of work. The insurance company shall be licensed in the applicable state in which work is being conducted. The awarded vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. The awarded vendor shall require all subcontractors performing any work to maintain coverage as specified.

◆ Legal Obligations

- It is the Respondent's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.



◆ Protest

- A protest of an award or proposed award must be filed in writing within ten (10) days from the date of the official award notification and must be received by 5:00 pm CST. No protest shall lie for a claim that the selected Vendor is not a responsible Bidder. Protests shall be filed with Region 14 ESC and shall include the following:
  - Name, address and telephone number of protester
  - Original signature of protester or its representative
  - Identification of the solicitation by RFP number
  - Detailed statement of legal and factual grounds including copies of relevant documents and the form of relief requested
- Any protest review and action shall be considered final with no further formalities being considered.

◆ Force Majeure

- If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.
- The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

◆ Prevailing Wage

- It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser. It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate department of labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

◆ Miscellaneous

- Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

◆ Open Records Policy

- Because Region 14 ESC is a governmental entity responses submitted are subject to release as public information after contracts are executed. If a vendor believes that its response, or parts of its response, may be exempted from disclosure, the vendor must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, the respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).
- The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 14 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the respondent are not acceptable. Region 14 ESC must comply with the opinions of the OAG. Region 14 ESC assumes no responsibility for asserting legal arguments on behalf of any vendor. Respondent are advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

# Process

---

Region 14 ESC will evaluate proposals in accordance with, and subject to, the relevant statutes, ordinances, rules, and regulations that govern its procurement practices. NCPA will assist Region 14 ESC in evaluating proposals. Award(s) will be made to the prospective vendor(s) whose response is determined to be the most advantageous to Region 14 ESC, NCPA, and its participating agencies. To qualify for evaluation, response must have been submitted on time, and satisfy all mandatory requirements identified in this document.

- ◆ **Contract Administration**
  - The contract will be administered by Region 14 ESC. The National Program will be administered by NCPA on behalf of Region 14 ESC.
- ◆ **Contract Term**
  - The contract term will be for three (3) year starting from the date of the award. The contract may be renewed for up to two (2) additional one-year terms or any combination of time equally not more than 2 years.
  - It should be noted that maintenance/service agreements may be issued for up to (5) years under this contract even if the contract only lasts for the initial term of the contract. NCPA will monitor any maintenance agreements for the term of the agreement provided they are signed prior to the termination or expiration of this contract.
- ◆ **Contract Waiver**
  - Any waiver of any provision of this contract shall be in writing and shall be signed by the duly authorized agent of Region 14 ESC. The waiver by either party of any term or condition of this contract shall not be deemed to constitute waiver thereof nor a waiver of any further or additional right that such party may hold under this contract.
- ◆ **Products and Services additions**
  - Products and Services may be added to the resulting contract during the term of the contract by written amendment, to the extent that those products and services are within the scope of this RFP.
- ◆ **Competitive Range**
  - It may be necessary for Region 14 ESC to establish a competitive range. Responses not in the competitive range are unacceptable and do not receive further award consideration.
- ◆ **Deviations and Exceptions**
  - Deviations or exceptions stipulated in response may result in disqualification. It is the intent of Region 14 ESC to award a vendor's complete line of products and/or services, when possible.
- ◆ **Estimated Quantities**
  - The estimated dollar volume of Products and Services purchased under the proposed Master Agreement is \$100 million dollars annually. This estimate is based on the anticipated volume of Region 14 ESC and current sales within the NCPA program. There is no guarantee or commitment of any kind regarding usage of any contracts resulting from this solicitation.

- ◆ Evaluation
  - Region 14 ESC will review and evaluate all responses in accordance with, and subject to, the relevant statutes, ordinances, rules and regulations that govern its procurement practices. NCPA will assist the lead agency in evaluating proposals. Recommendations for contract awards will be based on multiple factors, each factor being assigned a point value based on its importance.
- ◆ Formation of Contract
  - A response to this solicitation is an offer to contract with Region 14 ESC based upon the terms, conditions, scope of work, and specifications contained in this request. A solicitation does not become a contract until it is accepted by Region 14 ESC. The prospective vendor must submit a signed Signature Form with the response thus, eliminating the need for a formal signing process.
- ◆ NCPA Administrative Agreement
  - The vendor will be required to enter and execute the National Cooperative Purchasing Alliance Administration Agreement with NCPA upon award with Region 14 ESC. The agreement establishes the requirements of the vendor with respect to a nationwide contract effort.
- ◆ Clarifications / Discussions
  - Region 14 ESC may request additional information or clarification from any of the respondents after review of the proposals received for the sole purpose of elimination minor irregularities, informalities, or apparent clerical mistakes in the proposal. Clarification does not give respondent an opportunity to revise or modify its proposal, except to the extent that correction of apparent clerical mistakes results in a revision. After the initial receipt of proposals, Region 14 ESC reserves the right to conduct discussions with those respondent's whose proposals are determined to be reasonably susceptible of being selected for award. Discussions occur when oral or written communications between Region 14 ESC and respondents are conducted for the purpose clarifications involving information essential for determining the acceptability of a proposal or that provides respondent an opportunity to revise or modify its proposal. Region 14 ESC will not assist respondent bring its proposal up to the level of other proposals through discussions. Region 14 ESC will not indicate to respondent a cost or price that it must meet to neither obtain further consideration nor will it provide any information about other respondents' proposals or prices.
- ◆ Multiple Awards
  - Multiple Contracts may be awarded as a result of the solicitation. Multiple Awards will ensure that any ensuing contracts fulfill current and future requirements of the diverse and large number of participating public agencies.
- ◆ Past Performance
  - Past performance is relevant information regarding a vendor's actions under previously awarded contracts; including the administrative aspects of performance; the vendor's history of reasonable and cooperative behavior and commitment to customer satisfaction; and generally, the vendor's businesslike concern for the interests of the customer.



# Evaluation Criteria

---

- ◆ Product & Services/Pricing (40 points)
  - Respondent(s)' products and services (e.g.; quality and breadth of product(s)/service(s), description(s) quality, reputation in the marketplace, average on time delivery rate and historical shipping timelines, return and restocking policies and applicable fees, average Fill Rate, shipping charges and other)
  - Competitive Level of Pricing for vendor's available products and services
  - Warranties on Respondent(s)' products and services (e.g.; availability of standard/extended warranties, pricing, detailed descriptions, ease of process and others)
  - Evidence of the ability of Respondent(s)' products and services to save members time and money (e.g.; breadth of service departments, technological advances, personnel experience, product(s) efficiencies, and others)
  - Other factors relevant to this section as submitted by the responder(s)
- ◆ Ability to Provide and Perform the Required Services for the Contract (25 points)
  - Response to emergency orders & service (e.g.; response time, breadth of service coverage, strength of meeting service and warranty needs of members)
  - Customer service/problem resolution (e.g.; technical abilities of service personnel; quality of processes,)
  - Invoicing process (e.g.; ease of use; transparency, billing resolutions)
  - Respondent(s)' processes, and quality of organizational structure
  - Contract implementation/Customer transition
  - Financial condition of vendor
  - Offeror's safety record (e.g.; benchmarks, lost hours, reporting)
  - Instructional materials and training (e.g.; administrative documentation, internal technical training, training of agencies)
  - Other factors relevant to this section as submitted by the proposer
- ◆ References (10 points)
  - A minimum of ten (10) customer references for product and/or services of similar scope dating within past 3 years
- ◆ Qualification and Experience (15 points)
  - Respondent(s)' reputation in the marketplace
  - Past relationship with Region 14 ESC and/or NCPA members
  - Experience with cooperative selling (e.g.; number of other cooperatives, Exhibited understanding of cooperative purchasing)
  - Experience and qualification of key employees
  - Location and number of sales persons who will work on this contract
  - Marketing plan and capability
  - Past experience working with the government sector
  - Past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors


- Completeness of response (e.g.; filled out all sections, answered all questions, provided pricing)
  - Other factors relevant to this section as submitted by the proposer
- ◆ Value Added Services Description, Products and/or Services (10 points)
- Marketing and agency Training
  - Customer Service
  - Sales force training (e.g.; internal training plan, corporate officer involvement, orientation commitment)
  - Marketing plan and capability (e.g.; contract rollout plan, benchmarks, goals)
  - Green initiative(s) (e.g.; philosophy, certificates, awards)
  - Quality and breadth of value add(s)
  - Other factors relevant to this section as submitted by the proposer

# Signature Form

---

The undersigned hereby proposes and agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this bid in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name	COMFORT SYSTEMS USA SOUTHWEST
Address	6875 W GALVESTON ST
City/State/Zip	CHANDLER, AZ 85226
Telephone No.	480-940-8400
Fax No.	
Email address	tim.plaster@comfortsystemsusa.com
Printed name	Timothy Plaster
Position with	Vice President - Building Services
companyAuthorized	
signature	

# Tab 2 – NCPA Administration Agreement

---

This Administration Agreement is made as of December 13, 2021, by and between National Cooperative Purchasing Alliance (“NCPA”) and **Comfort Systems USA Southwest** (“Vendor”).

## Recitals

WHEREAS, Region 14 ESC has entered into a certain Master Agreement dated December 13, 2021 referenced as Contract Number 02-127, by and between Region 14 ESC and Vendor, as may be amended from time to time in accordance with the terms thereof (the “Master Agreement”), for the purchase of HVAC Equipment, Installation, Service, & Related Products;

WHEREAS, said Master Agreement provides that any state, city, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution, other government agency or nonprofit organization (hereinafter referred to as “public agency” or collectively, “public agencies”) may purchase products and services at the prices indicated in the Master Agreement;

WHEREAS, NCPA has the administrative and legal capacity to administer purchases under the Master Agreement to public agencies;

WHEREAS, NCPA serves as the administrative agent for Region 14 ESC in connection with other master agreements offered by NCPA

WHEREAS, Region 14 ESC desires NCPA to proceed with administration of the Master Agreement;

WHEREAS, NCPA and Vendor desire to enter into this Agreement to make available the Master Agreement to public agencies on a national basis;

NOW, THEREFORE, in consideration of the payments to be made hereunder and the mutual covenants contained in this Agreement, NCPA and Vendor hereby agree as follows:

### ◆ General Terms and Conditions

- The Master Agreement, attached hereto as Tab 1 and incorporated herein by reference as though fully set forth herein, and the terms and conditions contained therein shall apply to this Agreement except as expressly changed or modified by this Agreement.
- NCPA shall be afforded all of the rights, privileges and indemnifications afforded to Region 14 ESC under the Master Agreement, and such rights, privileges and indemnifications shall accrue and apply with equal effect to NCPA under this Agreement including, but not limited to, the Vendor’s obligation to provide appropriate insurance and certain indemnifications to Region 14 ESC.
- Vendor shall perform all duties, responsibilities and obligations required under the Master Agreement in the time and manner specified by the Master Agreement.
- NCPA shall perform all of its duties, responsibilities, and obligations as administrator of purchases under the Master Agreement as set forth herein, and Vendor acknowledges that NCPA shall act in the capacity of administrator of purchases under the Master Agreement.
- With respect to any purchases made by Region 14 ESC or any Public Agency pursuant to the Master Agreement, NCPA (a) shall not be construed as a dealer, re-marketer,

representative, partner, or agent of any type of Vendor, Region 14 ESC, or such Public Agency, (b) shall not be obligated, liable or responsible (i) for any orders made by Region 14 ESC, any Public Agency or any employee of Region 14 ESC or Public Agency under the Master Agreement, or (ii) for any payments required to be made with respect to such order, and (c) shall not be obligated, liable or responsible for any failure by the Public Agency to (i) comply with procedures or requirements of applicable law, or (ii) obtain the due authorization and approval necessary to purchase under the Master Agreement. NCPA makes no representations or guaranties with respect to any minimum purchases required to be made by Region 14 ESC, any Public Agency, or any employee of Region 14 ESC or Public Agency under this Agreement or the Master Agreement.

- The Public Agency participating in the NCPA contract and Vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the Public Agency and Vendor. NCPA, its agents, members and employees shall not be made party to any claim for breach of such agreement.

◆ **Term of Agreement**

- This Agreement shall be in effect so long as the Master Agreement remains in effect, provided, however, that the obligation to pay all amounts owed by Vendor to NCPA through the termination of this Agreement and all indemnifications afforded by Vendor to NCPA shall survive the term of this Agreement.

◆ **Fees and Reporting**

- The awarded vendor shall electronically provide NCPA with a detailed quarterly report showing the dollar volume of all sales under the contract for the previous quarter. Reports are due on the fifteenth (15<sup>th</sup>) day after the close of the previous quarter. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. The report shall include at least the following information as listed in the example below:

<b>Entity Name</b>	<b>Zip Code</b>	<b>State</b>	<b>PO or Job #</b>	<b>Sale Amount</b>

**Total** \_\_\_\_\_

- Each quarter NCPA will invoice the vendor based on the total of sale amount(s) reported. From the invoice the vendor shall pay to NCPA an administrative fee of three (3%) for the amount of the agency’s purchase order less any applicable sales tax and Performance and/or Payment bond cost. Vendor’s annual sales shall be measured on a calendar year basis. Deadline for term of payment will be included in the invoice NCPA provides.



<u>Annual Sales Through Contract</u>	<u>Administrative Fee</u>
0 - \$30,000,000	2%
\$30,000,001 - \$50,000,000	1.5%
\$50,000,001+	1%

- Supplier shall maintain an accounting of all purchases made by Public Agencies under the Master Agreement. NCPA and Region 14 ESC reserve the right to audit the accounting for a period of five (5) years from the date NCPA receives the accounting. In the event of such an audit, the requested materials shall be provided at the location designated by Region 14 ESC or NCPA. In the event such audit reveals an underreporting of Contract Sales and a resulting underpayment of administrative fees, Vendor shall promptly pay NCPA the amount of such underpayment, together with interest on such amount and shall be obligated to reimburse NCPA's costs and expenses for such audit.

◆ General Provisions

- This Agreement supersedes any and all other agreements, either oral or in writing, between the parties hereto with respect to the subject matter hereof, and no other agreement, statement, or promise relating to the subject matter of this Agreement which is not contained herein shall be valid or binding.
- Awarded vendor agrees to allow NCPA to use their name and logo within website, marketing materials and advertisement. Any use of NCPA name and logo or any form of publicity regarding this contract by awarded vendor must have prior approval from NCPA.
- If any action at law or in equity is brought to enforce or interpret the provisions of this Agreement or to recover any administrative fee and accrued interest, the prevailing party shall be entitled to reasonable attorney's fees and costs in addition to any other relief to which such party may be entitled.
- Neither this Agreement nor any rights or obligations hereunder shall be assignable by Vendor without prior written consent of NCPA, provided, however, that the Vendor may, without such written consent, assign this Agreement and its rights and delegate its obligations hereunder in connection with the transfer or sale of all or substantially all of its assets or business related to this Agreement, or in the event of its merger, consolidation, change in control or similar transaction. Any permitted assignee shall assume all assigned obligations of its assignor under this Agreement.
- This Agreement and NCPA's rights and obligations hereunder may be assigned at NCPA's sole discretion, to an existing or newly established legal entity that has the authority and capacity to perform NCPA's obligations hereunder
- All written communications given hereunder shall be delivered to the addresses as set forth below.

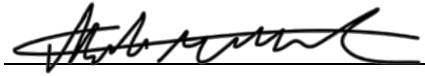
**National Cooperative Purchasing Alliance:**

Name: Matthew Mackel

Title: Director, Business Development

Address: PO Box 701273

Houston, TX 77270

Signature: 

Date: December 13, 2021

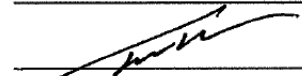
**Vendor:** Comfort Systems Southwest Inc

Name: Tim Plaster

Title: Vice President

Address: 6875 W Galveston St

Chandler, AZ 85226

Signature: 

Date: 11/8/21

# NCPA Registered Vendor Quotation Number

RFP responders may with the participating members agreement utilize NCPA's quotation number registration program to provide consistency and faster service for our facility awarded vendors, agency members and participants. The process will require Facility Contract holders to register and receive a NCPA Vendor Registered Quotation Number that must be prominently displayed on each proposal(s) that you present to the agencies. The system will track Facility transactions from the initial proposal stage to the completion of each project. NCPA has assembled an experienced Facilities Management Team that stands ready and willing to assist its vendors in providing quality services to the awarded vendor's organization.

## NCPA Registered Vendor Quotation Number Process

Fill out the form on the Facilities page at [www.NCPA.us](http://www.NCPA.us)

(Direct link is <http://www.ncpa.us/Facilities/Register>)

### **\*Fill out and submit.**

- All registered vendor quotation number requests must be submitted and a proposal number received before you present it to your potential customer.
- You will have a response with a NCPA Vendor Registered Quotation Number within 4 hours.
- If you have an emergency and need a quotation number sooner,, call any member of the Facility Management team and we will help you.
- Include the quotation number on all proposals.

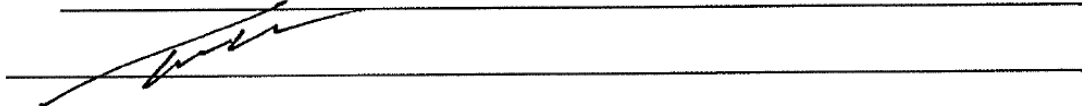
This document acknowledges that you have received and agree to the details, directions and expectations of the NCPA Vendor Registered Quotation Number process.

Date: 11/8/21

RFP Number: #32-01

Company Name: Comfort Systems USA Southwest Inc

Printed Name: Tim Plaster

Signature: 

# Tab 3 – Vendor Questionnaire

Please provide responses to the following questions that address your company’s operations, organization, structure, and processes for providing products and services.

◆ States Covered

- Bidder must indicate any and all states where products and services can be offered.
- Please indicate the price co-efficient for each state if it varies.

■ **50 States & District of Columbia** (Selecting this box is equal to checking all boxes below) \*

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> Alabama              | <input type="checkbox"/> Maryland       | <input type="checkbox"/> South Carolina |
| <input type="checkbox"/> Alaska               | <input type="checkbox"/> Massachusetts  | <input type="checkbox"/> South Dakota   |
| <input type="checkbox"/> Arizona              | <input type="checkbox"/> Michigan       | <input type="checkbox"/> Tennessee      |
| <input type="checkbox"/> Arkansas             | <input type="checkbox"/> Minnesota      | <input type="checkbox"/> Texas          |
| <input type="checkbox"/> California           | <input type="checkbox"/> Mississippi    | <input type="checkbox"/> Utah           |
| <input type="checkbox"/> Colorado             | <input type="checkbox"/> Missouri       | <input type="checkbox"/> Vermont        |
| <input type="checkbox"/> Connecticut          | <input type="checkbox"/> Montana        | <input type="checkbox"/> Virginia       |
| <input type="checkbox"/> Delaware             | <input type="checkbox"/> Nebraska       | <input type="checkbox"/> Washington     |
| <input type="checkbox"/> District of Columbia | <input type="checkbox"/> Nevada         | <input type="checkbox"/> West Virginia  |
| <input type="checkbox"/> Florida              | <input type="checkbox"/> New Hampshire  | <input type="checkbox"/> Wisconsin      |
| <input type="checkbox"/> Georgia              | <input type="checkbox"/> New Jersey     | <input type="checkbox"/> Wyoming        |
| <input type="checkbox"/> Hawaii               | <input type="checkbox"/> New Mexico     |   |
| <input type="checkbox"/> Idaho                | <input type="checkbox"/> New York       |   |
| <input type="checkbox"/> Illinois             | <input type="checkbox"/> North Carolina |   |
| <input type="checkbox"/> Indiana              | <input type="checkbox"/> North Dakota   |   |
| <input type="checkbox"/> Iowa                 | <input type="checkbox"/> Ohio           |   |
| <input type="checkbox"/> Kansas               | <input type="checkbox"/> Oklahoma       |   |
| <input type="checkbox"/> Kentucky             | <input type="checkbox"/> Oregon         |   |
| <input type="checkbox"/> Louisiana            | <input type="checkbox"/> Pennsylvania   |   |
| <input type="checkbox"/> Maine                | <input type="checkbox"/> Rhode Island   |   |

*\* Program will begin with coverage in Arizona and New Mexico. Additional states will be added at the discretion of Comfort Systems USA SW.*

**All US Territories and Outlying Areas** (Selecting this box is equal to checking all boxes below)

- |   |  |
|---|--|
| <input type="checkbox"/> American Samoa                 | <input type="checkbox"/> Northern Marina Islands |
| <input type="checkbox"/> Federated States of Micronesia | <input type="checkbox"/> Puerto Rico             |
| <input type="checkbox"/> Guam                           | <input type="checkbox"/> U.S. Virgin Islands     |
| <input type="checkbox"/> Midway Islands                 |  |

◆ **Minority and Women Business Enterprise (MWBE) and (HUB) Participation**

- It is the policy of some entities participating in NCPA to involve minority and women business enterprises (MWBE) and historically underutilized businesses (HUB) in the purchase of goods and services. Respondents shall indicate below whether or not they are an M/WBE or HUB certified.
  - **Minority / Women Business Enterprise**
    - Respondent Certifies that this firm is a M/WBE
  - **Historically Underutilized Business**
    - Respondent Certifies that this firm is a HUB

◆ **Residency**

- Responding Company's principal place of business is in the City of Chandler in the State of Arizona.

◆ **Felony Conviction Notice**

- Please Check Applicable Box;
  - A publicly held corporation; therefore, this reporting requirement is not applicable.
  - Is not owned or operated by anyone who has been convicted of a felony.
  - Is owned or operated by the following individual(s) who has/have been convicted of a felony
- If the 3<sup>rd</sup> box is checked, a detailed explanation of the names and convictions must be attached.

◆ **Distribution Channel**

- Which best describes your company's position in the distribution channel:
  - Manufacturer Direct  Certified education/government reseller
  - Authorized Distributor  Manufacturer marketing through reseller
  - Value-added reseller  Other: \_\_\_\_\_

◆ **Processing Information**

- Provide company contact information for the following:
  - **Sales Reports / Accounts Payable**
    - Contact Person: Susan Woodward Title: Accounts Payable
    - Company: Comfort Systems USA Southwest, Inc
    - Address: 6875 W Galveston St
    - City: Chandler State: Arizona Zip: 85226
    - Phone: 480-940-8400 Email: tcmpayables@csusa.us



- Purchase Orders

Contact Person: Jennifer Gaio  
Title: Support Service Manager  
Company: Comfort Systems USA Southwest  
Address: 6875 W Galveston St  
City: Chandler State: Arizona Zip: 85226  
  
Phone: 480-940-8400 Email: jennifer.gαιο@comfortsystemsusa.com

- Sales and Marketing

Contact Person: Brian Ruffner  
Title: Director of Sales  
Company: Comfort Systems USA Southwest, Inc  
Address: 6875 W Galveston St  
City: Chandler State: Arizona Zip: 85226  
  
Phone: 480-940-8400  
Email: Brian.ruffner@comfortsystemsusa.com

- ◆ Pricing Information

- In addition to the current typical unit pricing furnished herein, the Vendor agrees to offer all future product introductions at prices that are proportionate to Contract Pricing.
  - If answer is no, attach a statement detailing how pricing for NCPA participants would be calculated for future product introductions.  
 Yes       No
- Pricing submitted includes the required NCPA administrative fee. The NCPA fee is calculated based on the invoice price to the customer.  
 Yes       No
- Vendor will provide additional discounts for purchase of a guaranteed quantity.  
 Yes       No

# Tab 4 – Vendor Profile

---

Please provide answers to the following questions in a clear and concise manner. Provide the question number in your response:

## GENERAL:

1. Company's official registered name.

Comfort Systems USA Southwest, Inc.

2. Brief history of your company, including the year it was established.

Comfort Systems USA Southwest (CSUSA SW) started in the valley as Tri-City Air Conditioning in 1962. The company shifted focus to commercial mechanical contracting and service in 1976 and incorporated in 1977 as Tri-City Mechanical.

In 1997, Tri-City Mechanical was one of twelve companies joining together to form a single national entity for mechanical services known as Comfort Systems USA. Our current national revenue is over \$3 Billion annually. CSUSA is traded publicly on New York Stock Exchange (NYSE): FIX.

CSUSA SW's line of business includes preventive & predictive maintenance on HVAC, generators, mechanical systems, controls, plumbing systems, and industrial ventilation / dust collection systems. We also design, build, and maintain new facilities as well as remodels / renovations specializing in mechanical, electrical, plumbing, and industrial ventilation / dust collection systems.

Comfort Systems USA Southwest maintains 370-400 employees with an average tenure of management team of over 20 years. Each service team member has an average of 17+ years' experience working in the mechanical industry.

Today Comfort Systems USA has over 60 companies and is recognized as a premier national provider in the installation and service of heating, ventilating, air conditioning, plumbing, piping and continued services for repair and replacement of these systems. Our Southwest Operating Company (CSUSA SW) is one of largest mechanical contractors in AZ and NM with total revenues averaging well over \$100,000,000 per year. We offer a comprehensive commercial / industrial service and construction division as well as a 55,000 sq ft manufacturing facility. We have experience in almost every vertical market from high technology / semi-conductor, mission critical, healthcare, manufacturing, industrial, education, government, office, hospitality, and multi-family.

3. Company's Dun & Bradstreet (D&B) number.

00-4781837

4. Corporate office location.

6875 W Galveston St Chandler, AZ 85526

5. List number of employees either nationally or regionally (if your response is not all states) with breakdown of direct sales, sales support, service technicians, engineering support and administration.

Nationally – Over 15,000 employees; 521 direct sales, 470 sales support, 8239 service technicians, 442 engineering support and 721 administration.

Southwest (Arizona & New Mexico) – Over 400 employees; 22 direct sales (14 Phoenix / 4 Tucson / 4 Albuquerque, NM), 1 Business Development, 7 sales support, 40 service technicians, 8 engineering support, 350+ field employees and 10 administration.

6. List the number and location of offices, or service centers for all states being offered in solicitation. Additionally, list the names of key contacts at each location with title, address, phone and e-mail address.

Arizona (and all other states except NM)- 6875 W Galveston St Chandler, AZ 85226, 480-940-8400

Brian Ruffner (Director of Sales) brian.ruffner@comfortsystemsusa.com

Jennifer Gaio (Support Service Manager) jennifer.gaio@comfortsystemsusa.com

Arizona -Tucson Location Only: 2010 N Forbes Blvd, Ste. 103 Tucson, AZ 85745, 520-629-0820,

Brian Ruffner (Director of Sales) brian.ruffner@comfortsystemsusa.com,

Jennifer Gaio (Support Service Manager) jennifer.gaio@comfortsystemsusa.com

New Mexico – 8920 Adams St NE, Ste. A, Albuquerque, NM 87113, 505-856-9250,

Brian Ruffner (Director of Sales) brian.ruffner@comfortsystemsusa.com,

Jennifer Gaio (Support Service Manager) jennifer.gaio@comfortsystemsusa.com

7. Please provide contact information for the person(s) who will be responsible for the following areas, including resumes\*:

- a. Sales - Brian Ruffner, 480-940-8400, brian.ruffner@comfortsystemsusa.com
- b. Sales Support - Jennifer Gaio, 480-940-8400, jennifer.gaio@comfortsystemsusa.com
- c. Marketing - Gail Gust, 480-940-8400, gail.gust@comfortsystemsusa.com
- d. Financial Reporting - Scott Sawyer, 480-940-8400, scott.sawyer@comfortsystemsusa.com
- e. Executive Support- Lisa Harding, 480-940-8400, lisa.harding@comfortsystemsusa.com

**\*SEE ADDENDUM 1 - Resumes**

---

8. Define your standard terms of payment.

Net 30 (custom payment terms negotiated with specific customers)

9. Who is your competition in the public marketplace?

Tolin Mechanical, Pueblo Mechanical, TLC

12. What is your strategy to increase market share in the public space?

Our Director of Business Development and Marketing staff are marketing in the public space and our sales team of 22 direct reps are focused on increasing this market share. Receipt of an Award from the National Cooperative Purchasing Alliance will help move this forward.

### 13. What differentiates your company from your competitors?

Our team of sales consultants are the best qualified in industry and our firm has a larger sales consulting team than any other mechanical contractor. As one of the nation's largest Heating, Ventilation, and Air Conditioning service providers, Comfort Systems USA can help you reduce owning and operating costs for one facility or for thousands. Not being a manufacturer of HVAC equipment, Comfort Systems USA is an expert in the service of all the major manufacturers. Our diverse talent provides you the competitive advantage of a partner that understands and services your entire building system.

With our customized maintenance programs, we can help you optimize equipment performance and keep your facility operating at design efficiency. With energy costs continuing to rise, and HVAC equipment consuming an average of 50% of building utilities, maintaining your HVAC system is crucial to your bottom line. We pride ourselves on being the source for all your HVAC needs. We not only engineer and design mechanical systems and controls, but we also install, retrofit, and upgrade them as well.

We provide highly skilled technicians to maintain and service your mechanical and building automation systems. Our team of experts looks forward to partnering with you to deliver bottom-line results throughout the life of your facility.

We stand apart from the rest:

- Safety record that outperforms the national average
- Top Sales Consultants in Industry (largest sales staff in AZ and NM)
- Technical proficiency working with all major equipment manufacturers.
- National footprint / local presence
- An Energy-Star partner®
- A member of the United States Green Building Council
- LEED® Accredited Professionals in each of our operating companies

### 14. Briefly summarize your company's Quality control/Quality assurance program.

**\*See ADDENDUM #2 – Abbreviated Quality Control Manual**

15. Provide information regarding whether your firm, either presently or in the past, has been involved in any litigation, bankruptcy, or reorganization.

No involvement

16. Provide evidence of your company's ability to continuously lower the customer's costs. Provide examples of any documented cost reduction results that your company has engaged in with your customers.

Goodwill of Northern & Central Arizona has been our customer for over 6 years, and we service over 100 locations in Arizona. We provide them with our Platinum Plus Maintenance Agreement which provide a full coverage including any refrigerant leaks. This plan gives them a flat line budget investment (one price per year) that includes all service calls, all parts and labor, refrigerant on all their maintained equipment. We provide a 2-hour response time 24 hours / 7 day per week. Our plan has reduced their cost of repairs, service calls and replacement of equipment by extending the life of their equipment in some cases twice the average life expectancy. We also have the largest bank / storage of R-22 refrigerant in AZ and NM allowing customer to NOT have to replace units immediately because they use R-22. When a replacement is need of equipment, we utilize some labor within the Maintenance Agreement to lower overall cost to customer. Our customer tells us they are realizing a 15% savings in maintenance cost year over year because they are using our services. Reduced downtime saves them an addition 10% year over year.

## **PRODUCTS:**

17. What is the reputation of your company's products in the public marketplace?

We are the only dealer of Donaldson Torit Dust Collection & Industrial Ventilation equipment in AZ and NM. We are dealers for Schultz of America Compressors and Gillette Generators in AZ and NM.

We have a Strategic Partnership with Trane (only mechanical in AZ and NM with this partnership) the world leader in air conditioning systems, services, and solutions.

We have national accounts with all major equipment manufacturers, parts, and products. We receive more competitive pricing and delivery based on our buying power.

18. Indicate your company's ability to provide temporary cooling when needed.

We can provide temporary cooling when needed 24/7.

19. What equipment/system support documents will your company provide?

We provide submittals to our customers for approval before purchase of equipment and we can provide any system support documents required.

20. Identify the process of receiving a purchase order to the ordering of equipment.

Purchase order is received from customer by sales consultants then booked in SharePoint and Service Purchaser will order equipment same day.

21. Describe your company's shipping schedule notification procedures.

Southwest's receiving department accepts shipment then notifies Purchaser who then notifies Southwest Project Manager and Customer same day as receipt.

22. Describe how your company deals with shipping delays. How do you notify your customer of delays?

If we find shipping delays, we notify customer immediately through our purchasing department. We then look for alternative products if customer needs to keep timeline. Communication with the customer is our top priority and finding solutions to keep timelines.



23. Provide your shipping schedule reporting form. How many times do you update?  
Southwest keeps an electronic reporting form within our accounting systems. It is updated hourly.
24. How many products do you stock? Where?  
We stock a wide variety of Filters, Unistrut, Standard Piping & Etc., IAQ Products and Maintenance Materials.
25. What is your percentage of on-time delivery at each manufacturing plant?  
95%
26. Describe any direct order entry system or capabilities your organization has such as internet capabilities.  
Currently is via email order but in process of online internet order system for parts, filters and etc.
27. Are all HVAC units UL listed and in compliance with all applicable codes in all states?  
Yes.
28. If your product is defective, what is the replacement process and turnaround?  
Immediate replacement and warranty for defective products.
29. What is the capability of your company to respond to emergency/rush orders?  
We are set up for emergency/rush (911) orders and projects and because of our buying power we get better lead times for delivery.
30. State whether your company provides a quality guarantee on your products. If so, please describe.  
Our warranty and guarantee mirror the product manufacturers.
31. Describe your procedures to monitor the quality of your products.  
Our skilled installation team ensures that all products are working to manufacturers' specifications and to customers' satisfaction.

32. Do you offer extended parts and labor warranties? If yes, state length of warranty.

Extended warranties are available including parts and labor up to 10 years.

33. Please give examples of state and local agencies where your company has extended labor warranties. Include length of these warranties.

We have provided a 10-year parts/labor/maintenance warranty on Trane equipment at an Arizona State Prison installation project we provided. We have provided a 5-year parts/labor/maintenance warranty on Carrier Chillers at Kitt Peak National Observatory. We offer 3-year parts/labor/maintenance warranty on multiple city's including Scottsdale, Mesa, Surprise and Phoenix.

34. What is your standard warranty on Building Automation Controls?

Johnson Controls – 3 years

Honeywell – 18 months

Standard for other brands – 1 year

We provide a 5-year workmanship guarantee.

35. What is your standard warranty on replacement parts?

1-year parts and labor are standard as well as a 5-year workmanship guarantee. Extended warranties are available including parts and labor.

36. How does your company track warranty and update equipment lists/warranty periods as units or components are replaced?

We have a warranty department that tracks our equipment within our COINS accounting systems with automated updates when new equipment is added or replaced.

37. What states would your company not honor pricing on your supplied equipment for this contract, in the event that this contract is made available to all states?

All states are covered.

## **SERVICES:**

38. Describe your company's Customer Service Department (hours of operation, number of service centers, parts outlets, number of technicians, etc.) Clarify if the service centers are owned by your company or if they are a network of subcontractors.

Our Customer service department is normal office hours of Monday-Thursday 7am-4pm and Friday 7am-2pm Arizona time. Our initial customer service agents are 4 but have 4 additional managers for backup or escalated issues.

39. Describe how your company handles after-hours customer service needs indicate your average response time to emergency service calls.

Comfort Systems USA Southwest utilizes an afterhours call center that directly dispatches to the on-call technician. Average response time for technician to be onsite for emergency calls is 30 min.

40. Discuss your organization's capability and historical flexibility in completing timely service calls and problem resolution.

We offer response times in writing to customers as short as 2-hour response times, 24 hours / 7 days per week. We will response faster if possible, in emergency situations.

41. Please describe the quality program(s) within your company which measures your service work.

Service Managers in each office and lead techs provide.

**42. List your company's standard scope of work performed for preventative maintenance visits.**

CLEANING condenser coil surfaces, fan impellers and blades, electrical contacts, burner orifices, passages and nozzles, pilot and igniter, cooling tower baffles and basins (if CSUSA SW Water Treatment included in agreement), evaporative cooler sump and float, chiller condenser and boiler tubes.

ALIGNING belt drives, shives, and drive couplings.

CALIBRATING safety controls, temperature, and pressure controls.

TIGHTENING electrical connections, mounting bolts, pipe clamps, refrigerant piping fittings and damper sections.

ADJUSTING belt tension, refrigerant charge (Platinum Plus Agreement Only), super heat, fan RPM, water chemical feed and feed rate (if CSUSA SW Water Treatment included in agreement), burner fuel/air ratios, gas pressure, set point of controls and limits, compressor cylinder unloaders, damper close-off and sump floats.

LUBRICATING motors, fan and damper bearings, valve stems, damper linkages, and fan vane linkages.

**44. Describe your call center organization.**

We have four customer service coordinators and 6 additional administrative personnel as back-up to them and we use a local call service firm for after-hours calls. A percentage of our field staff is on call 24/7 each week.

**45. Does your company offer a dedicated, 800 number for all locations to place phone and fax orders?**

Yes, 1-833-422-7463

Is the call center available 24 hours/7 days week?

Yes

**46. Describe how service call problems get escalated in emergency situations during and after hours. Who would be responsible in your company for assessing the appropriate course of action to remedy the problem?**

During work hours calls come into one of our four in-house customers service reps to assess issues and get information. If an emergency, issue is pushed to Service Managers who will then dispatch techs and/or respond personally to the emergency. There are back up Directors, Administrative Personnel and Lead Techs alerted to ensure issue is taken care of.

After work hours calls come into one of 24/7 answering service to assess issues and get information. If an emergency, issue is pushed to Service Managers who will then dispatch techs and/or respond personally to the emergency. There are back up Directors, Administrative Personnel and Lead Techs alerted to ensure issue is taken care of.

**47. List the steps taken from start to finish in receiving a service call through to completion of repair and invoicing. Include time frames associated with each step.**

Service calls are taken by one of four in-house customers service reps (30 seconds - 5 minutes); technician or sales consultant dispatched to customer for demand service or to survey work to be priced and completed. If demand service within 2 hours response time to customer. Project consultant within 24 hours. Reports are completed via IPAD onsite and given to customer for signature and details as well as to our support staff in office to develop invoice. Invoices are produced and sent for all work on a weekly basis.

48. What technology such as GPS tracking does your company use to track completion of repairs?  
We use GEOTAB to track locations of all service vehicles and all service techs have IPADs to complete their service report onsite. This report is then emailed to customer as well as routed internally to our staff. Comfort Systems USA SW uses XOI video technology to track and view completion of repairs. Each report has a link for customers to view video and audio of repairs, services and tasks completed.
49. What is the reputation of your company's service in the public marketplace?  
Comfort Systems USA Southwest is recognized as having the highest quality service department in Arizona and New Mexico because of ease of working with us, excellence of techs, fixing the problem the first time, innovative solutions, professional support, and quick response times. We have the manpower to build very large, technically complicated projects as well as having in-house engineering.  
  
We have had this reputation for over 60 years.
50. How does your company spread the cost of a Preventative Maintenance contract over the entire year?  
Total yearly cost of agreement is divided out monthly and billed to customers.
51. Identify the process of receiving a purchase order to the providing of a service contract.  
Once purchase order received contract is entered into operating system and workorder is generated. Once technician is assigned workorder they go onsite and perform maintenance.
52. List your company's current capabilities for energy management system monitoring. Discuss the process involved when resolving a problem associated with an HVAC unit or system where an energy management system is installed.  
Our system currently can monitor EMS systems. When alert happens, it goes immediately to Service Managers, Service Dispatchers and Directors who then dispatch a service tech to respond onsite to solve issue.
53. List the number of sites your company currently monitors Energy Management Systems (EMS).  
We monitor over 45 locations.
54. List your company capabilities regarding system changes and repairs to EMS systems.  
We can change and repair all EMS systems.
55. List the reporting capabilities your company has for EMS system parameters.  
We can generate trend data and report alarms via email and/or text message communications.
56. Does your company maintain and repair/replace EMS in-house (self-perform) including monitoring, alarm resolution, repairs and adjustments?  
Yes.
57. Describe your process for trouble shooting a problem (HVAC, lighting, etc.) at a site with an EMS system. How does repair get escalated for service?  
Alerts generate a service call then determine repair required to illuminate issue.
58. Describe your company's startup and system checkout responsibilities  
Check all sensor input and outputs, system functional testing based on sequence of operations and then a commission report provided as required.
59. Describe your company's post-installation and warranty support  
Warranty on EMS Systems are as follows:  
Johnson Controls – 3 years

Honeywell – 18 months

Standard for other brands – 1 year

We provide optional preventive maintenance services on controls as per customers' requirements to ensure warranty requirements are followed keeping warranty intact.

**60. Describe your company's steps for system analysis.**

Verify all EMS controllers are working properly then interrogate the mechanical panel. Further investigation if necessary.

**61. Discuss your company's current computer systems architecture. How do your company's computer system guarantee customers receive consistent service support, HVAC responsibility verification, and management reporting?**

All Comfort Systems offices and computers are protected by Crowd strike virus protection.

All email and office apps are hosted by Microsoft 365 in the cloud.

All data is backed up to air gapped tape backups, cloud backups and dedicated backup servers using veem.

We have an inhouse dedicated it support team and they use service desk ticketing systems.

**62. What does your company do to ensure bills are received from service centers within a reasonable time frame and issued to government entities for payment?**

We complete weekly billings and send to all customers via email, paper and through customer portals. All work is reviewed on weekly basis to insure complete and ready for invoicing.

**63. Explain how your company qualifies/certifies its service centers and what types of checks are performed to ensure standards are upheld.**

All CSUSA SW field technicians must pass an HVAC Service aptitude test before hiring and released to working in field. We also have an in-house apprentice program approved by State of Arizona which allows for ongoing training throughout the 4-year program. For our installers we have field aptitude test they must pass before working in field. We have an in-house Director of Training which has ongoing training to qualify and certify all our Service Centers are performing at Best in Class.

**64. Is warranty coverage dependent on using your start-up procedure?**

Start-up procedure must be followed for warranty coverage.

**65. Who performs your start-up procedure?**

Our CSUSA Southwest Start-up and Warranty Department employees do the start- up on equipment.

**66. List the total dollar volume your company completes in HVAC retrofits annually.**

AZ / MN - \$21,000,000

**67. List the other functions your company can provide regarding unit replacement to offer a turnkey project (ex. electrical, sheet metal work, EMS system connection and programming, etc.)**

We provide a complete turnkey project including design, electrical, ducting, sheet metal work, piping, process piping, plumbing, EMS system connection, programing, and maintenance. We are a general contractor and can provide all construction trades needed on project.

**68. Explain how your company would propose a planned unit replacement program including how units would be identified for replacement and how pricing would be addressed.**

Our sales consultants will speak with customers to understand their goals and outcomes they would like to achieve via the replacements. We also need to understand their capital budgets. We provide our customers with a detailed Energy Analysis showing current energy cost of equipment, age, depreciation, environmental benefits, and operational savings as well as Projected Return on Investment of replacement of proposed equipment. Units with



best ROI and impact on business are prioritized for replacement. Once agreed upon, the attrition schedule of replacements is implemented.

**69. Describe what project scheduling tools your company use to track projects during construction.**

We use Microsoft Projects, Metric Tracking, Weekly Look-Aheads and Weekly Manpower meetings. We produce live Gant charts when appropriate to the size and scope of project and are provided to customers.

**70. How does your company make the proper equipment selection on a turnkey or energy retrofit contract project?**

We factor the best efficiency to accomplish our customers goals, equipment durability, availability, and our real-world constructability. We factor customer preferences, current controls, and other factors of potential growth within the customer's business.

**71. Describe how your company handles site development and project permitting process.**

We work with our in-house engineers as well as 3<sup>rd</sup> party engineers to insure we are following all municipalities requirements, customer goals and permit requirements. All codes are constructability requirements are followed for each job.

**72. Describe you company's design-build quality control guidelines for design, construction and review on a turnkey or energy retrofit contract project.**

Once a budget from customer is established, our team works to develop a constructable design and price to budget. Design-Build Done Right best practices help you engineer higher quality outcomes by showing you what works – and what does not. By convening multiple disciplines, Design-Build Done Right helps power singular success stories with collaboration and innovation that is driving industry transformation. Our team members are educated and trained in the design-build process and are knowledgeable in the differences between design-build and other delivery systems. We establish processes that facilitate timely and effective communication, collaboration, and issue resolution. Each step of way is reviewed and approved by customer before next step takes place. Results of this process much more efficient for customer and produces projects faster and more cost effective. We utilize the Best Practices of the Design-Build Institute of America (DBIA).

**73. What is your company's design approach and philosophy for a turnkey or energy retrofit contract project?**

Our approach is to perform an energy assessment per Department of Energy standards by collecting data of 18 to 24 months of energy bills (electricity, natural gas, water etc.). We also review 15-minute interval electrical demand data. We take an inventory of the HVAC equipment, process equipment and other forms that place the demand on the utilities. We perform our analysis by also engaging in some what if case scenario 's to further demonstrate savings.

As we are able, we also install sensors and/or access BAS to understand building use trends. After the assessment we evaluate where are the best cost savings may be found, analyze the cost to recoup said savings and consider financing solutions available to us to afford a complete turnkey project for the customer.

We also consider sustainability options like solar, electrical storage through solar as well as thermal storage (ice chillers) and solar hot water. Due to our current COVID environment, indoor air quality solutions are at the top of the list although not an energy solution per say.

By utilizing certain air purification systems, we can reduce the amount of outside air typically used for fresh air dilution thus saving energy. Additionally, we can reduce the MERV rating on the filter to achieve a MERV 13 status by utilizing a MERV 8 with air purification systems. So, there's additional savings.

74. Describe your company's construction management plan.

CSUSA Southwest has SOP's (Standard Operating Procedures) for every operational position within our company. This includes Vice President of Service, Director of Operations, Project Managers, Project Coordinators, Support Administration, Superintendents, Foreman, Journeyman, and Apprentices. This plan insures consistency of process, delivery, and results.

Customer communication is top priority, and it is delivered by our Culture of Accountability. At Comfort Systems Southwest, accountability is one of our core cultures. Safety, quality, teamwork, customer loyalty, and productivity are the focus of all our employees.

	<b>SAFETY</b>	Create a hazard-free and incident-free work environment.
	<b>QUALITY</b>	Ensure customer loyalty and profitability by not compromising the quality of our products and services
	<b>TEAMWORK</b>	Working as one to achieve a common goal through effective teamwork.
	<b>CUSTOMER LOYALTY</b>	Understand the foundation of our business is built on long-term relationships.
	<b>PRODUCTIVITY</b>	Utilize Innovative and efficient ways to improve our processes.

75. What is your standard warranty on installation?

1-year parts and labor are standard. Extended warranties are available including parts and labor.

76. What is your standard warranty on energy retrofit contracting?

1-year parts and labor are standard. Extended warranties are available including parts and labor.

77. Do you differentiate in your company's standard warranty if financing is part of the contract? If so, please describe.

Financing is through a Third-Party company who works directly with customer. No change in Warranty.

78. State whether your company provides a quality guarantee on your service. If so, please describe.

Our quality guarantee is one year, parts and labor as well as a 5-year workmanship guarantee.

79. What states would your company not honor pricing on services for this contract, in the event that this contract is made available to all states?

We will honor pricing on services for this contract in other states if we agree to take them on.

**SAFETY:**

**80. Describe your company’s safety program during service/repair work.**

We utilize a 5 X 5 Philosophy which is to always take 5 steps back and at least 5 seconds to review safety requirements before starting service/repair work. Adhere to Lock Out Tag Out on all stored energy devices. All field personnel must have proper PPE including gloves, safety glasses, safety vests, hard hats for overhead work, and appropriate footwear. We have a safety director and safety professionals reviewing all projects. We do weekly toolbox talks as well as develop a safety plan for each project.

**81. Describe your company’s safety program during construction.**

We utilize a 5 X 5 Philosophy which is to always take 5 steps back and at least 5 seconds to review safety requirements before starting service/repair work. Adhere to Lock Out Tag Out on all stored energy devices. All field personnel must have proper PPE including gloves, safety glasses, safety vests, hard hats for overhead work, and appropriate footwear. We have a safety director and safety professionals reviewing all projects. We do weekly toolbox talks as well as develop a safety plan for each project. Our field do Daily Job Hazard Assessments, Weekly Safety Reporting and Assessments.

**82. Indicate number of lost hours or other benchmarks to verify your company’s effectiveness of their safety record.**

2020 - Recordable Incident Rate: 2.81

Comfort Systems USA Southwest consistently outperforms industry averages on key safety measures.

Experience Modification Rate (EMR)

<u>2018</u>	<u>2017</u>	<u>2016</u>
0.57	0.61	0.62

**83. What reporting mechanism does your company provided to the customer upon completion of any project?**

We provide Close Out Documents which include all safety plans, records, toolbox talks and any incident reports. Our field do Daily Job Hazard Assessments, Weekly Safety Reporting and Assessments. We provide a safety binder with all on-site safety requirements which is always kept on-site.

Our Comfort Care representative contacts all our customers in person and/or phone/MS Teams (online) on both maintenance and projects to do a short survey to about our service and performance. This information is then circulated among our management team and if any ratings are average or below, we escalated it to developing plan to solve these issues moving forward. This is a top priority.

## **MARKETING/ SALES**

84. Detail how your organization plans to market this contract within the first 90 days of the award date. This should include, but not be limited to:

- a. A co-branded press release within first 30 days
- b. Announcement of award through any applicable social media sites
- c. Direct mail campaigns
- d. Co-branded collateral pieces
- e. Advertisement of contract in regional or national publications
- f. Participation in tradeshow
- g. Dedicated NCPA and Region 14 ESC internet web-based homepage with:
  - i. NCPA and Region 14 ESC Logo
  - ii. Link to NCPA and Region 14 ESC website
  - iii. Summary of contract and services offered.
  - iv. Due Diligence Documents including copy of solicitation, copy of contract and any.
  - v. amendments, marketing materials

85. Describe how your company will demonstrate the benefits of this contract to eligible entities if awarded.

With experience utilizing Cooperative Pricing Agreements previously we can show customers how this will speed up their procurement process and speed their timeline to getting the work started and completed. We can give case studies and are WELL known as top mechanical contractor in AZ and NM.

86. Explain how your company plans to market this agreement to existing government customers.

Our company will develop a marketing campaign to all public entities who use NCPA in Arizona and New Mexico. We will follow up with our 22 Sales Consultants contacting all entities who are using NCPA in AZ and NM to set up appointments to introduce ourselves as awarded vendor. This will be for construction, projects, IAQ, energy, and preventive maintenance.

87. Provide a detailed 90-day plan describing how the contract will be implemented within your company.

First 30 days – Training on NCPA requirements, reporting and procedures; identify all public entities using NCPA and market to them via electronic and mail.

60 -90 days – Sales Consultants will be assigned prospects who utilize NCPA and they will meet with all of them to develop relationship and begin business process.

88. Describe how you intend on train your national and/or regional sales force on the Region 14 ESC agreement.

We have a Director of Training in-house who will take this task on. Group training in person and via Microsoft Teams meetings to train sales force on NCPA requirements, reporting and procedures.

89. Acknowledge that your organization agrees to provide its company logo(s) to Region 14 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

Agreed

90. Provide the revenue that your organization anticipates each year for the first three (3) years of this agreement.

\$3,000,000\_\_\_in year one

\$6,000,000\_\_\_in year two

\$10,000,000\_\_\_in year three

## **ADMINISTRATION**

92. Describe the capacity of your company to report monthly sales through this agreement.

CSUSA SW has the capacity and will provide monthly sales reports through this agreement.

93. Describe the capacity of your company to provide management reports, i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency.

CSUSA SW has the capacity and will provide management reports i.e. consolidated billing by location, time and attendance reports, etc. for each eligible agency.

94. Please provide any suggested improvements and alternatives for doing business with your company that will make this arrangement more cost effective for your company and Participating Public Agencies.

No improvements or alternatives.

## 95. Green Initiatives

- As our business grows, we want to make sure we minimize our impact on the Earth's climate. We are taking every step we can to implement innovative and responsible environmental practices throughout NCPA to reduce our carbon footprint, reduce waste, energy conservation, ensure efficient computing and much more. To that effort we ask respondents to provide their companies environmental policy and/or green initiative.

Comfort Systems USA was named a Certified Green Contractor by Associated Builders and Contractors (ABC). Comfort Systems USA Southwest understands the importance of "Green" Construction in sustaining the Earth's natural resources and ecosystems. Our Team is well-versed in designing environmentally friendly, highly efficient systems for Owners. This group is excellent at developing creative strategies to achieve the best value and most points possible.

Additionally, our company has an internal initiative called R.E.A.L (Responsible for Environment, Air, and Lives of those occupying buildings). We launched with an educational Summit and frequently update our customers on topics including reducing carbon footprint and using environmentally friendly refrigerants, equipment and materials.

Benefits of a sustainability-designed, constructed, and operated facility include:

- Enhanced occupant well-being and comfort
- Reduced operating costs
- Reduced environmental impact
- Increased building valuation and return on investment (ROI)
- Marketing advantage
- Enhanced public support by educating on the benefits of sustainability "in-action"
- Improved commitment to environmental stewardship

Whether you strive for Platinum Certification or simply LEED® Compliance, Comfort Systems USA Southwest can be a key asset in achieving your goals.

### **Vendor Certifications (if applicable)**

## 96. Certifications((if applicable))

- Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing respondent to perform the covered services including, but not limited to, licenses, registrations, or certifications. Certifications can include M/WBE, HUB, and manufacturer certifications for sales and service.

**\*See ADDENDUM #3 for all Contractor Licenses in AZ and NM. Additional license information will be added for each state as applicable.**



# Tab 5 – Products and Services

---

- Respondent shall perform and provide these products and/or services under the terms of this agreement. The supplier shall assist the end user with making a determination of their individual needs.
- Provide the minimum information as listed for your product categories on the following classifications of product:

- ◆ **HVAC Refrigeration**

As one of largest mechanical contractor in United States, CSUSA has national pricing agreements with every major manufacturer of HVAC Refrigeration equipment on market. We get the best pricing and delivery in industry. There are hundreds of options and too many to list on this form. We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

- Type (e.g., Rotary, Centrifugal, Scroll, Reciprocating, Absorption)
- Cooling medium (e.g., air, water)
- Brand Name(s)
- Capacity Range (tons)
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Range of Efficiencies (KW/Ton)
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

- ◆ **Indoor Air Quality Products and Devices**

As one of largest mechanical contractor in United States, CSUSA has national pricing agreements with every major manufacturer of IAQ equipment and products on market. We get the best pricing and delivery in industry. Our firm are experts in IAQ and solutions for our customers. There are hundreds of options and too many to list on this form. We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

- Type (Active polarization, non-ionizing, electronic air cleaning systems intended to replace passive filtration, any other.)
- Brand Name(s)
- Capacity Range
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Range of Efficiencies
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

## ◆ Unitary

As one of largest mechanical contractor in United States, CSUSA has national pricing agreements with every major manufacturer of HVAC Unitary equipment on market. We get the best pricing and delivery in industry. There are hundreds of options and too many to list on this form. We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

- Type (e.g. rooftops, split systems, VRFs, Heat Pumps, PTACs, water-source, mini-splits)
- Brand Name(s)
- Capacity Range
- Heating Medium (Electric, Gas, Steam, Hot Water)
- Cooling Medium (DX, Chilled Water)
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Range of Efficiencies (EER, SEER, COP)
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

## Air handling

As one of largest mechanical contractors in United States, CSUSA has national pricing agreements with every major manufacturer of air handling equipment on market. We get the best pricing and delivery in industry. There are hundreds of options and too many to list on this form. We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

Our 55,000 square foot manufacturing facility on-site can produce custom air handling products.

- Type (e.g. central station-manufactured or custom makeup air, fan, filter, coil sections)
- Brand Name(s)
- Fan Types (e.g. Backward incline, Forward curve, airfoil)
- Capacity Range (CFM)
- Heating Medium (Electric, Gas, Steam, Hot Water)
- Cooling Medium (DX, Chilled Water)
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

#### ◆ **Air Terminal Devices and Heating Products**

As one of largest mechanical contractors in United States, CSUSA has national pricing agreements with every major manufacturer of air terminal and heating equipment on market. We get the best pricing and delivery in industry. There are hundreds of options and too many to list on this form. We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

Our 55,000 square foot manufacturing facility on-site can produce custom products.

- Type (e.g. VAV, Fan Coils, Unit Ventilators, Unit Heaters, Fin Tube Radiation/Convectors)
- Brand Name(s)
- Capacity Range (CFM)
- Heating Medium (Electric, Gas, Steam, Hot Water)
- Cooling Medium (DX, Chilled Water)
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

#### ◆ **DDC Controls**

- Type (core components, end devices, lighting, panels) – all
- Brand Name(s) – JCI, Honeywell and others
- System Protocol (BACnet, LonWorks, Proprietary or Combo) – Open / Proprietary
- LAN Communication Structure (Peer-to-peer, Polling) - all
- Human Machine Interface (HMI) types (PC, Notebooks, Handheld terminals) - all
- Third party interface (Drivers and Gateways) - all
- Remote alarm and message capabilities - yes
- Standard Warranty (Parts & Labor)
  - Johnson Controls – 3 years
  - Honeywell – 18 months
  - Standard for other brands – 1 year
- Optional Warranty (components covered & Labor) – up to 10 years.
- Estimated Lead/Delivery Time – In stock
- Location of Manufacturing (City, State or Country) – USA
- Estimated Market Share (North America)
- Detail Features & Benefits

#### ◆ **Cooling Towers**

As one of largest mechanical contractors in United States, CSUSA has national pricing agreements with every major manufacturer of cooling towers on market. We get the best pricing and delivery in industry. There are hundreds of options and too many to list on this form. We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local

and national vendors to insure we are receiving best pricing and delivery.

Our 55,000 square foot manufacturing facility on-site can produce custom products.

- Type (e.g., open, closed, evaporative, other)
- Brand Name(s)
- Capacity Range (tons)
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Range of Efficiencies
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

#### ◆ Pumps

As one of largest mechanical contractors in United States, CSUSA has national pricing agreements with every major manufacturer of pumps on market. We get the best pricing and delivery in industry. [There are hundreds of options and too many to list on this form.](#) We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

Our 55,000 square foot manufacturing facility on-site can produce custom products.

- Type (e.g., single stage, split case, end suction, inline, circulator, turbines)
- Brand Name(s)
- Capacity Range (GPM)
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Range of Efficiencies
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

#### ◆ Invertors

As one of largest mechanical contractors in United States, CSUSA has national pricing agreements with every major manufacturer of invertors on market. We get the best pricing and delivery in industry. [There are hundreds of options and too many to list on this form.](#) We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

- Brand Name(s)
- Capacity Range (HP)

- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

#### ◆ **Boilers & Water Heaters**

As one of largest mechanical contractors in United States, CSUSA has national pricing agreements with every major manufacturer of boilers and water heaters on market. We get the best pricing and delivery in industry. [There are hundreds of options and too many to list on this form.](#) We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

Our 55,000 square foot manufacturing facility on-site can produce custom products.

- Type (e.g., modulating, condensing, cast iron, water tube, packaged, other)
- Brand Name(s)
- Heating Medium (Electric, Gas, Steam, Hot Water)
- Capacity Range (MBH)
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Range of Efficiencies
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

#### ◆ **HVAC Specialty Products**

As one of largest mechanical contractors in United States, CSUSA has national pricing agreements with every major manufacturer of HVAC Specialty Products on market. We get the best pricing and delivery in industry. [There are hundreds of options and too many to list on this form.](#) We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

Our 55,000 square foot manufacturing facility on-site can produce custom products.

- Type (e.g., modular, outside/inside, Steam & Thermal Heat Recovery, Humidity Control, Heat Wheel, Heat Pipe, Heat Exchangers, Geothermal)
- Brand Name(s)
- Heating Medium (Electric, Gas, Steam, Hot Water)
- Cooling Medium (DX, Chilled Water)

- Capacity Range (CFM and/or MBH)
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Location of Manufacturing (City, State or Country)
- Range of Efficiencies
- Estimated Market Share (North America)
- Provide example data on each type of product provided
- Detail Features & Benefits

#### ◆ **Equipment Parts and Supplies**

As one of largest mechanical contractors in United States, CSUSA has national pricing agreements with every major manufacturer of equipment parts and supplies on market. We get the best pricing and delivery in industry. [There are hundreds of options and too many to list on this form.](#) We can also source and purchase any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

Our 55,000 square foot manufacturing facility on-site can produce custom products.

- Type (e.g., manufactured parts, emergency parts service, miscellaneous material and supplies and other)
- Brand Name(s) stocked
- Location of stocking parts
- Standard Warranty (Parts & Labor)
- Optional Warranty (components covered & Labor)
- Estimated Lead/Delivery Time
- Percentage of locally stocked parts to delivered parts
- Detail Features & Benefits

Respondents are requested to provide service forms with detailed description of your service offerings. Provide the minimum information as listed for your service categories on the following classifications of service:

#### ◆ **Startup & Commissioning Services**

- Define process for validation of system or equipment operation to design  
[We verify equipment operation by manufacturers specification and document based reading from equipment.](#)
- Type (e.g., equipment startups, system checkouts, control verification, retro commissioning, M & V verifications, rebate auditing, other) - *all*
- List key personnel (factory, sub-contract, other) – *all in-house*
  - References (public sector only) - [City of Phoenix](#), [City of Scottsdale](#), [City of Mesa](#), [City of Surprise](#), [University of New Mexico](#), [ASU](#), [AU](#)
- Case studies describing benefits of services  
[All our customers have mentioned in Comfort Care survey's that our Commissioning and Start-Up group is fantastic and essential to their operations.](#)



## ◆ Service & Maintenance

We are the largest HVAC Preventive Maintenance firm in Southwest. We offer a wide range of maintenance options to our customers. These include Full Service plus Refrigeration and Equipment Replacements (includes parts, labor, and service calls), Full Service plus Refrigeration (includes parts, labor, and service calls), Full Service (includes parts, labor, and service calls), Shared Risk Coverage (includes repair labor; parts are billable) Preventive Maintenance (service calls, repair, parts, labor is billable) and Test & Inspect Only.

- Type (e.g., preventative and full maintenance contracts, man-at attendance, remote monitoring, annuals, emergency services, regulatory compliance, cleaning (e.g., duct, coils and filters), scheduled maintenance (e.g., oil, chemical and vibration analysis) and other) – [we offer all of these options](#)
- Define processes for each type of service and/or maintenance of the system or the equipment – [details upon request](#).
- List key personnel (factory, sub-contract, other) – [in-house / water treatment is sub-contract](#).
- References (public sector only) – [City of Phoenix](#), [City of Scottsdale](#), [City of Mesa](#), [City of Surprise](#), [University of New Mexico](#)
- Case studies describing benefits of services  
[Goodwill in Arizona has a contract \\$1.3 Million per year servicing 110 locations under a Full Coverage plus Refrigerant for over 6 years. We provide “zero balance” invoices to show customer how much we save their company.](#)

## ◆ Installation and Turnkey Contracting

- Type (e.g., retrofit, new construction, energy retrofit, controls new- and upgrade and other) – [all are offered](#).
- Define processes for each type install of the system or the equipment
- Bonding and licensing capabilities – [unlimited bonding and licensing in AZ and NM](#)
- List key personnel (factory, sub-contract, other) – [in-house employees](#)
- References (public sector only) - [City of Phoenix](#), [City of Scottsdale](#), [City of Mesa](#), [City of Surprise](#), [University of New Mexico](#), [ASU](#), and [AU](#).
- Case studies describing benefits of services  
[Wells Fargo contracted for Turnkey roof sweep on 2 large corporate building \(180 units\). We provided a complete program that minimized any down time and impact on Wells Fargo employees.](#)

## ◆ Warranty Services

- Type (e.g., Extended parts & labor (define maximum number of years available), delayed start-up and other) - [1 – 10 years parts & labor](#).
- Define processes for each type of warranty – [individually accessed](#).
- List key personnel (factory, sub-contract, other) – [In-House](#)
- References (public sector only) - [City of Phoenix](#), [City of Scottsdale](#), [City of Mesa](#), [City of Surprise](#), [University of New Mexico](#), [ASU](#), [AU](#)
- Case studies describing benefits of services

## ◆ Energy Services

- Type (e.g., (Energy Tracking, Energy Analysis, Evaluation of Potential Upgrades, demand response, rebates and others) - [all](#)

- Define processes for each type of energy services – details upon request.
- Certifications of personnel - NA
- List key personnel (factory, sub-contract, other) – In-House
- References (public sector only) - City of Phoenix, City of Scottsdale, City of Mesa, City of Surprise, University of New Mexico, ASU, AU
- Case studies describing benefits of services  
We provided Energy Analysis for Goodwill and Energy Audit. Installed new equipment and controls which saved them 15.8% per year.

#### ◆ **Equipment Rentals**

As one of largest mechanical contractors in United States, CSUSA has national pricing agreements with every major equipment rental firm in market. We get the best pricing and delivery in industry. There are hundreds of options and too many to list on this form. We can also source and rent any brand, make, model or type of equipment needed for project. In addition to standard warranties, we offer in-house extended warranties up to 10 year including parts, labor, and maintenance. We have an in-house purchasing department that works with local and national vendors to insure we are receiving best pricing and delivery.

- Brands available – all
- Type (e.g., chillers, pumps, transformers, terminal units, generators, cooling towers, packaged unitary and other)- all
- Brands available – all
- Locations of rental fleet - local
- Process of accessing rental fleet during disaster event – 24/7 availability.
- List key personnel (factory, sub-contract, other) – In-House
- References (public sector only) – Arizona State University, City Scottsdale, City of Mesa, City of Surprise
- Case studies describing benefits of services  
State of Arizona prison received a 10-year parts, labor, and maintenance which they asked for and we delivered.

#### ◆ **Financial Services**

- Type (e.g., leasing, prompt and pre-payment discounts, guaranteed savings and other) - funding
- Describe type of each funding and availability – energy projects and HVAC
- Funding Sources (internal and/or external) - external

List key personnel (internal and/or external) – external

David J. Clamage

Saulsbury Hill Financial, LLC

**Courier Only:**

321 Glencoe St.

Denver, CO 80220-5756

Mail: Box 22699; Denver, CO 80222-0699

303-629-8777 x 102 for David

303-629-8777 x 101 for Madison

303-629-7689 FAX

Cell 303-880-4033

[davidc@saulhill.com](mailto:davidc@saulhill.com)

➤ **Case studies describing benefits of services**

Redfield School District did not have budget for Energy Upgrades at their schools. Financing through Salisbury Hill Financial allow them to pay for energy upgrades through their savings and get the work completed immediately.

◆ **Professional Services**

➤ **Type (e.g., Engineering, Design, Drafting, Architectural, Project Management and other)**

CSSW is licensed as an engineering firm recognized by the Arizona State Board of Technical Registration (AZBTR) to provide professional mechanical and plumbing engineering services.

➤ **Describe type of each professional service and availability**

We have a full-time engineering staff and software resources to provide mechanical and plumbing engineering, calculations, design to generate sealed and signed documentation for Authority Having Jurisdiction review in the state of Arizona. We provide virtual design and construction (VDC) and building information modeling (BIM) services. We utilize Revit and BIM 360 to collaborate with design and other building trades.

➤ **Licensing and certification capabilities**

Gary Niver, Mechanical P.E., AZ Certificate Number 46593

➤ **List key personnel (internal and/or external)**

Stephen Hostutler, ME, E.I.T.

Jacob Krupp, ME, E.I.T.

Joshua Stegall, Mechanical Designer

Art Sterken, VDC Manager

- Paul Thomas, BIM Technician II  
References (public sector only)  
Phoenix Indian Hospital, Arizona State University, Arizona University, City of Scottsdale, City of Mesa, City of Surprise, University of New Mexico
- Case studies describing benefits of services  
On large prison project for State of Arizona, our Engineering / BIMM / Pre-Fab Manufacturing team was able to save 15% on overall project by utilizing our team. Project completed 20% faster.

#### ◆ Site Surveys

- Type (e.g., Equipment, system analysis, operational, architectural and other) - all
- Describe type of survey – Maintenance, Projects, and Energy
- Licensing and certification capabilities - NA
- Advanced technology uses for each type of survey – IPADS, Infrared Cameras, and XOI
- List key personnel (internal and/or external) – In-House
- References (public sector only) - City of Phoenix, City of Scottsdale, City of Mesa, City of Surprise, University of New Mexico, ASU, and AU
- Case studies describing benefits of services  
We have provided ASU with a level of site surveys second to none over last 15 years.

# Tab 8 – Value Added Products and Services

---

- ◆ Include any additional products and/or services available that vendor currently performs in their normal course of business that is not included in the scope of the solicitation that you think will enhance and add value to this contract for Region 14 ESC and all NCPA participating entities.

As one of the nation's largest Heating, Ventilation, and Air Conditioning service providers, Comfort Systems USA Southwest can help you reduce owning and operating costs for one facility or for thousands. With our customized maintenance programs we can help you optimize equipment performance and keep your facility operating at design efficiency. With energy costs continuing to rise, and HVAC equipment consuming an average of 50% of building utilities, maintaining your HVAC system is crucial to your bottom line. We pride ourselves on being the source for all of your HVAC needs. We not only engineer and design mechanical systems and controls, we install, retrofit and upgrade them as well.

**PLUMBING:** We provide full life-cycle solutions for plumbing systems. We can handle everything from a clogged drain to complete system re-piping. We provide solutions designed to minimize downtime and increase energy efficiency. As always, we are committed to delighted customers and building long-term partnerships.

Our **In-Plant Services Department** supports our Customers' facility maintenance and project needs, large or small.

Our client base includes a multitude of companies in the following industries:

- Aerospace
- Avionics
- Semiconductor
- Pharmaceutical
- Industrial
- Manufacturing
- Healthcare
- Power Plants
- Clean Rooms

**MANUFACTURING:** We provide assistance with creating, designing and fabricating all sorts of products including sheet metal, piping and plumbing items.

**CONSTRUCTION:** Comfort Systems USA Southwest offers single source Design-Build-Maintain services to meet your mechanical system needs.

## Executive Summary

- ◆ CSUSA SW has a 55,000 sq ft custom manufacturing facility.
- ◆ We produce custom Super Heaters, mechanical skids, piping, med gas head walls, cat walks / mezzanines, packaged chiller skids, modular fabrication / construction, plumbing walls, process piping / gases (lab work), orbital welding and duct work.
- ◆ We would market these services to all public agencies who utilize NCPA as a cooperative agreement. Our sales consulting team of 22 in AZ and NM will make personal visits to each customer.
- ◆ This is a potential \$5,000,000 per year in public arena

## Detail Description

All products are manufactured in our Chandler, AZ location.

We have all the welding certifications including R Stamp. We are manufacturing products for Proctor and Gamble as well as many others. References include Proctor and Gamble, Northrup Grumman, and State of Arizona. No other company could build Proctor and Gamble's specifications for their Super Heater.

## Tab 9 – Required Documents

---

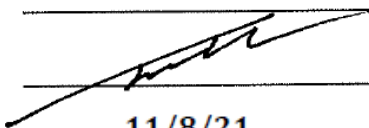
- ◆ Clean Air and Water Act / Debarment Notice
- ◆ Contractors Requirements
- ◆ Antitrust Certification Statements
- ◆ Required Clauses for Federal Funds Certifications
- ◆ Required Clauses for Federal Assistance by FTA
- ◆ State Notice Addendum



## Clean Air and Water Act & Debarment Notice

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

I hereby further certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations

Potential Vendor	Comfort Systems USA Southwest Inc
Print Name	Tim Plaster
Address	6875 W Galveston St
City, State, Zip	Chandler, AZ 85226
Authorized signature	
Date	11/8/21

# **Contractor Requirements**

## **Contractor Certification Contractor's Employment Eligibility**

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it is will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The offeror complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the NCPA Participating entities in which work is being performed

### **Fingerprint & Background Checks**

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The offeror shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

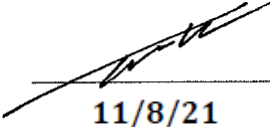
Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed

### **Business Operations in Sudan, Iran**

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.

Authorized signature \_\_\_\_\_

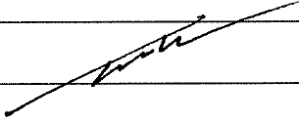
Date \_\_\_\_\_

  
11/8/21

## Antitrust Certification Statements (Tex. Government Code § 2155.005)

I affirm under penalty of perjury of the laws of the State of Texas that:

- (1) I am duly authorized to execute this contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
- (2) In connection with this bid, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
- (3) In connection with this bid, neither I nor any representative of the Company has violated any federal antitrust law; and
- (4) Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this bid to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company name	Comfort Systems USA Southwest Inc
Address	6875 W Galveston St
City/State/Zip	Chandler, AZ 85226
Telephone No.	480-940-8400
Fax No.	
Email address	tim.plaster@comfortsystemsusa.com
Printed name	Tim Plaster
Position with company	Vice President
Authorized signature	

## **Required Clauses for Federal Funds Certifications**

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. The following certifications and provisions may be required and apply when a Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

### **APPENDIX II TO 2 CFR PART 200**

(A) Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

(D) Davis-Bacon Act, as amended (40 U.S.C. 3141-3148). When required by Federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in

Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of “funding agreement” under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency.

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended— Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000

must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

#### **RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS**

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

#### **CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT**

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

#### **CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS**

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

## **Required Clauses for Federal Assistance provided by FTA**

### **ACCESS TO RECORDS AND REPORTS**

Contractor agrees to:

- a) Maintain all books, records, accounts and reports required under this Contract for a period of not less than three (3) years after the date of termination or expiration of this Contract or any extensions thereof except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain same until Public Agency, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.
- b) Permit any of the foregoing parties to inspect all work, materials, payrolls, and other data and records with regard to the Project, and to audit the books, records, and accounts with regard to the Project and to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed for the purpose of audit and examination.

*FTA does not require the inclusion of these requirements of Article 1.01 in subcontracts. Reference 49 CFR 18.39 (i)(11).*

### **CIVIL RIGHTS / TITLE VI REQUIREMENTS**

- 1) Non-discrimination. In accordance with Title VI of the Civil Rights Act of 1964, as amended, 42 U.S.C. § 2000d, Section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, Section 202 of the Americans with Disabilities Act of 1990, as amended, 42 U.S.C. § 12132, and Federal Transit Law at 49 U.S.C. § 5332, Contractor or subcontractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, marital status age, or disability. In addition, Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
- 2) Equal Employment Opportunity. The following Equal Employment Opportunity requirements apply to this Contract:
  - a. Race, Color, Creed, National Origin, Sex. In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal Transit Law at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable Equal Employment Opportunity requirements of U.S. Dept. of Labor regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor, 41 CFR, Parts 60 et seq., and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of this Project. Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, marital status, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, Contractor agrees to comply with any implementing requirements FTA may issue.
  - b. Age. In accordance with the Age Discrimination in Employment Act (ADEA) of 1967, as amended, 29 U.S.C. Sections 621 through 634, and Equal Employment Opportunity Commission (EEOC) implementing regulations, "Age Discrimination in Employment Act", 29 CFR Part 1625, prohibit employment discrimination by Contractor against individuals on the basis of age, including present and prospective



employees. In addition, Contractor agrees to comply with any implementing requirements FTA may issue.

- c. Disabilities. In accordance with Section 102 of the Americans with Disabilities Act of 1990, as amended (ADA), 42 U.S.C. Sections 12101 *et seq.*, prohibits discrimination against qualified individuals with disabilities in programs, activities, and services, and imposes specific requirements on public and private entities. Contractor agrees that it will comply with the requirements of the Equal Employment Opportunity Commission (EEOC), "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 CFR, Part 1630, pertaining to employment of persons with disabilities and with their responsibilities under Titles I through V of the ADA in employment, public services, public accommodations, telecommunications, and other provisions.
  - d. Segregated Facilities. Contractor certifies that their company does not and will not maintain or provide for their employees any segregated facilities at any of their establishments, and that they do not and will not permit their employees to perform their services at any location under the Contractor's control where segregated facilities are maintained. As used in this certification the term "segregated facilities" means any waiting rooms, work areas, restrooms and washrooms, restaurants and other eating areas, parking lots, drinking fountains, recreation or entertainment areas, transportation, and housing facilities provided for employees which are segregated by explicit directive or are in fact segregated on the basis of race, color, religion or national origin because of habit, local custom, or otherwise. Contractor agrees that a breach of this certification will be a violation of this Civil Rights clause.
- 3) Solicitations for Subcontracts, Including Procurements of Materials and Equipment. In all solicitations, either by competitive bidding or negotiation, made by Contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by Contractor of Contractor's obligations under this Contract and the regulations relative to non-discrimination on the grounds of race, color, creed, sex, disability, age or national origin.
  - 4) Sanctions of Non-Compliance. In the event of Contractor's non-compliance with the non-discrimination provisions of this Contract, Public Agency shall impose such Contract sanctions as it or the FTA may determine to be appropriate, including, but not limited to: 1) Withholding of payments to Contractor under the Contract until Contractor complies, and/or; 2) Cancellation, termination or suspension of the Contract, in whole or in part.

*Contractor agrees to include the requirements of this clause in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.*

### **DISADVANTAGED BUSINESS PARTICIPATION**

This Contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, "*Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs*", therefore, it is the policy of the Department of Transportation (DOT) to ensure that Disadvantaged Business Enterprises (DBEs), as defined in 49 CFR Part 26, have an equal opportunity to receive and participate in the performance of DOT-assisted contracts.

- 1) Non-Discrimination Assurances. Contractor or subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Contract. Contractor shall carry out all applicable requirements of 49 CFR Part 26 in the award and administration of DOT-assisted contracts. Failure by Contractor to carry out these requirements is a material breach of this Contract, which may result in the termination of this Contract or other such remedy as public agency deems appropriate. Each subcontract Contractor signs with a subcontractor must include the assurance in this paragraph. (See 49 CFR 26.13(b)).

- 2) Prompt Payment. Contractor is required to pay each subcontractor performing Work under this prime Contract for satisfactory performance of that work no later than thirty (30) days after Contractor's receipt of payment for that Work from public agency. In addition, Contractor is required to return any retainage payments to those subcontractors within thirty (30) days after the subcontractor's work related to this Contract is satisfactorily completed and any liens have been secured. Any delay or postponement of payment from the above time frames may occur only for good cause following written approval of public agency. This clause applies to both DBE and non-DBE subcontractors. Contractor must promptly notify public agency whenever a DBE subcontractor performing Work related to this Contract is terminated or fails to complete its Work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. Contractor may not terminate any DBE subcontractor and perform that Work through its own forces, or those of an affiliate, without prior written consent of public agency.
- 3) DBE Program. In connection with the performance of this Contract, Contractor will cooperate with public agency in meeting its commitments and goals to ensure that DBEs shall have the maximum practicable opportunity to compete for subcontract work, regardless of whether a contract goal is set for this Contract. Contractor agrees to use good faith efforts to carry out a policy in the award of its subcontracts, agent agreements, and procurement contracts which will, to the fullest extent, utilize DBEs consistent with the efficient performance of the Contract.

### **ENERGY CONSERVATION REQUIREMENTS**

Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the State energy conservation plans issued under the Energy Policy and Conservation Act, as amended, 42 U.S.C. Sections 6321 *et seq.* and 41 CFR Part 301-10.

### **FEDERAL CHANGES**

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Contract between public agency and the FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

### **INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS**

The provisions include, in part, certain Standard Terms and Conditions required by the U.S. Department of Transportation (DOT), whether or not expressly set forth in the preceding Contract provisions. All contractual provisions required by the DOT, as set forth in the most current FTA Circular 4220.1F, dated November 1, 2008, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Contract. Contractor agrees not to perform any act, fail to perform any act, or refuse to comply with any public agency requests that would cause public agency to be in violation of the FTA terms and conditions.

### **NO FEDERAL GOVERNMENT OBLIGATIONS TO THIRD PARTIES**

Agency and Contractor acknowledge and agree that, absent the Federal Government's express written consent and notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying Contract, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to agency, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying Contract.

*Contractor agrees to include the above clause in each subcontract financed in whole or in part with federal assistance provided by the FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.*

#### **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS**

Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR Part 31, apply to its actions pertaining to this Contract. Upon execution of the underlying Contract, Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying Contract or the FTA assisted project for which this Contract Work is being performed.

In addition to other penalties that may be applicable, Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on Contractor to the extent the Federal Government deems appropriate.

Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307 (n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

*Contractor agrees to include the above clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.*

## **State Notice Addendum**

The National Cooperative Purchasing Alliance (NCPA), on behalf of NCPA and its current and potential participants to include all county, city, special district, local government, school district, private K-12 school, higher education institution, state, tribal government, other government agency, healthcare organization, nonprofit organization and all other Public Agencies located nationally in all fifty states, issues this Request for Proposal (RFP) to result in a national contract.

For your reference, the links below include some, but not all, of the entities included in this proposal:

[http://www.usa.gov/Agencies/State\\_and\\_Territories.shtml](http://www.usa.gov/Agencies/State_and_Territories.shtml)

<https://www.usa.gov/local-governments>

---

# RESPONSE TO RFP #32-21

HVAC Equipment, Installation, Service,  
& Related Products - Supplemental

*Prepared for:*



**ADDENDUM #1**

**RESUMES**

## YEARS IN INDUSTRY

21+ Years

## CERTIFICATIONS + TRAINING

OSHA 30

MCAA Advanced Institute for Project Management

Lean Construction Institute Member

Vice President Toastmasters International

NECA – Member

AGC – Member

ASPE – Member

## ADDITIONAL SKILLS

General Management

Contract Negotiation

Contract Management

Financial P&L Statements

# BRIAN RUFFNER

DIRECTOR OF SALES



## PROFILE SUMMARY

Brian leads a growing, multi-state sales team offering best in class preventive HVAC & Plumbing maintenance services, construction projects and energy services. CSUCA SW's commercial/industrial team offers comprehensive mechanical, electrical, process and plumbing services with an over 55,000 sq. ft. pre-fab manufacturing shop. As member of the executive leadership team, Brian assists in developing short and long term strategic and 5-year Hoshin Kanri plan. Coach, mentor and servant leader. CSUCA SW focuses on Design, Build and Maintain services and performs these disciplines with an emphasis on honesty, integrity, innovation and exceeding customer expectations. Brian is trained in Sandler Sales Training and mentors the sales team in these fundamentals.

## PAST EXPERIENCE

### Comfort Systems USA Southwest: November 2017 - Present Director of Sales - Phoenix, Arizona

- P & L, sales management, business development, team builder and coach for Southwest Region (AZ, NM, NV, TX).
- HVAC service, preventive maintenance, service / industrial and construction projects direct to owner
- Hire, lead, manage and coach sales force of over 16 reps (10 I hired) in multiple offices to achieve annual sales goals.
- Develop and implement ongoing sales training utilizing Sandler Sales Methods for sales team. Coach, mentor and develop sales skills of sales reps to increase revenue and profit margin.
- Evaluate current market, develop sales tools, proposals, review estimates and add revenue streams.
- Increased Sales by 61%, Gross Profit increase of 8% (3rd highest in CSUSA, Operating Income increase of 9%

### Total Facilities Solutions, Inc: July 2016 to September 2017 Sw Regional Division Manager - Chandler, Arizona

- P & L, operational, business development and human resource responsibility for Southwest Region (AZ, NV and NM).
- Build a full-service mechanical, electrical and plumbing (MEP) construction division with comprehensive prefabrication, BIM, engineering and design services. EPC solar business development, sales and execution; 7th largest EPC Solar
- Develop strategic plan to build regional brand along with manage all business development, marketing, advertising and public relations activities; life coach, servant leader and seller-doer

## EDUCATION

Psy D | Denver, CO

University of the Rockies | Organizational Development with specialization in Business Performance (IC)

MA | Portland, OR

Warner Pacific College

BS | Portland, OR

Warner Pacific College

## CONTACT INFORMATION

Cell: 602.725.7628

Phone: 480.940.8400 ext 237

Email: Brian.Ruffner@comfortsystemsusa.com

6875 W Galveston St., Chandler AZ

## VOLUNTEER EXPERIENCE

### Summer Games Volunteer

#### Company Name Special Olympics OR

Jun 2013 – Present

Showcased tennis as a demonstration sport with clinic; offered to help develop coaching and participation curriculum for tennis with Special Olympics Oregon

### Tennis Clinics for Children and Adults with Special Needs

#### Various Organizations

Jun 2009 – Present

Offering tennis clinics for children and adults with special needs each summer.

## YEARS IN INDUSTRY

---

10+ Years

## CERTIFICATIONS + TRAINING

---

Certified Public

Accountant Member of

AICPA Member of

ASCPA Member of CFMA

# SCOTT SAWYER

CHIEF FINANCIAL OFFICER



## PROFILE SUMMARY

Scott has 23 years of accounting and finance experience including General, Electrical, and Mechanical Contracting. He joined the Comfort Systems USA Southwest team in 2011 and has been an invaluable source ever since. Scott is a Certified Public Accountant (CPA) and is also a member of AICPA, ASCPA, and CFMA.

## CONTACT INFORMATION

Phone: 480.940.8400 ext 242

Email: [scott.sawyer@csusa.us](mailto:scott.sawyer@csusa.us)

6875 W Galveston St., Chandler AZ



## YEARS IN INDUSTRY

< 1 Year

## CERTIFICATIONS + TRAINING

Marketing Strategy: SMStudy Certified Professional

Marketing Research: SMStudy Certified Professional

Corporate Sales: SMStudy Certified Professional

Initiating and Planning Projects: Coursera Certified

Technology Entrepreneurship: HarvardX Certified

## ADDITIONAL SKILLS

General Management

Brand Dev/Market Expansion

Strategic & Tactical Planning

Budgeting

# GAIL GUST

DIRECTOR OF MARKETING/  
BUSINESS DEVELOPMENT



## PROFILE SUMMARY

Over 25 years in marketing and business development, Gail Gust plans, directs and coordinates all marketing and business development activities for Comfort Systems USA Southwest. She leads efforts to help the organization remain competitive in the market, maintain, and improve market position and grow according to plan. Gail also assists the project acquisition team with the creation of solution-based proposals.

## PAST EXPERIENCE

Comfort Systems USA Southwest: February 2021-Present, Chandler, AZ  
Director of Marketing & Business Development

Uncharted Marketing Services: November 2011-January 2021, Scottsdale, AZ  
Owner/Chief Strategist

- Worked with business owners across various industries, including hospitality, technology, telecom, medical/dental, business coaching, leveraging entrepreneurial vision, branding, and integrated marketing strategies to deliver valuable results for rapid-growth corporations.

Broadband Hospitality: January 2019 - June 2020  
VP Marketing & Business Development

- Client transitioned to FT position to rebrand and develop new verticals.

SkyTouch Technology: February 2013 - June 2015  
Director of Marketing & Communications

- FT project to create brand strategy and develop markets for new division of Choice Hotels International, previously proprietary hotel property management system

## EDUCATION

BS| Marketing University of South Dakota, Vermillion, SD

## CONTACT INFORMATION

Cell: 602.677.5067

Phone: 480.940.8400 ext. 221

Email: [gail.gust@comfortsystemsusa.com](mailto:gail.gust@comfortsystemsusa.com)

6875 W Galveston St., Chandler AZ

## VOLUNTEER EXPERIENCE

Soccer Team Manager - Boys  
Club Team: 2016-2019

St. Patrick's and Cornerstone  
Christian communities -  
2011-2019 - various duties  
including child care, pre-  
school education, greeting,  
special event support

## YEARS IN INDUSTRY

10 Years

## CERTIFICATIONS + TRAINING

OSHA 30

## ADDITIONAL SKILLS

Accounting

GAAP

Office Management

Customer Service

# JENNIFER GAIO

SUPPORT SERVICES MANAGER



## PROFILE SUMMARY

Jennifer Gaio supports the services sales team by facilitating contracts and managing vendor relationships. She is a versatile team player who interacts with all levels of professionals and works closely with fellow employees, tradesmen, consultants, and clients.

## PAST EXPERIENCE

Comfort Systems USA Southwest: Chandler, AZ

- November 2021 - Present - Building Services Manager

Phoenix Welding Supply: Phoenix, AZ

- June 2017 - November 2021 - Office Manager/Controller Assistant

Wholesale Floors, LLC: Phoenix, AZ

- May 2013 - June 2017 - Human Resources/Payroll Manager

Conditioned Air Mechanical: Phoenix, AZ

- 2004-2008 - Human Resources/Payroll Manager

Arizona Refrigeration Service: Phoenix, AZ

- 1999-2004 - Payroll Manager/Accounts Payable/Office Manager

## EDUCATION

Greenway High School - Phoenix, AZ

## CONTACT INFORMATION

Phone: 480.940.8400 ext. 124

Email: [jennifer.gaio@comfortsystemsusa.com](mailto:jennifer.gaio@comfortsystemsusa.com)

6875 W Galveston St., Chandler AZ

## YEARS IN INDUSTRY

---

23 Years

## CERTIFICATIONS + TRAINING

---

10-hour Occupational Safety & Health  
Training in Construction Safety and Health

Transportation Coordinator for the Maricopa  
County Trip Reduction Program

Completion of Lessons In Leadership I

Completion of Lessons In Leadership II

## ADDITIONAL SKILLS

---

Notary Public - State of  
Arizona since 2003

## CONTACT INFORMATION

Cell: 602.558.1780

Phone: 480.961.7252

Email: [lisa.harding@comfortsystemsusa.com](mailto:lisa.harding@comfortsystemsusa.com)

6875 W Galveston St. Chandler AZ 85226

## VOLUNTEER EXPERIENCE

---

Chandler Chamber of Commerce  
- Women in Leadership Committee  
Member

Chandler CAP-Community Action  
Program  
-Annual sponsor for Adopt A Family  
program

# LISA HARDING

EXECUTIVE ADMINISTRATOR



## PROFILE SUMMARY

Comfort Systems USA Southwest: May 1998 - Present , Chandler, AZ

- Reporting to and supporting the Company President in a one-on-one working relationship. Serving as the primary point of contact for internal and external matters pertaining to the President.
- Safety Administrative Assistant-all Workers Comp, Auto and GL claims
- Manage Wireless Account/Verizon-maintain 325+ lines of services for Chandler, Tucson and Albuquerque
- Business Licenses-renewals, establishment or termination of all contractor licenses, city business licenses in the states of Arizona and New Mexico. This expands to Indian Reservations with licenses and the Arizona State Gaming requirements.
- Asset Management/Tool Watch software administrator
- Fleet Fuel Program/Wright Express Account Administrator
- Purchasing/IT Support

# RESPONSE TO RFP #32-21

HVAC Equipment, Installation, Service,  
& Related Products - Supplemental

*Prepared for:*



## ADDENDUM #2

## QUALITY CONTROL MANUAL



---

*Quality People. Building Solutions.*

**COMFORT SYSTEMS USA  
SOUTHWEST  
QUALITY MANAGEMENT  
MANUAL**

---

**COMFORT SYSTEMS USA SOUTHWEST**

6875 W. Galveston St.

Chandler, AZ 85226

Office: (480) 940-8400 Fax: (480) 961-7200

---

# TABLE OF CONTENTS

*\*\* Click desired content for specific inquires \*\**

## **SECTION 1 - QUALITY PROGRAM OVERVIEW**

1. Introduction
2. Quality Management Plan
3. Quality Management Procedures

## **SECTION 2 – PRE-CONSTRUCTION & PRE-PLANNING PHASES**

1. Head Start Meeting Agenda
  - a. Exclusion/Clarification Sheet
2. Turnover Meeting Agenda
  - a. PM's Quality Turnover Checklist
3. CAD Quality Checklist
4. CAD Quality Coordination Milestone Checklist
5. Quality CAD Coordination & Model Kick Start Checklist
6. Quality CAD Coordination & Model Schedule Outline
7. Incoming Requisition Quality Checklist
8. Materials Management Quality Requisition Procedures

## **SECTION 3 - CONSTRUCTION PHASE - All Trades**

1. TCM Quality Meeting #1
  - a. What is Quality Control
  - b. TCM Quality Program
2. TCM Quality Meeting #2
  - a. TCM Quality Plan
3. TCM Quality Meeting #3
  - a. TCM Quality Process
4. TCM Quality Meeting #4
  - a. Quality Culture
5. TCM Quality Meeting #5
  - a. Quality-Overcoming Obstacles
6. TCM Quality Meeting #6

## **SECTION 4 - CONSTRUCTION PHASE – SHEET METAL** *(this section not available for distribution)*

1. Sheet Metal Quality Checklist
2. Sheet Metal Quality Checklist Reference Guide
3. Quality Talks (reference sheets)
  - a. *Air Distribution Installation*
  - b. *Balancing Dampers & Barrel/Spin-in Dampers*
  - c. *Ductwork Accessories & Equipment Storage & Protection*
  - d. *Ductwork Hangers*

- e. *Duct Testing & Sealing*
- f. *Fan Coils*
- g. *HVAC Systems Cosmetics*
- h. *Double Backs & Hangers*
- i. *Electric Duct Heaters*
- j. *Equipment Shipping, Receiving & Inspecting*
- k. *Fans*
- l. *Grease Ducts*
- m. *Job Site Inspections*
- n. *Locate Roof Openings*
- o. *Phoenix Control Valves*
- p. *Rigging & Crane Set*
- q. *Roof Curbs & Openings*
- r. *Sheet Metal Ductwork & Connections*
- s. *Smoke Detectors*
- t. *Vibration Isolation*
- u. *VAV's & FPT*
- v. *Water Source Heat Pump*

**SECTION 5 – CONSTRUCTION PHASE – PLUMBING** *(this section not available for distribution)*

1. Plumbing Quality Checklist
2. Quality Talks (reference sheets)
  - a. *Acid Waste Butt Fusion*
  - b. *Condensate Piping*
  - c. *Domestic Water Copper*
  - d. *Roof Drains, Waste & Vent (hub & spigot)*
  - e. *Acid Waste Fuseal*
  - f. *Fixtures*
  - g. *Roof Drains, Waste & Vent (no hub)*
  - h. *Threaded Carbon Steel*
  - i. *Acid Waste Mechanical Joint*
  - j. *Domestic Water Copper/Galvanized*
  - k. *Medical Gas & Vacuum*
  - l. *Roof Drains, Waste & Vent (PVC)*
  - m. *Acid Waste Socket Fusion*
  - n. *Domestic Water PVC/CPVC*
  - o. *Natural Gas CSST*
  - p. *Water Heaters & Water Softeners*

**SECTION 6 - CONSTRUCTION PHASE – PIPING** *(this section not available for distribution)*

1. Piping Quality Checklist
2. Quality Talks (reference sheets)
  - a. *Double Backs & Hangers*
  - b. *Installing Anchors*
  - c. *PVC and CPVC*
  - d. *Silfloss Copper*



- e. *Threaded Carbon Steel*
- f. *Sweat 95-5 Copper*
- g. *Flushing & Testing*
- h. *Setting Pumps*
- i. *Chain Falls & Come Alongs*
- j. *Flanged Connections*
- k. *Grooved Carbon Steel*
- l. *Refrigerant Piping*

**SECTION 7 - CONSTRUCTION PHASE – START UP** *(this section not available for distribution)*

1. Start-up Quality Checklist
2. Quality Talks (reference sheets)
  - a. *Smoke Detectors*
  - b. *Split System Heat Pumps – A/C*
  - c. *Refrigerant Piping Start-up Installation*
  - d. *Air Handler*
  - e. *Fan Coils*
  - f. *Water Source Heat Pump*
  - g. *Electric Duct Heaters*
  - h. *Mini Spit System Heat Pumps – A/C - R410A & R-22*
  - i. *Rooftop Packaged A/C*

**SECTION 8 – CONSTRUCTION PHASE - SPECIALTY & SUPPORT SERVICES**

1. Plumbing and Piping Prefabrication Quality Assurance & Control Checklist
2. Shipping & Receiving Quality Assurance Program
3. Tool Repair Quality Assurance Program

**SECTION 9 – PROJECT CLOSE-OUT**

1. Project Close Out – Quality Start-up Checklist
2. Start-up Authorization Order Form
3. 50% Start-up Meeting Information & Objectives
  - a. Quality Kick Finish Agenda Form
4. 80% Start-up Meeting Information & Objectives
  - a. Quality Pre Start-up Meeting Form
5. 90% Start-up Meeting Information & Objectives
  - a. Quality Start-up Meeting
6. Quality Project Close Out Form
7. Quality Project Close Out Policy

# QUALITY PLAN OUTLINE

## Sheet Metal, Piping & Plumbing

1. **Customer's Expectation**
  - a. Quality Meeting
    - i. List of requirements from customer
  - b. Review On-site Quality Program

## Management & Execution

2. **Quality Leadership**
  - a. Personnel Requirements
    - i. Quality Manager
    - ii. Quality Specialists – Superintendents, General Foreman, & Foreman
    - iii. Quality Assurance – Superintendents will walk project prior to the next QC walk to assure previous deficiency list is in compliance & completed
    - iv. Quality Training
      1. Fire stop fire / smoke dampers
      2. Code clearances & requirements
3. **Site Inspection & Sequence**
  - a. Plans, specs, & scope
  - b. Quality standards by system
  - c. Equipment procurement
  - d. Submittals
    - i. Manufactured materials
    - ii. Manufactured equipment
4. **Our Trades & Sub-Contractor Workmanship**
  - a. Quality inspections by Trade / Sub-Contractor / System
    - i. Ten focus points of inspection
    - ii. Pictures
    - iii. Inspection punch list
5. **Vendors**
  - a. Vendor supplied Equipment
    - i. Quality inspection
6. **Weekly Resolution of Issues**
  - a. Closeout
    - i. Start-up / Monthly Maintenance
    - ii. Punch list / sign off Process & Procedures
    - iii. O & M Manuals
    - iv. Air balance
    - v. As-Builts
    - vi. Turn over & sign off
7. **Litigation Elimination & Protection**
  - a. Daily reports

## QUALITY MANAGEMENT PROCESS

**Quality Management** will help us to improve the quality of mechanical systems and customer service produced by each of our Comfort Systems USA Southwest (CSUSA SW) teams improving our individual department cores.

**Quality Management** is the ability of our team to produce the required systems and service which meets the quality requirements and needs of our customers for the life of a building.

**Quality Management** is a critical path process within all of our projects, it helps us to ensure that the deliverables produced, actually meet the requirements of our customer. This Quality Management Process will help us to build quality systems by listing in depth the steps needed to perform specified requirements.

**By implementing a *Quality Management Plan along with Quality Standards*, we can implement Quality Processes & Procedures needed to produce quality products and services which exceed our customer's expectations.**

### **Quality Management Check Points**

To ensure that our objectives meet the customer's requirements, we need to implement a rigorous Quality Management Process with check points. This process defines the Quality Assurance "Checklist of Standards" for the different departments and check points. The Quality Control Standards & Techniques must require us as, a company, to assess the level of product quality and service for each phase of our projects. The target to start will be our "Top 15" Projects List, plus any other projects requiring quality assurance by CSUSA SW Management.

### **Quality Walk-thru (field only)**

This Walk-thru helps us to measure the current level of craftsmanship quality of each of our mechanical systems and services of a particular project, against our project contract, specifications plans, and standards. Any quality deviations are identified and a list of quality improvement action items are listed.

### **Check List of Standards by System & Trade**

The "**Check List of Standards by System & Trade**" is a list of things we need to check for a specific system and trade at a scheduled Quality Walk-thru at particular point of the project. The purpose of the Checklist of Standards is to identify the current status of each system and determine whether it meets the CSUSA SW Quality requirements and, is therefore ready for customer signoff. Monitoring the list of deficiencies and the quality improvement action items are a core part of controlling the project and the quality of each mechanical system.

Our Quality Plan may also be called a "*Quality Control Process*" or a "*Quality Assurance Process*".

### It will help us to:

1. Perform Quality Assurance and provide our customers with the same assurance.
2. Provide a focus on quality objectives to be met by each of our teams.
3. Determine how those quality objectives will be measured.
4. Figure out how and what's required to accurately measure quality.
5. Identify quality issues and action items required to improve quality.
6. Report on the overall level of quality achieved with a walk thru of Quality Specialists and our **"Check List of Standards by System & Trade"**.
7. Undertake Quality Control to control the actual level of quality delivered as a challenge.
8. Implement quality management to meet customers needs and requirements.
9. Complete quality improvement to improve quality and our bottom line.

### Quality Check Points & Quality checklists by Department

- Estimating Quality turn-over checklist
- PM Quality turn-over checklist
- CAD Quality turn-over checklist
- Materials Management Quality turn-over checklist
- Plumbing field & Pre-fab Quality checklist of Standards
- Piping field & Pre-fab Quality checklist of Standards
- Sheet metal field & Pre-fab Quality checklist of Standards
- Start-up Quality checklist of Standards
- Project close-out Quality checklist

# QUALITY PLAN

## QUALITY ASSURANCE & CONTROL

The overall responsibility for ensuring quality for delivery of a project rests with the Quality Manager. The Quality Manager is independent from the Projects Management Team. He would have access to all work areas and the organizational freedom to identify quality issues, initiate, recommend, and provide solutions to quality issues, verify resolution of each issue, and assure that the further processing, delivery, installation, and use of nonconforming equipment, materials, and practices that are deficient or that do not meet the Quality Standards Requirement issues. --- **VERY HIGH LEVEL OF AUTHORITY**

### Specific objectives of Quality Assurance & Control

1. Assignment and enforcement of task team from CSUSA SW's trained Quality Specialists to supervise the quality of each of our trades on a specific project.
2. Supervise our Quality Process for specific projects.
3. Participation in management decisions for shop and field processes and activities, to ensure quality thru the entire process.
4. Review and control the delivery, installation, start-up, and operation of nonconforming items or activities when notified by our customer or one of our Specialists.
5. Review installed systems for specification compliance to drawings for items fabricated/ assembled /installed.
6. Provide quality training when necessary.
7. Obtaining appropriate ASME certificates.

The QA Manager assigns a QC Specialist or a group of Specialists for each particular trade who will have direct responsibility for quality control over that project. The QC Specialist has authority to stop work, initiate controls for further examination and testing of a particular piece of equipment, system or material to control operations affecting quality, and to review and verify the necessary documentation to assure activities conform to the Quality Program, governing code and specification requirements.

The Quality Manager supervises Quality Specialists, who perform various quality verification activities under his direction. The Quality Specialists conduct their verification activities in accordance with the CSUSA SW Quality Standards. The Quality Manager develops these standards at the direction of (and with substantial input from) senior shop and field management. This planned programmatic approach is designed to ensure that code and contract specification quality is achieved.

The Project Manager and Superintendent are responsible for achieving a standard of quality with the installed mechanical systems at each specific project location. The Quality Manager is responsible for verifying the achievement of quality objectives. For each of its projects, CSUSA SW/Comfort Systems USA relies on a program of planned and documented monthly activities to assure the customer that the codes, standards, drawings, and specifications included in the contract documents in compliance.

### **Comfort Systems USA Southwest/Comfort Systems USA Categories of Quality Control**

**ASME Power Boiler/Pressure Vessel Quality Program** - This program addresses the fabrication, assembly, and repair of power boilers and pressure vessels. Use of this program is mandatory whenever the bid or awarded contract involves work on power boilers or pressure vessels.

**Mechanical System Quality Program** - This program is directed towards mechanical work that is installed by TCM but recognizes such codes as API (American Petroleum Industry), Specification 1104 (petroleum piping), ANSI (American National Standards Institute), Specifications B31.1 and B31.3 (power and chemical plant piping), and AWS (American Welding Society) Specification D.1.1 (code for structural steel) as well as the local and International Mechanical Codes requirements.

Whenever a Project Manager and Superintendent are assigned a project, they are responsible for meeting with the Quality Manager to discuss work scope, specifications, and code requirements. Using the contractual scope of work as a guide, the Project Manager and Quality Manager then jointly determine how best to implement the applicable Quality Program. CSUSA SW/Comfort Systems USA considers this process of determining a strategy for documenting work activities and defining a work control methodology to be of utmost importance. The company sees the use of Quality Control methods as an essential part of a comprehensive management control system.

# QUALITY PROGRAM

CSUSA SW/Comfort Systems Quality Program shares the following common features and requirements:

## **Documentation & Records**

At the start of a project the implementation of either of the standard Quality Programs, the Quality Manager, Project Manager, and Coordinator review the Project Specification in order to identify those documents and records that must be maintained, assembled, and turned over to the client at the completion of a project. After consulting the customer and Quality Manager, the Project Coordinator will prepare an annotated listing of these items, called the Quality Plan in Writing (QPW). The QPW keeps the customer abreast in writing of CSUSA SW's intentions and plans for satisfying the technical specification, the construction code, and the appropriate Quality Program documentation requirements. The publication of this QDP early in the project reduces conflicts and clarifies the client's documentation expectations at project completion.

## **Indoctrination**

At the start of each project, each member of the project management team receives formal training relevant to his job description. As part of this process he is given information on the technical specification, the Quality Program, and Project Procedure requirements. The Quality Manager, Project Manager, and Superintendents are jointly responsible for providing complete and accurate direction in order to ensure that quality procedures are properly implemented and that inappropriate activities are adequately documented as well as corrected.

## **Procurement**

As it becomes necessary to procure material and mechanical equipment for projects, Purchase Orders (PO's) are prepared as detailed in the specification requirements. Each PO for materials must list the relevant specification. Each PO must state whether Certified Material Test Reports (CMTR's) or vendor Certificates of Compliance (COC's) must be completed at the factory and the appropriate compliance reports accompany each shipment. The Project Manager is responsible for indicating a clause statement on the PO indicating domestic or NAFTA products per the technical specification. The Project Coordinator is responsible for ensuring that a copy of each PO is available at the jobsite for use during receiving and inspecting of each delivery.

## **Material Control**

As materials are received at the jobsite, their receipt must be posted to a Purchase & Delivery Log that is maintained at that location. When materials are received, they must undergo a basic receipt inspection by the Superintendent to determine quantity, damage, identification marks, proper type/size, and grade. The Superintendent completes receiving documentation and records this date in the Purchasing & Delivery Log. The accompanying certificates and invoice/packing slip must have the PO number written on them and must be initialed by the person who received and inspected the shipment.



Many projects use piping and sheet metal of differing grades, thickness, and steel types. Frequently mill markings are lost when sheet metal or pipe is cut to size. Once the material is installed this lack of identification can make it difficult or impossible to distinguish (i.e. mild steel and chrome-molly piping). In order to prevent costly errors and ensure compliance with specifications, all lengths of pipe must be inspected upon delivery to the shop or job site. Unless other arrangements are made, the Superintendent is responsible for ensuring that this requirement is met.

### **Drawing Control**

As drawings and specifications are received, the CAD Coordination Manager for that particular project along with the Quality Manager are responsible for logging each electronic drawing in a electronic file list that include the revision level and document number. This electronic Document Log serves multiple purposes. Initially, it organizes and accounts for all contract documents. It provides a way to identify revisions to drawings and to distinguish the revised drawings from the drawings originally used to bid the work; this process will be used for identifying out-of-scope extras that project management can use in determining costs for change orders.

Finally, it ensures that our craft leadership is working with drawings that include the latest revisions. Project management is responsible for reviewing revised drawings and distributing them to field trades, subcontractors, and vendors as soon as possible.

## **SPECIAL PROCESSES**

Three processes require special QC procedures, as defined in the subsections below:

### **Welding**

CNF Industries maintains an extensive library of certified welding procedures. Welding procedures exist for the joining of mild steel and high-and low-alloy steels, either to themselves or to different family groups. At the start of each project, the Quality Manager reviews the project specifications and furnishes the Project Manager with a list of appropriate welding procedures. The Project Manager then submits this list to the customer for approval. No project can start until documented acceptance of CNF's welding procedures is received from the client. In addition, prior to the start of welding the Project Manager is responsible for meeting with the Quality Manager to ascertain whether CNF's welders are qualified to work to the approved welding procedures and whether their certification papers are current.

To minimize the number of qualification tests and the costs of welder certification, CNF has developed a system to consolidate tests and to maintain an extensive file on all welders who have been previously qualified in CNF's welding procedures. In order to keep this system current each Project Superintendent is responsible to make available the welder certifications to the Quality Manager when requested.

### **Nondestructive Examination**

Frequently, technical specifications or the building code require that a Non-Destructive Examination (NDE), such as radiography or magnetic particle examination, be performed on each weld or on certain typed of welds. Whenever such examinations are required, the Project Manager is responsible for ensuring that an NDE Report exists for each such examination and that the report properly identifies each weld with the weld number, drawing number, and job number. If the weld cannot be traced, it has to be re-examined. This re-examination can have substantial impact on the completion date of the system.

On projects whose construction code require surface weld examination, CNF Industries can perform liquid penetrate and magnetic particle examinations in-house, but most subcontract radiography. The Quality Department maintains a list of approved radiography subcontractors.

### **Heat Treatment**

Post-Weld Heat Treatment (PWHT) is a costly process, governed by code requirements, and must be closely managed. A time-temperature recording must be made for all welds requiring PWHT. The strip chart must be traceable to the weld, have proper heat-up rate, soak temperature and time, and have the proper rate of cool down indicated. The Project Manager and the Quality Control Inspector are jointly responsible for reviewing all PWHT charts before they are formally turned over to the customer.

### **Cleaning, Pressure Testing and Flushing**

CSUSA SW/Comfort Systems USA maintains Quality Standards & Procedures to aid the Project Manager in the proper performance and documentation of flushing, cleaning, and pressure-testing tasks. The equipment necessary to perform these tasks is available through the Quality Department.

Cleaning, flushing, and pressure testing can be complex, time-consuming and costly procedures, requiring considerable coordination and planning. The Quality Manager and Superintendent are responsible for reviewing a project's technical specifications at the start of the project in order to identify the project's requirements in these areas. It's expected, within reason, that the Superintendent will consult with the Quality Manager in order to obtain help in selecting the most cost-effective methods for performing these processes.

### **Sub-Contractor and Sub-vendor Control**

Subcontractor and vendor conformance to code, specification, and Quality Program requirements is monitored by CSUSA SW/Comfort Systems USA entire management team during the entire construction of the project. The Project Manager normally confers with the Quality Manager to establish surveillance of sub-contractors with an audit checklist. The Quality Manager will perform these surveillance activities with a Quality Specialist as needed to ensure that sub-contractors and their vendors are complying with the intent and objectives of the project specification. The Quality Program will detail the methods used to identify, control, and resolve any deficiencies or non-conforming conditions that may be detected.

### **Nonconformance & Corrective Actions**

Should nonconformance in materials, tests, processes, or workmanship be detected, provisions exists within the Quality Program for identifying, segregating, and controlling the further processing of those items or deficient workmanship activities. The deficiency is recorded on a Nonconformance Report and, where practical, the defective item is tagged, painted, or stamped to segregate this particular material, piece of equipment, or system in the project until the deficiency is corrected. Acceptable resolutions to nonconforming conditions are determined jointly by the Superintendent and Quality Manager but implemented by the Superintendent and his foreman.

All Nonconformance Reports are maintained as part of the project's jobsite records. The Quality Manager will schedule and perform jobsite visits to review the documents to detect trends that are adversely affecting the attainment of the quality objectives of each project. Any trends that are realize will require the initiation of weekly corrective action meetings until the Quality Manager deems the deficient item, process, or procedure as corrected and to his satisfaction.

**Estimator's Quality**  
**Head Start Exclusion/Clarification Sheet**

<b>1. In The Beginning</b>	
Did you get the Job Info sheet from the estimator completely filled out as much as can	
Job Info Sheet should be distributed by Gayle to all the appropriate people	
Did you get the original Bid Proposal from the estimator	
Is the headstart meeting going to be the turnover meeting? Smaller projects	
Did you get the bid package from the estimator?	
Is this a LEED Project?	
Is this a buy American project?	
Is this a prevailing wage project?	
Is there demolition req? Also is there cut & make safe req?	
Is this an OCIP project?	
Determine when drawings will be distributed and to whom.	
<b>2. Equipment - Suppliers - Are they a National Account?</b>	
Have we made any commitments to any suppliers?	
Do we have multiple quotes (3) for equipment suppliers?	
Do we have quotations for all equipment listed on the equipment schedules?	
Review all equipment suppliers for completeness, compliance with specs	
Do we have all accessories? – i.e. – filters, filter racks, isolators, hose kits	
Economizers, mixing boxes, motorized dampers, OSA dampers, low ambient	
Spare parts, spare filters, special filters	
Extended warranties - i.e. 5 yr compressor warranties	
Factory startup, factory training	
<b>3. Controls &amp; Control Wiring (Have we made any commitments?)</b>	
Wiring, conduit	
Labor to mount control valves?	
Start up & programming (if we have the installation)	
Auxiliary controls on fans, air handlers, etc	
<b>4. Rental Equipment</b>	
Are scissors/booms based on the rough-in time?	
Is it a quote or an estimate? Is there a budget by trade?	
What is the working height of our installers?	
Excavation/Shoring?	
<b>5. Subcontractors (Have we made any commitments?)</b>	
Review scope on all subcontractors - is the complete scope quoted?	
Is each sub tied to project schedule?	
<b>6. Grey Areas</b>	
Leveling of curbs, cutting or framing of roof openings	
Structural steel supports, framing of roof openings	
Loose starters–i.e. for AHU's, EF's, EC's, Kitch. hood, interlocks, towers, pumps	
Secondary condensate drain pans and condensate lines required by code	
Duct smoke detectors – and wiring of smoke detectors	
Start Up Hours - do they include training or commissioning? Training Video	

<b>7. Air Distribution and Miscellaneous</b>	
Test & balance – did we include testing of fire/smoke dampers; smoke detectors?	
Ductwork – types, insulation, special requirements	
Ductwork - is G60 or G90 required?	
General sheet metal or Pre-finished GSM	
Kitchen hoods – installation, ansul system, Pabco or fire-rated enclosure	
Commissioning – is true commissioning required? Hour for tech?	
Training - is video training required?	
<b>8. Plumbing &amp; Piping - QuickPen takeoff or Budget Tool?</b>	
Piping - what type for each system? Coil details & valves per TCM standard?	
Plumbing - what type for each service?	
Plumbing - Temporary water or waste to GC trailers? Billed as extra?	
Plumbing - Med Gas - responsibility for inspection & certification? Wiring to Alarm Panel	
Refrigerant specialties – XP valves, filter driers, solenoid valves, Freon required?	
Plumbing - do we have a complete fixture quote?	
Miscellaneous - fire caulking, access doors, tagging, valve charts	
How many Cad hours figured as a % of field labor	
How much supervision is included?	
Clarify the excavation, backfill and the spoils.	
Water treatment/ 120volt wiring/ one year service	
<b>9. Standard Exclusions</b>	
Bond, permit, meters, taps, fees, landscaping, fire protection, electrical work.	
Fire dampers or smoke detectors not shown on the drawings	
Housekeeping pads, poured or formed concrete	
Patching, painting, roof repair, ceiling repair, concrete, asphalt, or landscaping repair	
Framed openings, including steel or wood framing, floor and masonry block outs	
Standard warranty is one year from substantial completion or beneficial occupancy	
Proposal does not imply spatial allowance or acceptance of function of HVAC design.	
Site utilities, final connection to site utilities	
Hard rock or caliche excavation, Import of new dirt	
120 volt interlocks	
<b>10. Other Requirements</b>	
CAD requirements & scope of work	



## PM's Quality Turnover Checklist

Date: \_\_\_\_\_ Job Name: \_\_\_\_\_ Job Number: \_\_\_\_\_

**Plans, Specifications, and Addenda** (*These have been distributed*)

**Project Information Sheet** (*This has been distributed*)

PM- \_\_\_\_\_ 602- \_\_\_\_\_ - \_\_\_\_\_

Project Coordinator- \_\_\_\_\_ 480-940-8400 Ext \_\_\_\_\_

**Review reduced Site Vicinity Map-On the drawings**

**Review Estimator's Proposal-w/inclusions, exclusions**

**Review V.E. items taken:**

**Review Contract Scope of Work: "verbal agreements" (if any)**

**Compare Contract Scope of Work with our proposal:**

- Distribute and Review Field Work Order (*this has been distributed*)
- CAD department scope and kick off requirements
- Quality Requirements by contract
- Quality Requirements by CSUSA SW

**Materials management buyout estimate and field take off**

- Duct and Pipe Standards-Foremen to verify approved
- Submittals/Submittal Information Sheet-By: Completed
- Lead times on equipment or material

**Set dates for 100% Quality takeoffs-**

- Sheet Metal \_\_\_\_\_ ○
- Piping \_\_\_\_\_ ○
- Plumbing \_\_\_\_\_

**Assignments & Points of Responsibility**

**Project Schedule** (*this has been distributed*)

**Sample forms to use – i.e. RFI's, Start-up, etc.**

**Attic stock included/excluded**

**Start-up information that is needed**

- Warranty duration? \_\_\_\_years
- Equipment vendors tied to extended warranty? \_\_\_\_\_
- Duct detectors / who furnishes? Are there remote test stations? If so, who wires? \_\_\_\_\_
- Is unit shut down wiring in CSUSA SW's scope? \_\_\_\_\_
- Thermostats / who furnishes, installs, wires and programs? \_\_\_\_\_
- Low ambient kits \_\_\_\_\_
- Economizers \_\_\_\_\_
- Field installed accessories and safeties. i.e. TXVs, Solenoid valves \_\_\_\_\_
- Special filtration needs. \_\_\_\_\_
- Factory Start-up /Our Start-up Department needs to fill out forms in advance of factory startup \_\_\_\_\_
- Drawings and submittals need to be included for Start-up
- Proposal less pricing
- Start and completion dates. Information needed for Start-up for the completion date
- Startup Authorization Forms need to be filled out and submitted to Start-up Department Manager to schedule start-ups

**Warranty calls to Start-up Dispatch such as:**

- Who called
- Company
- Contact Information
- What the issue is
- Before determining warranty distinguish if it is damage or warranty

**Quality Close-Out Procedures**

**Special Safety Requirements**

**Team Project Goals**

- Successful Project
- Meet or beat the hours, materials & rental budgets
- No accidents

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## CAD QUALITY CHECKLIST

Date: \_\_\_\_\_ Project System Label: \_\_\_\_\_  
 Name: \_\_\_\_\_ Project Building: \_\_\_\_\_  
 Number: \_\_\_\_\_ Area/Room: \_\_\_\_\_  
 Inspected By: \_\_\_\_\_ Floor: \_\_\_\_\_

**Field/Hanger/Submittal Drawings** (check all that apply)

- |     | YES                      | NO                       | N/A                      |  |
|-----|--------------------------|--------------------------|--------------------------|--|
| 1.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct CSUSA Title Block information - Job Name and Project # |
| 2.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check Key Plan layout accuracy with ALL trades                           |
| 3.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check reference sheet information is noted                               |
| 4.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct sizing, heights, dimentions, and system labeling       |
| 5.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check that annotation, grids ,and font sizes are readable                |
| 6.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check that the proper scale is noted                                     |
| 7.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct xref's per submittal type (relative path)              |
| 8.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | peer review to check for quality of document                             |
| 9.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | export DWG as PDF to project submittal folder                            |
| 10. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | print two sets, one for the field and one for as built                   |
| 11. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | document drawing release date information on job submittal tracking form |

**Spool Drawings:** (check all that apply)

- |    | YES                      | NO                       | N/A                      |  |
|----|--------------------------|--------------------------|--------------------------|--|
| 1. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct CSUSA Title Block information - Job Name and Project # |
| 2. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct delivery date information                              |
| 3. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | verify BOM report numbers and pieces match drawing                       |
| 4. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct sizing, hights, dimentions, and system labeling        |
| 5. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | peer review to check for quality of document                             |
| 6. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | export DWG as PDF to project submittal folder                            |
| 7. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | print set for the shop   |
| 8. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | document drawing release date information on job submittal tracking form |



**MAP Sheet Drawings:** (check all that apply)

- |     | YES                      | NO                       | N/A                      |  |
|-----|--------------------------|--------------------------|--------------------------|--|
| 1.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct CSUSA Title Block information - Job Name and Project # |
| 2.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct ONMI Duct delivery date information                    |
| 3.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct system and spool number                                |
| 4.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | verify BOM report numbers and pieces match drawing                       |
| 5.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct sizing, heights, dimentions, and system labeling       |
| 6.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | peer review to check for quality of document                             |
| 7.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | export DWG as PDF to project submittal folder                            |
| 8.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | fax PDF's to the job foreman   |
| 9.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | receive foreman field changes/updates                                    |
| 10. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | note field joint connections   |
| 11. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | verify BOM report numbers and pieces match updates                       |
| 12. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | peer review to check for quality of document                             |
| 13. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | note pre-fab and install hours   |
| 14. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | note field delivery date   |
| 15. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | fax/CAM MAJ and to OMNI Duct   |
| 16. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | export DWG as PDF to project submittal folder                            |

**As Built Drawings:** (check all that apply)

- |    | YES                      | NO                       | N/A                      |  |
|----|--------------------------|--------------------------|--------------------------|--|
| 1. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check for correct CSUSA Title Block information - Job Name and Project # |
| 2. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | check Key Plan layout accuracy with ALL trades                           |
| 3. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | receive foreman field changes/updates from original as built submittal   |
| 4. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | verify ALL valve labels and numbering (keep in mind owner needs)         |
| 5. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | peer review to check for quality of document                             |
| 6. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | export dwg as PDF to project submittal folder                            |
| 7. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | print set for the PM   |
| 8. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | document drawing release date information on job submittal tracking form |

## CAD Quality Coordination Milestone Checklist

**Required Information:** *Please provide information and direction for the following milestones.*

### Estimating

Review with estimating CSUSA SW proposal for the project BIM/CAD scope of work  
**(week one)**

Project BIM Files in a DWG or Rivet format including civil **(week one)**

Copy of estimating approved shopping list of Valued Engineered areas & items  
**(week one)**

Copy of the most recent construction and BIM schedule, with BIM milestones  
**(week one)**

Receive and review Project Specs for BIM, detailing, CAD coordination and CAD as-builts  
**(week one)**

Contact information for the person responsible for the modeling process and understanding of what our customers' expectations are

Equipment & Material selections and Submittals to Field, BIM, and Materials Management personnel for Sheet metal, Plumbing, & Piping above ground & underground materials preliminary procurement **(week one or as soon as possible)**

Review with General Contractor the Copy of CSUSA SW BIM contract scope of work, for detailing, coordination, and trade work **(week one)**

Agree on BIM Scope of Work between General Contractor, CSUSA SW, and other BIM sub contractors. What are the specific requirements and customers expectations and use for the BIM model **(week two)**

### Project Management

Equipment and Material selections and Submittals in priority for: (then updated with the approved copy)

- Underground all Equipment, Pipe, Valves, & Fittings **(week two)**
- Overhead Pipe, Valves, Fittings **(week two)**
- Equipment, curbs, dampers, control valves, and special rough-in items **(week two)**
- All Mechanical and Electrical Equipment **(week two)**

All RFI'S written to date(CAD to draw & cloud on the coordination drawings until the RFI is answered) and drawings reflect the current changes and information **(week two)**

Preliminary BIM Underground Coordination meeting sign-off **(week three)**

Final underground materials take-off for procurement **(week three)**

Final BIM Underground or first area Coordination sign-off **(week four)**

## Quality CAD Coordination & Model Kick Start Checklist

**Please check the appropriate boxes to determine CSUSA SW SCOPE OF WORK:**

Coordination lead  
Draw Site utilities  
Draw Waste and Storm Drains Special equipment footings & conduits  
Owner provided special equipment ducts, piping, & conduits  
SES duct banks  
Communication conduits  
Footings, Pipe, & conduits to misc equipment  
Underground chilled & hot water  
Underground Medical Gases  
Underground Natural Gas (after the meter)  
Underground domestic water  
Underground condenser & chilled water piping  
Underground fire protection  
Draw underground plumbing  
Draw structural grade beams & footings  
Draw underground electrical pipes 2" and larger  
Sheet metal, piping, & plumbing hanger drawings  
Draw electric doors & above ceiling motors  
Draw ductwork & equipment above ceilings  
Draw pipe, valves, & fittings above ceilings  
Draw plumbing & roof drains above ceilings  
Draw light fixtures  
Draw cable trays above ceilings  
Draw plumbing in walls Draw  
structural elements Draw  
walls, ceilings, & soffits  
Draw owner provided equipment  
Draw fire protection  
Draw pneumatic tube systems  
Electrical duct banks  
Draw concrete  
Draw masonry  
Draw shaft openings  
Draw equipment supports  
Draw ceiling & wall access doors  
Draw service access areas hatched on drawings (*for our equipment*)  
Draw above ceiling and wall Medical Gas  
Draw SES entrance sections  
Draw above ceiling electrical conduits 2" and larger  
Draw electrical conduit racks with trapeze hangers  
Owner special equipment and systems (*please be specific*)

## Quality CAD Coordination & Model Schedule Outline

**Required Information:** *Please provide information and direction before the following milestones*

Review with estimating our proposal for the project CAD/BIM scope of work  
When \_\_\_\_\_ and where \_\_\_\_\_ do we get the Project BIM Files in a DWG

format including civil? Provide the project DWG Files including civil **(week one)**  
Review and provide a copy of the project's approved Valued Engineered areas & items **(week one)**

Provide a copy of the most recent construction and BIM schedule with the BIM model milestone deadlines.

Receive and review Project Specs for start up, modeling, and coordination of our systems **(week one)**

Who do we talk to to discuss our BIM Scope of Work and our authority over the other sub contractors involved in the model

What are the customer's expectations and specific uses of the model?

### Project Management

Equipment models and material submittals to BIM personnel and Materials Management for Sheet metal, Plumbing, & Piping for the above ground & underground materials preliminary procurement **(week one)**

Submittals in priority for *(then updated with the approved copy)*

Underground all Equipment, Pipe, Valves, & Fittings **(week one)**

Overhead Pipe, Valves, Fittings **(week one)**

Equipment, curbs, dampers, control valves, and special rough-in items **(week four)**

All mechanical and electrical equipment **(week four)**

When can we have our equipment and material selections made and submittals in the following priority?

All RFI'S written to date, to be drawn, & clouded on the CADD drawings until the RFI is answered and drawings reflect the up-date decisions and information. What is the RFI process for communication changes with CAD? **(week four)**

What is the communication process for RFI's for the project to and from CAD?



## INCOMING REQUISITION QUALITY CHECKLIST

Date: \_\_\_\_\_ Project System Label: \_\_\_\_\_  
Name: \_\_\_\_\_ Project Building: \_\_\_\_\_  
Number: \_\_\_\_\_ Area/Room: \_\_\_\_\_  
Inspected By: \_\_\_\_\_ Floor: \_\_\_\_\_  
inspected by: \_\_\_\_\_ FLOOR: \_\_\_\_\_

### Incoming Requisition

- |    | YES                      | NO                       | N/A                      |  |
|----|--------------------------|--------------------------|--------------------------|--|
| 1. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is the order on a requisition form?            |
| 2. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are the requisitions formatted by commodities? |
| 3. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are the headers completely filled out?         |
| 4. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are common items group together?               |
| 5. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Quantities in per each format?                 |

### Before the Order Goes Out

- |    | YES                      | NO                       | N/A                      |   |
|----|--------------------------|--------------------------|--------------------------|---|
| 1. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are the quantities in agreement?            |
| 2. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Are the products conforming to requisition? |
| 3. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Can the vendor meet schedule?               |
| 4. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Release with zero backorders?               |

## **MATERIALS MANAGEMENT QUALITY REQUISITION PROCEDURES**

In an effort to continue the process of guaranteeing us the best value for our dollar, and meeting our compressed deadlines; we ask that requisitions for materials be broken down into the following general groups. This process is in line with the way material is requested during the buyout process.

### **PIPE AND FITTINGS**

- y Separate by material type and size. Copper- STD. BLK-316SS-SCH80 PVC-NO HUB
- y Group similar fitting together, align with material type. 90's tee-cleanouts-couplings

### **VALVES**

- y Group by the type and end connection. Butterfly, Ball, Gate/Sweat, THD, WLD
- y Include manufacturer and model information

### **SPECIALTY ITEMS**

- y Group similar items together. Thermometers- Gauges- Pot feeders- Grease traps
- y Be specific and include pertinent information. Align request with submittals
- y Remember insertion lengths, ranges, face size, connections, etc

### **HARDWARE**

- y Includes hangers, strut products, fasteners, anchors, rebar, gripple/duro dyne
- y Group similar products by size

### **GENERAL SHEETMETAL**

- y Flashings, manufactured curbs, specialty fittings
- y Items for outside fabrication

### **DUCT**

- y All spiral and round fittings part of a spiral order- direct to Omni
- y Group similar products- flex, dampers, taps, danduits, individual fittings

### **CONSUMABLES**

- y Fire caulk, paint, sawblades, cement, wood, flux, solder, duct sealer
- y Bulk quantities of any item normally ordered from the crib
- y Be specific- arbor size, blade thickness, teeth per inch, silicone or paintable
- y 72 hours is the ideal time to allow for our functions to be successful. Vendors prefer 24 hours notice on deliveries. With hat being said, they have committed to next day as late as 3:30-4:00 pm
- y Encourage the use of proper forms- crane requests, coring sawcutting, rentals, etc
- y Not only do the forms contain necessary information but they are for our records

# Comfort Systems USA Southwest Quality Meeting

## (Meeting #1)

Job: \_\_\_\_\_ Date: \_\_\_\_\_

### Sheet Metal, Piping, & Plumbing

**Our Goal:** *Is to create a highly productive and configurable quality management system that helps everyone at CSUSA SW to track, analyze, and report on quality management initiatives including: product, equipment or system defects, supplier/vendor/sub-contractor defects, and customer objectives and requirements.*

- y Review our Quality Program (handout) – QC/QA Manager
- y What is Quality Control (handout) – QC/QA Manager
- y What are the Customer’s Expectations (handout) – Project Manager
- y Review our Quality Control deficiency list (handout) – Project Manager
- y What buildings and complete systems are we inspecting today– Foreman
- y Quality System inspection Walk-thru – Project Manager

#### 1. Quality System Inspections

- a. Quality sign off by system/building by our Trade Specific Quality specialist
  - Checklist of quality focus points for inspection by trade per system
  - Code clearances & requirements
  - 100% complete by trade
  - Quality workmanship
  - Communication with the customer/General Contractor
  - Quality Control report – inspection by trade per system

#### 2. Our Sub-Contractor Workmanship (insulation, controls, water treatment, Test & Balance, and fire caulking) Quality inspections by Sub-Contractor & System

- Checklist of quality focus points for inspection by trade per system
- Inspection list with sign-off

#### 3. Vendors

- a. Vendor supplied Equipment
  - Quality Inspection on delivery
  - Quality Inspection at start up
  - Equipment start up and sign-offs
  - Owner’s on-site training



## Meeting #1 Handout

### What Is Quality Control?

Quality control provides real-time monitoring of a quality process test. It provides us with a snapshot of the quality - status and performance of key construction activity characteristics. It's about evaluating and understanding risk.

### What Is Quality Assurance?

Quality assurance is about being "in control" of all major areas of your project ("key processes") so that you can assure quality. Being "in control" also reduces variation, which improves quality. "Control" and "variation reduction" are accomplished using consistent installation methods.

*Assuring quality, adding value, and utilizing a risk based approach is our target. Reducing the cost of quality and increasing profit are done by:*

- Get the job done right the first time.
  - To find & correct defects before your customer finds them.
  - Prevent defects from reoccurring.
- 

## Meeting #1 Handout

### What Is Quality Control?

Quality control provides real-time monitoring of a quality process test. It provides us with a snapshot of the quality - status and performance of key construction activity characteristics. It's about evaluating and understanding risk.

### What Is Quality Assurance?

Quality assurance is about being "in control" of all major areas of your project ("key processes") so that you can assure quality. Being "in control" also reduces variation, which improves quality. "Control" and "variation reduction" are accomplished using consistent installation methods.

*Assuring quality, adding value and utilizing a risk based approach is our target. Reducing the cost of quality and increasing profit are done by:*

- Get the job done right the first time.
- Find & correct defects before your customer finds them.
- Prevent defects from reoccurring.

# Comfort Systems USA Southwest Quality Program

## Meeting #1 Handout

**Our Goal:** *Is to create a highly productive and configurable quality management system that helps everyone at CSUSA SW to track, analyze, and report on quality management initiatives including: product, equipment or system defects, supplier/vendor/sub-contractor defects, and customer objectives and requirements.*

### Sheet Metal, Plumbing, Piping & Start-up

#### 1. Customer's Specifications and Expectations

- a. Quality Meetings
  - i. List of requirements and expectations from our customer
  - ii. Status report and system/equipment forms
  - iii. Job site walk-thrus & sign-offs

### Management & Execution

#### 2. Quality Leadership

- a. Quality Specialists – Superintendents, General Foreman, & Foreman
- b. Quality walk-thrus & sign-offs
  - i. Workmanship
  - ii. Code clearances & requirements
  - iii. 100% complete by trade

#### 3. Site Inspections

- a. Quality Standards checklist by piece of equipment
- b. Quality checklist by system
- c. Manufactured materials
- d. Manufactured equipment
- e. Quality workmanship
- f. Ten focus points of inspection
- g. Communication with the customer/general contractor

#### 4. Our Sub-Contractor Workmanship (insulation, controls, water treatment, Test & Balance and fire caulking)

- a. Quality inspections by sub-contractor & system
  - i. Ten focus points of inspection
  - ii. Inspection punch list with sign-off
  - iii. Owner's training

#### 5. Vendors

- a. Vendor supplied equipment
  - i. Quality inspection
  - ii. Equipment start up and sign-offs
  - iii. O & M's turned in & reviewed
  - iv. Owner's training (VFD's)

**6. Closeout and turnover with our Customer**

- i. Start-up / monthly maintenance
- ii. Punch list /sign-off process & procedures
- iii. Air Balance completed
- iv. As-Builts completed & turned over
- v. Turn over & sign-off

**7. Closeout and turnover training for Operations Personnel and Service Sales**

# Comfort Systems USA Southwest Quality Meeting

## (Meeting #2)

Job: \_\_\_\_\_ Date: \_\_\_\_\_

**Our Goal:** *Is to create a highly productive and configurable quality management system that helps everyone at CSUSA SW to track, analyze, and report on quality management initiatives including: product, equipment or system defects, supplier/vendor/sub-contractor defects, and customer objectives and requirements.*

### Sheet Metal, Piping, & Plumbing

- y Review our CSUSA SW Quality Plan (handout) – QC/QA Manager
- y What are the Customer’s Expectations (handout) – Project Manager
- y Review our Quality Control deficiency list (handout) – Project Manager
- y What buildings and complete systems are we inspecting today– Foreman
- y Quality System inspection Walk thru – Project Manager

#### 1. Quality System Inspections

- a. Quality sign-off by system/building by our Trade Specific Quality specialist
  - Checklist of quality focus points for inspection by trade per system
  - Code clearances & requirements
  - 100% complete by trade
  - Quality workmanship
  - Communication with the customer/General Contractor
  - Quality Control report – inspection by trade per system

#### 2. Our Sub-Contractor Workmanship (insulation, controls, water treatment, Test & Balance, and fire caulking) Quality inspections by Sub-Contractor & system

- Checklist of quality focus points for inspection by trade per system
- Inspection list with sign-off

#### 3. Vendors

- a. Vendor supplied equipment
  - Quality inspection on delivery
  - Quality Inspection at start-up
  - Equipment start-up and sign-offs
  - Owner’s on-site training

# Comfort Systems USA Southwest Quality Plan

(Meeting #2)

## Sheet Metal, Piping & Plumbing

### 1. Customer's Expectation

- a. Quality meeting
  - i. List of requirements from customer
- b. Review on-site Quality Program

## Management & Execution

### 2. Quality Leadership

- a. Personnel Requirements
  - i. Quality Manager
  - ii. Quality Specialists – Superintendents, General Foreman, & Foreman
  - iii. Quality training
    1. Fire stop Fire/smoke Dampers
    2. Code clearances & requirements

### 3. Site Inspection & Sequence

- a. Plans, Specs, & Scope
- b. Quality Standards by system
- c. Equipment procurement
- d. Submittals
  - i. Manufactured materials
  - ii. Manufactured equipment

### 4. Our Trades & Sub-Contractor Workmanship

- a. Quality inspections by Trade/Sub-Contractor/System
  - i. Ten focus points of inspection
  - ii. Pictures
  - iii. Inspection punch list

### 5. Vendors

- a. Vendor supplied Equipment
  - i. Quality inspection

### 6. Weekly Resolution of Issues

- a. Closeout
  - i. Start-up / monthly maintenance
  - ii. Punch list / sign-off process & procedures
  - iii. O & M manuals
  - iv. Air Balance
  - v. As-Builts
  - vi. Turn-over & sign-off

### 7. Litigation Elimination & Protection

- a. Daily reports

# Comfort Systems USA Southwest Quality Meeting

## (Meeting #3)

Job: \_\_\_\_\_ Date: \_\_\_\_\_

**Our Goal:** *Is to create a highly productive and configurable quality management system that helps everyone at CSUSA SW to track, analyze, and report on quality management initiatives including: product, equipment or system defects, supplier/vendor/sub-contractor defects, and customer objectives and requirements.*

### Sheet Metal, Piping & Plumbing

- y Review our Quality Process (two handouts) - QC Manager
- y Review our customer's specifications & expectations – PM
- y Review our Quality Control form and past deficiency list – PM
- y What are we inspecting today – Foreman
- y Quality System inspection Walk-thru – Foreman

#### 1. Quality System Inspections

- a. Quality sign off by system/building by our Trade Specific Quality specialist
  - Code clearances & requirements
  - 100% complete by trade
  - Checklist of quality focus points for inspection by trade per system
  - Quality workmanship
  - Communication with the customer/General Contractor
  - Quality Control report – inspection by trade per system

#### 2. Our Sub-Contractor Workmanship (insulation, controls, water treatment, Test & Balance, and fire caulking) Quality inspections by Sub-Contractor & System

- Checklist of quality focus points for inspection by trade per system
- Inspection list with sign-off

#### 3. Vendors

- a. Vendor supplied equipment
  - Quality inspection on delivery
  - Quality Inspection at start-up
  - Equipment start-up and sign-offs
  - Owner's on-site training

# Comfort Systems USA Southwest Quality Process

## (Meeting #3)

### Sheet Metal, Piping, Plumbing & Start-up

#### **1. Select your Missions, Goals, & Strategic Issues**

- a. Create a QA/QC outline and program
- b. Create quality standards for each trade
- c. Each trade creates a checklist for quality walks
- d. Raise the quality of our workmanship 3-5%
- e. Zero punch lists on our "Top 15" projects
- f. Document opportunities for process improvements
- g. Develop and document Action Plans

#### **2. Identify and document your Key Customers**

- a.
- b.

#### **3. Identify and document Customer's Key Needs based on data**

- a. Customer's Expectation
  - i. Quality meeting
  - ii. List of requirements from customer
  - iii. Review on-site Quality Program
- b. Quality Leadership, Management, & Execution
  - i. Personnel requirements
  - ii. Quality Manager
  - iii. Quality Specialists – Superintendents, General Foreman, & Foreman
  - iv. Quality training
  - v. Fire stop fire/smoke dampers
  - vi. Code clearances & requirements
- c. Site Inspection & Sequence
  - i. Plans, Specs, & Scope
  - ii. Quality Standards by system
  - iii. Equipment procurement
  - iv. Submittals
  - v. Manufactured materials
  - vi. Manufactured equipment
- d. Our Trades & Sub-Contractor Workmanship
  - i. Quality inspections by Trade/Sub-Contractor/System
  - ii. Ten focus points of inspection
  - iii. Pictures
  - iv. Inspection punch list

#### **4. Vendors**

- i. Vendor supplied equipment
- ii. Quality inspection



**5. Identify and document performance measures and key processes**

- a. Quality Outline & Plan
- b. Quality Control Spread sheet
- c. Weekly resolution of issues
- d. Closeout
  - i. Start-up/monthly maintenance
  - ii. Punch list/sign-off Process & Procedures
  - iii. O & M Manuals
  - iv. Air Balance
  - v. As-Builts
  - vi. Turn-over & sign-off

# Comfort Systems USA Southwest Quality Meeting

(Meeting #4)

Job: \_\_\_\_\_ Date: \_\_\_\_\_

## Sheet Metal, Piping, & Plumbing

**Our Goal:** *Is to create a highly productive and configurable quality management system that helps everyone at CSUSA SW to track, analyze, and report on quality management initiatives including: product, equipment or system defects, supplier/vendor/sub-contractor defects, and customer objectives and requirements.*

1. Review our Quality Culture (handout) QC Manager
2. Review our Customer's Specifications and Expectations – Project Manager
3. Review our Quality Control form and past deficiency list – Project Manager
4. Review the focus points of inspection for each trade and system (handout)
5. Review and discuss Job Box talk outline (handout)
6. What are we inspecting today
7. Quality System inspection Walk-thru

### 1. Quality System Inspections

- a. Quality sign off by system/building by our Trade Specific Quality specialist
  - Code clearances & requirements
  - Checklist of quality focus points for inspection by trade per system
  - 100% complete by trade
  - Quality workmanship
  - Communication with the customer/General Contractor
  - Quality Control report – inspection by trade per system

### 2. Our Sub-Contractor Workmanship (insulation, controls, water treatment, Test & Balance and fire caulking) Quality inspections by Sub-Contractor by System. When do they need to be a part of our meeting?

Checklist of quality focus points for inspection by trade per system

### 3. Vendors (Have we talked to them about our QC/QA, can we make it a part of our Purchase order)

- a. Vendor supplied Equipment
  - Quality Inspection on delivery
  - Quality Inspection at Start up
  - Equipment Start up and sign off's
  - Owner's on-site training

# Quality Culture

(Meeting #4)

The term has been worn out but the need is greater than ever. We've drifted back into a tool-based approach to quality that focuses on a few highly trained experts making our processes flow better and reducing any variation that upsets our customers. On the high end maybe 50 people in an organization of 5000 have achieved the prestigious title of quality or master at whatever. What about the other 4950? Too often to them it just seems like things are always changing while they have little control or influence on them. That is an unsettling feeling and one that will produce resistance instead of results. How do we with the minimum amount of time produce high quality results in our detailing, procurement, pre-fab, installation and start-up of the completed systems our customers buy from us.

A major challenge in implementing Total Quality Management (TQM) in the construction industry is applying the program on the jobsite. For years TQM has been readily applied to manufacturing, in which work is repetitious and the workforce is generally stable. Construction, however, offers much more variability; each project represents a unique formula of design, location, personnel, materials, weather, cost, and time. Meeting this challenge is a new process called Jobsite Quality Planning in which TQM tools and techniques are used to arrive at a common project mission supported by specific objectives. Following the quality principles of customer satisfaction, respect for people, management by fact, and continuous improvement, a quality lead team puts its unique plan into action. It focuses on recognition, quality teams, quality indicators, and training and development. In working the plan, momentum is built toward a project on which everyone wins. When this happens, the project can be described as truly a total success.

## Quality improvement has three dimensions:

1. Management Climate
2. Employee Attitudes
3. Systems and Tools

Quality Culture works in the realm of Management Climate and Employee Attitudes by establishing a set of common values, purpose and goals which create a workforce that is informed, aligned, and engaged. The resulting organization tackles every improvement opportunity, making the most of every tool available.

You know the minute you walk into a company with a strong corporate quality culture. There are signs everywhere in what they do and how they do it that exemplify their core values. The core values have been refined to be meaningful and actionable at every level in the organization, which makes them more effective. The Quality Culture is a subset of the same system that drives the organization's commitment to its Customers.

## The core values of Quality are:

- Driving Customer Success
- Maximizing Value
- Maximizing Consistency
- Minimizing Variation

- Eliminating Failures
- Improving Everyday

Building an effective Quality Culture begins with an enlightened leadership that understands the power that shared values can have in aligning the organization. They have a vision and they seek to engage every single person in achieving that vision. The management team understands the need and has made the commitment to exemplify the core values of quality and build the systems necessary to support their implementation.

### **The Quality Systems Are:**

- Leadership
- Quality teams
- Employee Engagement and Ownership
- Individual or team recognition
- Responsibility, Accountability and Tracking
- Education
- Communication
- Process Improvement
- Defining Customer Satisfaction

Central to the process is the education of every employee in the core values, the systems that exist to support their efforts, and most importantly their role in achieving the vision.

As we look inside our company, our departments and give our self a check-up, are our core values achieving our vision?

# Comfort Systems USA Southwest Quality Meeting

(Meeting #5)

Job: \_\_\_\_\_ Date: \_\_\_\_\_

**Our Goal:** *Is to create a highly productive and configurable quality management system that helps everyone at CSUSA SW to track, analyze, and report on quality management initiatives including: product, equipment, or system defects, supplier/vendor/sub-contractor defects, and customer objectives and requirements.*

## Sheet Metal, Piping, & Plumbing

1. Review overcoming obstacles (handout) QC Manager
2. Review our customer's specifications and expectations – PM
3. Review our Quality Control form and past deficiency list – PM
4. What are we inspecting today – Foreman
5. Quality System inspection Walk thru – Foreman

### 1. Quality System Inspections

- a. Quality sign off by system/building by our trade specific quality specialist
  - Code clearances & requirements
  - 100% complete by trade
  - Manufactured materials
  - Manufactured equipment
  - Quality workmanship
  - Your ten focus points of Inspection - Checklist by system
  - Communication with the customer/General Contractor
  - Project Management Quality Control report

### 2. Our Sub-Contractor Workmanship (insulation, controls, water treatment, Test & Balance, and fire caulking) Quality inspections by Sub-Contractor & System

- Ten focus points of Inspection
- Inspection list with signoff

### 3. Vendors

- a. Vendor supplied equipment
  - Quality inspection on delivery
  - Quality inspection at Start up
  - Equipment start-up and sign-offs
  - Owner's on-site training

# QUALITY - Overcoming Obstacles

(Meeting #5)

Implementing a construction Quality Program is not always easy. There can be many obstacles, but being aware of them ahead of time can better prepare us to overcome them. Here are a few:

- y Gaining executive buy in and commitment
- y Changing the company culture to learn how to work systematically
- y Having a “we can change for the better” attitude
- y Overcoming the “let’s just get it built” mentality
- y Overcoming “60’s style construction” mentality, where “it’s only wrong if we get caught”
- y Getting everyone in the company involved (quality is **everyone’s** responsibility)
- y Training Project Managers, Superintendents, and Foreman how to manage the Quality Process
- y Getting building owners to recognize the criticality of quality in addition to safety and lowest bid
- y Achieving more accountability thru Quality Management in our company
- y Achieving Quality Control and Quality Assurance can define our reputation and our future

## MECHANICAL CONTRACTORS:

As mechanical contractors we should always ensure that jobsite quality checklists and walk-thru’s are conducted periodically to make certain our quality is indeed being managed to prevent any unnecessary risks that jeopardize the project delivery or our reputation.

As mechanical contractors we can utilize Quality Assurance in many ways, including:

- y Standardizing best practices on every connection to maximize productivity
- y Standardizing our “pride of craftsmanship” with every worker
- y Systematizing work methods to ensure that the job is “done right the first time”
- y Managing our quality process to assure quality and to keep defects from customers concerns
- y To reduce the cost of quality to increase profits
- y To protect the business from liability risk
- y To become a smarter company

The value of Quality Control & Assurance will be demonstrated thru training our craft people in our specific critical risk processes for each of our specific “CONNECTIONS” using the best tools. We, at Comfort Systems USA Southwest can clearly benefit from mastering these skills. By utilizing Quality Assurance for every connection and utilizing the right tools in the correct proportion our benefits can be reached with significant return on investment for all parties.

# Comfort Systems USA Southwest Quality Meeting

(Meeting #6)

Job: \_\_\_\_\_ Date: \_\_\_\_\_

**Our Goal:** *Is to create a highly productive and configurable quality management system that helps everyone at CSUSA SW to track, analyze, and report on quality management initiatives including: product, equipment or system defects, supplier/vendor/sub-contractor defects, and customer objectives and requirements.*

## Sheet Metal, Piping, & Plumbing

1. Review our Customer's Specifications and Expectations – PM
2. Review our Quality Control form and past Issues list – PM
3. Final walk-thru & sign-off systems Rough-in – Foreman
4. Quality System Inspections
  - a. Quality sign off by system/building by our Trade Specific Quality specialist
    - i. Code clearances & requirements
    - ii. 100% complete by trade
    - iii. Manufactured materials
    - iv. Manufactured equipment
    - v. Quality workmanship
  - b. Your Ten focus points of Inspection - Checklist by system
    - i. Communication with the customer/General Contractor
    - ii. Project Management Quality Control report
5. Our Sub-Contractor Workmanship (insulation, controls, water treatment, Test & Balance and fire/fire smoke dampers, & caulking) Quality inspections by Sub-Contractor & System
  - a. Ten focus points of Inspection
  - b. Inspection list with sign-off
6. Vendors
  - a. Vendor supplied equipment
  - b. Quality inspection on delivery
  - c. Quality inspection at start-up
  - d. Equipment start-up and sign-offs
  - e. Owner's on-site training
7. What are we inspecting today – Foreman

## Plumbing Pre-fab Quality Assurance & Control

1. Proof drawings for all accurate information to complete task done by a manager or an assistant.
2. Take off all parts per drawing order material done by a manager or an assistant.
3. Layout and proof line and lay out for apprentice's task done by a manager or an assistant.
4. Build to specs or CAD design on drawing done by apprentices with a manager or an assistant for observation.
5. Test all waste and domestic water systems. Check dimensioning compared to the drawing to the assembly for accuracy all complies with order done by apprentices.
6. Cover all openings to insure no debris or foreign entity contaminates the inside of product.
7. Check for dimensioning accuracy and quality once more. Task is done by a manager or an assistant.
8. After labeling fabrication by area, job, and/or room number move it to the shipping lot.
9. Set up delivery with shipping and receiving per date needed.

QA/QC CHECK	PROOF	TAKE OFF	LAY OUT	BUILD	TEST	PROTECT	QA/QC	LABLE	SHIP
<i>NAME</i>									
<i>DATE</i>									

## Piping Pre-Fab Quality Assurance & Control

1. Pre-Fab piping shop manager receives fabrication sheets from CAD dept or field.
2. Piping shop Manager reviews fab sheets for accuracy of information and confirms [detailing check list](#) is complete.
  - a. Drawings are given fab tracking numbers and a tracking sheet to document time and materials used and provide [QC checklist](#). This is then called a fab package.
3. The fab package is given to the materials manager to pull the parts in stock and order anything else.
4. The order is [checked](#) by the piping shop manager and given to purchasing. Copies are also given to the shipping/ receiving and a copy is attached to the fab package when it is delivered.
5. Fitter /fabricator starts cutting, grooving, threading, or soldering spool pieces.
6. Fitter/fabricator [checks](#) pipe materials, lengths, ends, fittings for accuracy.
7. Pipe is fabricated in a sequence that will allow for best productivity.
8. Welder /fabricator [checks](#) spool pieces for accuracy prior to welding or assembly.
9. Completed product is [checked](#) by shop manager.



# SHIPPING & RECEIVING QUALITY ASSURANCE PROGRAM

## Drivers/Loaders

1. Loaders - check paperwork versus materials stored in lay down lot number to assure quantities of pipe and parts are the same before loading.
2. Drivers - make sure trucks are in safe working order (oil, tires, and lights) before they leave the shop daily.
3. Drivers are responsible for tying down their own loads. They are also responsible to make sure the piping pre-fab supervisor checks to see there is no damage done to any pre-fabrication or materials during transport.
4. Shipping and receiving clerk is responsible to check the truck for the correct counts and materials going to jobsites.
5. Drivers must call foremen in the field to find out where to unload materials on-site.
6. Drivers must help unload their trucks to save time and get to the next jobsite or vendor on time.
7. Drivers must contact the shipping and receiving clerk for any tool or material returns that the foremen want to send back to the shop prior to coming back to get authorization to do so. Tool returns must go to tool repair to have preventative maintenance and or repairs done to them.

## Cage/Stored equipment and materials

1. The shipping and receiving clerk is to make sure the cage is stocked with sufficient quantities to ensure efficient deliveries to foremen and jobsites.
2. UPS and FedEx deliveries will be handled by shipping and receiving. The shipping and receiving clerk will sort and get all deliveries to the correct person.
3. When estimating or the project managers order equipment for delivery to the shop the shipping and receiving clerk will track it and make sure it gets to the right project in a timely matter.
4. Shipping and receiving will also unload and check for damage and stage equipment or materials that come in on a common carrier.
5. Any materials that are ordered out of the shipping and receiving department must have the right PO numbers and have the correct address for deliveries if the supplier is delivering.

*Who is the quality specialist in this area, what is the process and where are the check points in the process?*

## **TOOL REPAIR QUALITY ASSURANCE PROGRAM**

### **In for repair:**

1. The tool is checked for grease, oil levels, and change the oil.
2. All cords are checked for damage and replaced if necessary.
3. Tool performance is also checked under a load test.
4. If the tool is deemed to be unsafe to use, it is taken out of service until repaired or discarded.
5. All tool mechanisms are check for their proper functionality under load.

### **Back to stock:**

1. Before returning to the superintendents the tools are stocked with blades and bits if required.
2. The superintendents are notified that the tool is ready for them to pick up.
3. The tool repair department will keep logs of all tools on when and what maintenance has been done on them.

## Project Close Out – Quality Start-up Checklist

Project Manager is to fill out start-up request form and forward to the Project Coordinator to complete all mechanical sheets and submittals then forward to the start-up Manager for processing at 80 % of job close out

Project Manager for Special Projects is to fill out start-up request form in advance and see all submittals and mechanicals are forwarded to start-up Manager to plan a tentative date for start-up look- ahead schedule

The Special Projects foreman overseeing the project is to follow up to confirm start-up date from the site's General Contractor and the Electrician and pass that to the start-up Manager to confirm the schedule with the General Foreman of start-up

Assign this to each of the trades foreman to close all Quality Control and Commissioning forms covering equipment work description

All owner training provided by both special equipment vendors and HVAC standard with professional video DVD coverage

Make copies for turn over to the Project Manager close out package

Draft a letter for procedures for the Project Manager to turn over to General Contractor warranty department. This letter is to foster confidence in the Building Owner and General Contractor the expedience of covering all CSUSA SW trades thru one person of record, that person collecting or gathering all information needed to expedite the warranty after confirmation of responsibility of equipment and vendor. This documentation is for record processing.

### **Please Note:**

- 1. Starting January 2010 we have dedicated one technician to perform warranty service from the technician banding for start- up*
- 2. Start-up Manager will follow up weekly with the warranty coordinator on the progress of the service warranty close out calls performance and completion*
- 3. Start-up Manager is to monitor warranty issues and customer satisfaction*



**START UP AUTHORIZATION ORDER**

Today's Date \_\_\_\_\_ Equipment Set Date \_\_\_\_\_ Requested Start- up Date \_\_\_\_\_

Job #: \_\_\_\_\_ Job Name: \_\_\_\_\_

Job Location: \_\_\_\_\_

Project Manager: \_\_\_\_\_

General Contractor: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone No.: \_\_\_\_\_

CSUSA SW Field Foreman: \_\_\_\_\_ Mobile No: \_\_\_\_\_

Blue Prints: Yes \_\_\_\_\_ No \_\_\_\_\_

Submittals: Yes \_\_\_\_\_ No \_\_\_\_\_

Start-Up Hours: \_\_\_\_\_ Controls Hours: \_\_\_\_\_

Description of Work: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*This form has to be filled out and returned to Greg Allen. Otherwise Start up will be delayed without it. Project Manager is to complete form and forward to Start up Manager. **Please allow a week notice prior to requested date.***

## 50% START-UP MEETING INFORMATION & OBJECTIVES

Responsible party: **PROJECT MANAGER**

Location: JOBSITE

**Attendees:** PM  
PRODUCTIVITY DIRECTOR  
START-UP MANAGER  
START-UP SUPERINTENDENT  
TRADE FOREMEN  
TRADE SUPERINTENDENTS

**Objectives** REVIEW HVAC/PLUMBING SYSTEMS AND EQUIPMENT  
ESTABLISH APPROXIMATE DATE START-UP WILL BEGIN  
CONDUCT QA/QC JOBWALK  
*SERVICE CLEARANCE*  
*CODE CLEARANCES*  
*WORKMANSHIP*  
*PIPING ITEMS THAT MAY BE REQUIRED FOR START-UP*  
SCHEDULE DATE FOR 80% MEETING

**POST MEETING:** DOCUMENT MEETING MINUTES (BY PM)

## Comfort Systems USA Southwest Quality Kick Finish Agenda

Job: \_\_\_\_\_ Date & Time: \_\_\_\_\_

1. Review the current **job cost** man-hours. (Project Manager to bring copies to meeting)
2. Status & update on **change orders**. (Project Manager)
3. What systems have been completed by our start-up department ready for air and water balance?
4. Review the list of systems by trade (S/M, Piping, Plumbing, & Start-up) of what systems are complete and not complete. (start-up)
5. Review our issues list of every outstanding issue and set a date for each system to be complete. *(Superintendent/Foreman to have signed off systems or estimated hours & date of completion)*
6. Review delivery dates of the **materials & equipment** that will be needed for final completion. (all trades) **Date**\_\_\_\_\_
7. Establish the number of **man-hours by trade** required to complete the project. (man hours)  
**Piping:**\_\_\_\_\_ **Plumbing:**\_\_\_\_\_ **Sheet metal:**\_\_\_\_\_
8. Chlorination of Domestic Water systems (plumbing foreman)  
**Start date:** \_\_\_\_\_ **Finish date:** \_\_\_\_\_
9. Review the General Contractor's final schedule or most current schedule with all revisions and make a list of outstanding issues. (Project Manager to bring copies of current schedule)  
**Substantial completion date:**\_\_\_\_\_
10. Schedule for the **Air and Water Balance**. (start-up supervisor)  
**Start Date:**\_\_\_\_\_ **Finish Date:**\_\_\_\_\_
11. Smoke detector & **fire smoke damper certification**. (start-up supervisor)  
**Start Date:**\_\_\_\_\_
12. **Commissioning:** Schedule\_\_\_\_\_ Start date\_\_\_\_\_ Finish date \_\_\_\_\_
13. The **Closeout package requirements**, O & M Manuals, As-builts. (Project Manager/Coordinator)  
**Date:**\_\_\_\_\_
14. Schedule the **Owner's Training**. (Project Manager/ start-up supervisor)  
**Date:**\_\_\_\_\_ **Time:**\_\_\_\_\_ **Hours:**\_\_\_\_\_
15. Schedule the **Close Out Meeting** (Project Manager)  
**Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

## 80% START-UP MEETING INFORMATION & OBJECTIVES

Responsible party: **PROJECT MANAGER**

### **MEP PLANS, SUBMITTALS, JOB INFORMATION SHEET, CLOSEOUT FORM TO START-UP PRIOR TO THIS MEETING**

Location: JOBSITE

**Attendees:** PM  
PRODUCTIVITY DIRECTOR  
START-UP MANAGER  
START-UP SUPERINTENDENT  
START-UP FOREMAN  
TRADE FOREMEN  
TRADE SUPERINTENDENTS  
CONTROLS  
TEST AND BALANCE  
WATER TREATMENT  
INSULATION SUB

**Objectives:** SIGN IN SHEET WITH CONTACT INFORMATION  
REVIEW GC's SCHEDULE FOR START-UP  
CONTROLS STATUS  
WATER TREATMENT STATUS  
ESTABLISH (our) START-UP DURATION  
CONDUCT QAQC JOBWALK TO OBSERVE  
*SERVICE CLEARANCE*  
*CODE CLEARANCES*  
*WORKMANSHIP*  
*PIPING ITEMS THAT MAY BE REQUIRED FOR START-UP*  
*TEST AND BALANCE COMMENTS*  
OPEN DISCUSSION  
SCHEDULE DATE FOR 90% MEETING

**POST MEETING:** DOCUMENT MEETING MINUTES (BY PM)

# Comfort Systems USA Southwest Quality Pre start-up Meeting

Job: \_\_\_\_\_ Date: \_\_\_\_\_

**Our Goal:** *Is to create a highly productive and configurable quality management system that helps everyone at CSUSA SW to track, analyze, and report on quality management initiatives including: product, equipment or system defects, supplier/vendor/sub-contractor defects, and customer objectives and requirements.*

## Sheet Metal, Piping, Plumbing, & Start-up

*(The startup personnel are to walk the entire project prior to this meeting)*

1. Review our Construction Pre-Start-up Equipment list – start-up Supervisor
2. Review our Customer’s Specifications and Expectations – PM
3. Review our Quality Control form and past Issues list – PM
4. Our Quality System Inspections and Sub-Contractor Workmanship sign-off by system (insulation, controls, water treatment, Test & Balance, and fire/fire smoke dampers, & caulking)
  - a. Quality sign-off AND TURNOVER by system by our Trade Specific Quality specialist
    - i. Code clearances & requirements
    - ii. 100% complete by trade
    - iii. Manufactured materials
    - iv. Manufactured equipment
    - v. Quality workmanship
5. Vendors
  - a. Quality Inspection at pre-start up
  - b. Equipment start -up and sign-offs
  - c. Owner’s on-site training

### 6. Valve Tag Schedule, Equipment Tags, Piping Markers

Will be acquired and completed? (All Trades)

Date: \_\_\_\_\_

### 7. Establish a project power-up date with the Electrician, Utility Company, and Controls Contractors. (Start-up Superintendent)

*Building Power* (Electrical Contractor)

*Controls* (Control Contractor)

Start Date: \_\_\_\_\_

Start Date: \_\_\_\_\_

Finish Date: \_\_\_\_\_

Finish Date: \_\_\_\_\_

### 8. What are we inspecting today –

### 9. Establish the Mechanical Start-up and final completion dates.

Start-up Date: \_\_\_\_\_ (General Contractor/Project Manager)

Completion Date: \_\_\_\_\_ (General Contractor/Owner)

### 10. Piping flush & water treatment:

What systems are ready to be turned over to start-up or the owner?

Start date: \_\_\_\_\_ Completion date: \_\_\_\_\_ (Piping Foreman)



## 90% START-UP MEETING INFORMATION & OBJECTIVES

Responsible party: **PROJECT MANAGER**

*THE PM WILL SCHEDULE THIS WITH THE GC AND HIS ELECTRICAL, FIRE ALARM AND PLUMBING (if applicable)*

Location: JOBSITE

**Attendees:** PM  
GC PM & SUPERINTENDENT  
ELECTRICAL  
FIRE ALARM START-UP  
MANAGER START-UP  
SUPERINTENDENT START-UP  
FOREMAN  
TRADE FOREMEN  
TRADE SUPERINTENDENTS  
CONTROLS  
TEST AND BALANCE  
WATER TREATMENT  
INSULATION SUB

**Objectives:** SIGN IN SHEET WITH CONTACT INFORMATION  
REVIEW PUNCH LIST WITH GC  
REVIEW GC'S SCHEDULE FOR START-UP AND TAB  
OFFER OUR INPUT FOR START-UP AND TAB (DURATIONS)  
*WILL ELECTRICAL BE READY?*  
*WILL FA BE READY?*  
*WILL FA BE TESTED OUT PRIOR TO TAB?*  
WILL CONTROLS BE READY?  
WILL WATER TREATMENT BE READY?  
WILL INSULATION BE COMPLETE?

*WITH ALL THE ABOVE (inputs) SET DATES AND DURATION FOR START-UP & TAB*

**POST MEETING:** DOCUMENT MEETING MINUTES (BY PM)

# Comfort Systems USA Southwest Quality Start-Up Meeting

Job: \_\_\_\_\_ Date: \_\_\_\_\_

**Our Goal:** *Is to create a highly productive and configurable quality management system that helps everyone at CSUSA SW to track, analyze, and report on quality management initiatives including: product, equipment or system defects, supplier/vendor/sub-contractor defects, and customer objectives and requirements.*

## Sheet Metal, Plumbing, & Start-up

1. Review our start-up Checklist – Start-up Supervisor
2. Review our most recent quality systems summary – PM
3. What systems are not signed off and turned over?
4. What needs to be done to final all systems?
5. Review our most recent quality deficiency list – PM
6. What systems have been completed by our Electrician?
7. What systems have been completed by our controls contractor?
8. What are we inspecting today? – Start-up Supervisor
9. What systems are completed and turned over by the construction group? PM
10. Quality System Start-up Walk thru – Startup Supervisor
11. Quality inspections by Vendor, Sub-Contractor & System (insulation, controls, water treatment, Test & Balance, and fire caulking)

# Comfort Systems USA Southwest Quality Project Closeout

Project Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Sheet Metal, Plumbing & Start-up

1. Review CSUSA SW Quality Closeout Policy
2. Customer's Expectation for closeout
  - a. List of requirements and expectations from our customer
3. Start-up Quality Leadership walk thru with Balance/Commissioning contractor
4. Our Sub-Contractor Workmanship (insulation, controls, water treatment)
  - a. Final walk thru PM Quality inspections with Sub-Contractor by Systems
    - i. Inspection Punch list with signoff
5. Vendors Equipment walk thru
  - a. Vendor supplied Equipment
    - i. Quality Inspection
    - ii. Equipment Start up and sign off's by start-up
    - iii. O & M's and as-builts turned in and reviewed
    - iv. Owner's training
6. Final Systems for Foreman's Final with General Contractor Superintendent
7. Final Quality sign off's with PM's, General Contractor and Owner
  - i. Turn over Quality Check list by system and piece of equipment
  - ii. Turnover O&M Manufactured Materials & Equipment
8. Final filter change. Date: \_\_\_\_\_
9. Final Punch lists, signed off and dated by customer (General Contractor and owner) per area.  
  
Responsible CSUSA SW person: \_\_\_\_\_
10. Material pick up by shop or vendor. (Foreman) Date: \_\_\_\_\_
11. Tool pick up by shop. (Foreman) Date: \_\_\_\_\_
12. Trailer pick up (Foreman/Project Manager) Date: \_\_\_\_\_

**13. Closeout with our Customer**

- i. Start-up / Monthly Maintenance
- ii. Punch List / Sign off Process and Procedures
- iii. Air Balance completed
- iv. As-Builts completed and turned over
- v. Turn over & Sign off

**14. Closeout Training for Operations Personnel**

**15. Start-up to Service turnover**

## Quality Project Close Out Policy

**Purpose:** To complete our projects ahead of schedule while not handcuffing our best and most valuable resources to simple but essential tasks.

**Resources:** Top management, Project Managers, Start-up, Service, key Sub-contractors & CAD/Engineering, field manpower.

**Our Project Finishing Team:** Executive management, Project Manager, Assistant project Manager, Superintendents (Quality Specialists) foreman, leadsmen and select journeymen

At 50-80% in the project's completion, the project manager is responsible to bring in our CSUSA SW Start-up/Finishing/Closeout team and have a **Kick Off Meeting**. This team is a larger team and consists of the follow talent, one person to represent each trade or sub-contractor (General Contractor, Electrical, Piping, plumbing, sheet metal, start-up, controls, insulation, Fire safety, Test and Balance & CAD/Engineering) In the first couple of meetings finishing team has six objectives.

1. Identify the work load
2. Formulate a work plan and schedule
3. Confirm the General Contractors close out schedule with weekly milestones for accountability
4. Make sure that all of our trades have the man power on-site meet the required deadlines.
5. Identify all outstanding issues at each meeting; all outstanding issues are to be resolved within 7 days by the assigned party.
6. Communicate and work together

This group (Start-up/Finishing/closeout team) will meet weekly with each groups representatives (General Contractor, Electrical, Piping, plumbing, sheet metal, start-up, controls, insulation, Fire safety, Test and Balance & CAD/Engineering) on-site that are involved with closeout to discuss and resolve any outstanding issues, review our closeout schedule and milestones and provide accountability for our process.

At these meeting we will discuss the schedule and sequence of the following closeout activities by Building, floor or area.

### **Project Management**

1. As-Builts signed off
2. O & M's

### **Field Management**

3. Construction punch list completed by G. C. and Owner, then signed off
4. Electrical Start-up to Mechanical Equipment
5. Smoke detector & Fire/smoke damper check & certification
6. Control start-up and point to point checkout

7. Domestic water sterilization
8. Water treatment Start-up
9. Mechanical equipment start-up
10. Mechanical systems Air & water balance with reports
11. Commissioning
12. Completion of any outstanding issues
13. Owners training with the Owner's maintenance people and our Building Solutions group
14. Final filter change
15. Maintenance turnover to our building solutions group or Owner's maintenance people
16. Final sign off by owner
17. Final billings and collections

Our Finish/closeout process must drive everything, electrical, controls, T&B, etc. We must make sure that our T&B always starts as early as possible and do everything possible to make the project end date. In most cases the only solution is to "man up" the effort, accelerate the closeout process as well as the T&B work. Our goal is to always finish the project early, reducing the stress of the entire team.

Because most T&B firms are small and they have little "surge" capacity, our close out process bottlenecks. To resolve this on large test and balance projects we will hire TWO T&B firms, designating them A and B teams. "A" team is strategically hired to balance certain systems "B" team gets the rest. The presence of a second labor resource must give us the "surge" capacity and a second diagnostic brain to confirm/deny errors or inaccuracies find and correct any deficiencies and complete our closeout on time. On extremely large projects, we could hire TWO T&B firms, splitting up the air and water balance.

Depending on the nature of the work, the Project Manager will take the lead for the final project competition.

The Project Manager will be responsible for all aspects of closeout, including but not limited to: subcontractor performance, all certifications, inspections, tests, closeout paperwork. The Project Manager will employ the assistance of an assistant PM specializing in job closeout, a controls inspector, and a lead start up tech to monitor the progress of our team.

# RESPONSE TO RFP #32-21

HVAC Equipment, Installation, Service,  
& Related Products - Supplemental

*Prepared for:*



## ADDENDUM #3

### CONTRACTOR LICENSES - Arizona & New Mexico

———— IMPORTANT NOTICE ————  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc

6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



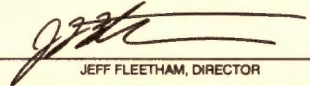
LICENSE EFFECTIVE THROUGH: 6/30/2021  
STATE OF ARIZONA  
**Registrar of Contractors** CERTIFIES THAT  
Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 072973 CLASS C-39

Specialty Commercial  
Air Conditioning, Refrigeration

THIS CARD MUST BE  
PRESENTED UPON DEMAND

  
JEFF FLEETHAM, DIRECTOR



IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: March 31, 2023  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 101851 CLASS C-4

Specialty Commercial  
Boilers, Steamfitting and Process Piping

THIS CARD MUST BE  
PRESENTED UPON DEMAND

JEFF FLEETHAM, DIRECTOR

IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: March 31, 2023  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 101851 CLASS C-4

Specialty Commercial  
Boilers, Steamfitting and Process Piping

THIS CARD MUST BE  
PRESENTED UPON DEMAND

JEFF FLEETHAM, DIRECTOR

IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: March 31, 2023  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 101851 CLASS C-4

Specialty Commercial  
Boilers, Steamfitting and Process Piping

THIS CARD MUST BE  
PRESENTED UPON DEMAND

JEFF FLEETHAM, DIRECTOR

IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISASSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: February 28, 2022  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc

CONTRACTORS LICENSE NO. ROC 092780 CLASS B-1

General Commercial  
General Commercial Contractor

THIS CARD MUST BE  
PRESENTED UPON DEMAND



JEFF FLEETHAM, DIRECTOR



IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISASSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: February 28, 2022  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc

CONTRACTORS LICENSE NO. ROC 092780 CLASS B-1

General Commercial  
General Commercial Contractor

THIS CARD MUST BE  
PRESENTED UPON DEMAND



JEFF FLEETHAM, DIRECTOR



IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISASSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: February 28, 2022  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc

CONTRACTORS LICENSE NO. ROC 092780 CLASS B-1

General Commercial  
General Commercial Contractor

THIS CARD MUST BE  
PRESENTED UPON DEMAND



JEFF FLEETHAM, DIRECTOR





IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: 11/30/2021  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 066620 CLASS R-39R

Specialty Residential  
Air Conditioning and Refrigeration

THIS CARD MUST BE  
PRESENTED UPON DEMAND

JEFF FLEETHAM, DIRECTOR

IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: 11/30/2021  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 066620 CLASS R-39R

Specialty Residential  
Air Conditioning and Refrigeration

THIS CARD MUST BE  
PRESENTED UPON DEMAND

JEFF FLEETHAM, DIRECTOR

IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: 11/30/2021  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 066620 CLASS R-39R

Specialty Residential  
Air Conditioning and Refrigeration

THIS CARD MUST BE  
PRESENTED UPON DEMAND

JEFF FLEETHAM, DIRECTOR



IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY



LICENSE EFFECTIVE THROUGH: 10/31/2021  
STATE OF ARIZONA  
**Registrar of Contractors** CERTIFIES THAT  
Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 110303 CLASS CR-45  
Specialty Dual  
Sheet Metal

THIS CARD MUST BE  
PRESENTED UPON DEMAND

JEFF FLEETHAM, DIRECTOR

IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY



LICENSE EFFECTIVE THROUGH: 10/31/2021  
STATE OF ARIZONA  
**Registrar of Contractors** CERTIFIES THAT  
Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 110303 CLASS CR-45  
Specialty Dual  
Sheet Metal

THIS CARD MUST BE  
PRESENTED UPON DEMAND

JEFF FLEETHAM, DIRECTOR

IMPORTANT NOTICE  
YOU MUST:

- 1.) REPORT DISSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

THIS IS YOUR IDENTIFICATION CARD  
DO NOT DESTROY



LICENSE EFFECTIVE THROUGH: 10/31/2021  
STATE OF ARIZONA  
**Registrar of Contractors** CERTIFIES THAT  
Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 110303 CLASS CR-45  
Specialty Dual  
Sheet Metal

THIS CARD MUST BE  
PRESENTED UPON DEMAND

JEFF FLEETHAM, DIRECTOR



- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
 6875 W Galveston St  
 Chandler, AZ 85226-2516

LICENSE EFFECTIVE THROUGH: October 31, 2022  
 STATE OF ARIZONA  
**Registrar of Contractors** CERTIFIES THAT  
 Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 100072 CLASS C-77  
 Specialty Commercial  
 Plumbing Including Solar

THIS CARD MUST BE  
 PRESENTED UPON DEMAND

*[Signature]*  
 JEFF FLEETHAM, DIRECTOR

**IMPORTANT NOTICE**  
 YOU MUST:

- 1.) REPORT DISASSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
 6875 W Galveston St  
 Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD**  
**DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: October 31, 2022  
 STATE OF ARIZONA  
**Registrar of Contractors** CERTIFIES THAT  
 Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 100072 CLASS C-77  
 Specialty Commercial  
 Plumbing Including Solar

THIS CARD MUST BE  
 PRESENTED UPON DEMAND

*[Signature]*  
 JEFF FLEETHAM, DIRECTOR

**IMPORTANT NOTICE**  
 YOU MUST:

- 1.) REPORT DISASSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
 6875 W Galveston St  
 Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD**  
**DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: October 31, 2022  
 STATE OF ARIZONA  
**Registrar of Contractors** CERTIFIES THAT  
 Comfort Systems USA Southwest Inc



CONTRACTORS LICENSE NO. ROC 100072 CLASS C-77  
 Specialty Commercial  
 Plumbing Including Solar

THIS CARD MUST BE  
 PRESENTED UPON DEMAND

*[Signature]*  
 JEFF FLEETHAM, DIRECTOR



- 1.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

LICENSE EFFECTIVE THROUGH: October 31, 2022  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc

CONTRACTORS LICENSE NO. ROC 225173 CLASS C-49

Specialty Commercial  
Refrigeration

THIS CARD MUST BE  
PRESENTED UPON DEMAND

  
JEFF FLEETHAM, DIRECTOR



**IMPORTANT NOTICE**  
YOU MUST:

- 1.) REPORT DISASSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD**  
**DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: October 31, 2022  
STATE OF ARIZONA

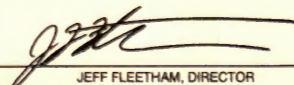
**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc

CONTRACTORS LICENSE NO. ROC 225173 CLASS C-49

Specialty Commercial  
Refrigeration

THIS CARD MUST BE  
PRESENTED UPON DEMAND

  
JEFF FLEETHAM, DIRECTOR



**IMPORTANT NOTICE**  
YOU MUST:

- 1.) REPORT DISASSOCIATION OF QUALIFYING PARTY **IN WRITING** WITHIN 15 DAYS. [SEE A.R.S. § 32-1154(A)(18)]
- 2.) REPORT A CHANGE OF ADDRESS **IN WRITING** WITHIN 30 DAYS. [SEE A.R.S. § 32-1122(B)(1)]
- 3.) REPORT ANY TRANSFER OF OWNERSHIP OF 50% OR MORE IMMEDIATELY [SEE A.R.S. § 32-1151.01]
- 4.) REPORT ANY CHANGE IN LEGAL ENTITY, SUCH AS ANY CHANGE OF THE OWNERSHIP IN A SOLE PROPRIETORSHIP OR CHANGE OF A PARTNER IN A PARTNERSHIP OR THE CREATION OF A NEW CORPORATE ENTITY. [SEE A.R.S. § 32-1124(B)(F) § RULE R-4-9-110]

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**THIS IS YOUR IDENTIFICATION CARD**  
**DO NOT DESTROY**



LICENSE EFFECTIVE THROUGH: October 31, 2022  
STATE OF ARIZONA

**Registrar of Contractors** CERTIFIES THAT

Comfort Systems USA Southwest Inc

CONTRACTORS LICENSE NO. ROC 225173 CLASS C-49

Specialty Commercial  
Refrigeration

THIS CARD MUST BE  
PRESENTED UPON DEMAND







# ARIZONA REGISTRAR OF CONTRACTORS



Douglas A. Ducey, Governor

Jeffery L. Fleetham, Director

October 12, 2018

Comfort Systems USA Southwest Inc  
6875 W Galveston St  
Chandler, AZ 85226-2516

**RE: Bond Rider for ROC 110303 (Bond #9200910)**

Dear Contractor,

The Registrar of Contractors received your bond rider increase on September 24, 2018. After reviewing your request, the Registrar determined there were several outstanding issues that needed to be addressed before we could complete the processing of your bond rider.

Please submit a bond rider specifying the amount being applied to the residential and commercial penal sums (the minimum residential amount required is \$4250; the minimum commercial amount required is \$2500).

The information requested above can be submitted by email, mail, fax or in person.

Sincerely,

*/s/ Jessie Winter*

Jessie Winter,  
Jessie.Winter@roc.az.gov  
1700 W Washington St, Suite 105  
Phoenix, Arizona 85007-2812  
Phone: (602) 771-6782



## Certificate of Public Works Registration

**Comfort Systems USA Southwest**

6875 W Galveston St

Chandler, AZ 85226

**Registration Date: 2/17/2014**

**Expiration Date: 2/17/2016**

**Registration Number: 03021620140221**

**This certifies that the above company may participate in Public Works Projects.**

**The company has provided payment into the Labor Enforcement Fund and is in good standing.**



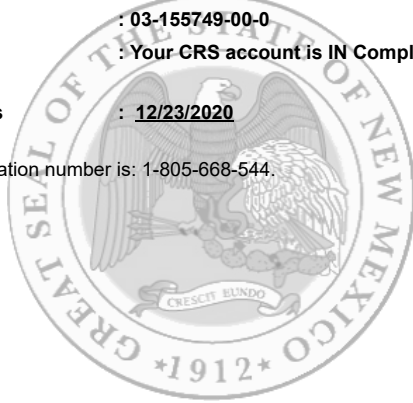


CRS Tax Account Status Form

Company Name : COMFORT SYSTEMS USA SOUTHWEST  
NM CRS ID : 03-155749-00-0  
Status : Your CRS account is IN Compliance

Date of Status : 12/23/2020

Status confirmation number is: 1-805-668-544.



Michelle Lujan Grisham  
Governor

Clay Bailey  
Director

Marguerite Salazar  
Superintendent

**State of New Mexico**  
Regulation and Licensing Department  
**CONSTRUCTION INDUSTRIES DIVISION**

2550 Cerillos Rd.  
Santa Fe, New Mexico 87505

*This is to certify that:* **TIMOTHY PLASTER**  
**PERMANENT CERTIFICATE #403090**

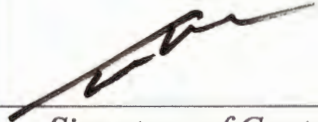
*Has complied with all the requirements of the law and is hereby certified as a qualified party under the classification of:*

**MM98**

*As set up by the CONSTRUCTION INDUSTRIES DIVISION*

*Given under my signature and the seal of the Construction Industries Division at Santa Fe, New Mexico on*

**10/20/20**

  
\_\_\_\_\_  
*Signature of Contractor*

  
\_\_\_\_\_  
*Clay Bailey*  
*Director*

NOTE: This Certificate is now and shall remain the property of the CONSTRUCTION INDUSTRIES DIVISION and shall be surrendered at any time upon demand. This certificate is not transferable



Michelle Lujan Grisham  
Governor

Clay Bailey  
Director

Marguerite Salazar  
Superintendent

**State of New Mexico**  
Regulation and Licensing Department  
**CONSTRUCTION INDUSTRIES DIVISION**

2550 Cerrillos Rd.  
Santa Fe, New Mexico 87505

*This is to certify that:* **COMFORT SYSTEMS USA SOUTHWEST, INC.**  
**PERMANENT LICENSE #360598**

*Located At:* **6875 WEST GALVESTON ST, CHANDLER, AZ 85226**

*Has complied with all the requirements of the law and is hereby licensed as a contractor, to operate under the classification of*

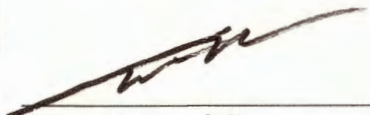
**MM98**

*And to permit or contract projects singly in New Mexico of a dollar amount up to:*

**UNLIMITED**

*Given under my signature and the seal of the Construction Industries Division at Santa Fe, New Mexico on*

**03/11/2009**

  
\_\_\_\_\_  
*Signature of Contractor*

  
\_\_\_\_\_  
*Clay Bailey*

*Clay Bailey*  
Director

NOTE: This Certificate is now and shall remain the property of the CONSTRUCTION INDUSTRIES DIVISION and shall be surrendered at any time upon demand. This certificate is not transferable

**CRS Tax Account Status Form**

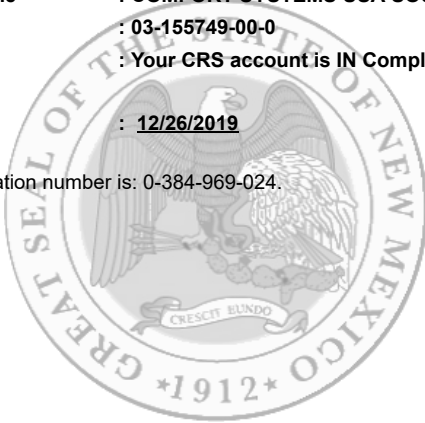
Company Name : COMFORT SYSTEMS USA SOUTHWEST

NM CRS ID : 03-155749-00-0

Status : Your CRS account is IN Compliance

Date of Status : 12/26/2019

Status confirmation number is: 0-384-969-024.





STATE OF NEW MEXICO  
Taxation and Revenue Department



New Mexico  
Taxation and Revenue Department

Susana Martinez  
Governor

Demesia Padilla, CPA  
Secretary Designate

KEN BROWN  
COMFORT SYSTEMS USA SOUTHWEST, INC.  
6875 W. GALVESTON ST. BLDG  
CHANDLER, AZ 85226

January 18, 2011  
CRS: 03-155749-00-0  
Letter ID: L0823052864

STATE OF NEW MEXICO TAXATION AND REVENUE DEPARTMENT  
**REGISTRATION CERTIFICATE**



170823052864037

Date ID Issued <b>19-Feb-2009</b>	IDENTIFICATION NUMBER <b>03-155749-00-0</b>	Business Start Date <b>01-Mar-2009</b>
Business Location <b>6875 W. GALVESTON ST.</b>	Business End Date	
City and State <b>CHANDLER, AZ</b>	Zip Code <b>85226</b>	
Taxpayer Name <b>COMFORT SYSTEMS USA SOUTHWEST, INC.</b>	Taxpayer Type <b>CORPORATION</b>	
Firm Name <b>COMFORT SYSTEMS USA SOUTHWEST, INC.</b>	Filing Frequency <b>MONTHLY</b>	
Mailing Address <b>6875 W. GALVESTON ST.</b>		
City and State <b>CHANDLER, AZ</b>	Zip Code <b>85226</b>	

This Registration Certificate is issued pursuant to Section 7-1-12 NMSA 1978 for Gross Receipts, County Gross Receipts, Municipal Gross Receipts, Compensating and Withholding Taxes. This copy must be displayed conspicuously in the place of business. Any purchaser of the registrant's business is subject to certain requirements under Section 7-1-61 NMSA 1978.

Audit and Compliance Deputy Division Director

By *David J. Ferguson*

Any inquiries concerning your Identification Number should be addressed to the Audit & Compliance Division, P.O. Box 630, Santa Fe, New Mexico 87504-0630

THIS CERTIFICATE IS NOT TRANSFERABLE

STATE OF NEW MEXICO TAXATION AND REVENUE DEPARTMENT  
**REGISTRATION CERTIFICATE**

Date ID Issued <b>19-Feb-2009</b>	IDENTIFICATION NUMBER <b>03-155749-00-0</b>	Business Start Date <b>01-Mar-2009</b>
Business Location <b>6875 W. GALVESTON ST.</b>	Business End Date	
City and State <b>CHANDLER, AZ</b>	Zip Code <b>85226</b>	
Taxpayer Name <b>COMFORT SYSTEMS USA SOUTHWEST, INC.</b>	Taxpayer Type <b>CORPORATION</b>	
Firm Name <b>COMFORT SYSTEMS USA SOUTHWEST, INC.</b>	Filing Frequency <b>MONTHLY</b>	
Mailing Address <b>6875 W. GALVESTON ST.</b>		
City and State <b>CHANDLER, AZ</b>	Zip Code <b>85226</b>	

This Registration Certificate is issued pursuant to Section 7-1-12 NMSA 1978 for Gross Receipts, County Gross Receipts, Municipal Gross Receipts, Compensating and Withholding Taxes. This copy must be displayed conspicuously in the place of business. Any purchaser of the registrant's business is subject to certain requirements under Section 7-1-61 NMSA 1978.

Audit and Compliance Deputy Division Director

By *David J. Ferguson*

Any inquiries concerning your Identification Number should be addressed to the Audit & Compliance Division, P.O. Box 630, Santa Fe, New Mexico 87504-0630

THIS CERTIFICATE IS NOT TRANSFERABLE



Michelle Lujan Grisham  
Governor

Martin Romero  
Director

Robert "Mike" Unthank  
Superintendent

**State of New Mexico**  
Regulation and Licensing Department  
**CONSTRUCTION INDUSTRIES DIVISION**

2550 Cerillos Rd.  
Santa Fe, New Mexico 87505

*This is to certify that:* **COMFORT SYSTEMS USA SOUTHWEST, INC.**  
**PERMANENT LICENSE #360598**

*Located At:* **6875 W GALVESTON ST, CHANDLER, AZ 85226**

*Has complied with all the requirements of the law and is hereby licensed as a contractor, to operate under the classification of*  
**EE98, MM98**

*And to permit or contract projects singly in New Mexico of a dollar amount up to:*  
**UNLIMITED**

*Given under my signature and the seal of the Construction Industries Division at Santa Fe, New Mexico on*  
**03/11/2009**

\_\_\_\_\_  
*Signature of Contractor*

*Martin Romero*

\_\_\_\_\_  
*Martin Romero*  
Director

NOTE: This Certificate is now and shall remain the property of the CONSTRUCTION INDUSTRIES DIVISION and shall be surrendered at any time upon demand. This certificate is not transferable

**STATE OF NEW MEXICO**

**CONSTRUCTION INDUSTRIES DIVISION**

**COMFORT SYSTEMS USA SOUTHWEST, INC.**

LICENSE NUMBER

**360598**

**Qualifying Party(S)**

**BERG JOSEPH**

EXPIRES

**03/31/2021**

**CLASSIFICATION(S)**

**EE98, MM98**



*Martin Ponce*  
DIRECTOR

This card is the property of the CID and shall be surrendered upon demand





COMFORT SYSTEMS USA SOUTHWEST  
4516 ANAHEIM AVE NE  
ALBUQUERQUE, NM 87113-1668

March 1, 2016  
CRS: 03-155749-00-0  
Letter ID: L0265315280

STATE OF NEW MEXICO TAXATION AND REVENUE DEPARTMENT  
**REGISTRATION CERTIFICATE**

Date ID Issued <b>19-Feb-2009</b>	IDENTIFICATION NUMBER <b>03-155749-00-0</b>	Business Start Date <b>01-Mar-2009</b>
Business Location <b>4516 ANAHEIM AVE NE</b>	Business End Date	
City and State <b>ALBUQUERQUE, NM</b>	Zip Code <b>87113-1668</b>	
Taxpayer Name <b>COMFORT SYSTEMS USA SOUTHWEST, INC.</b>	Taxpayer Type <b>Corporation</b>	
Firm Name <b>COMFORT SYSTEMS USA SOUTHWEST</b>	Filing Frequency <b>Monthly</b>	
Mailing Address <b>4516 ANAHEIM AVE NE</b>		
City and State <b>ALBUQUERQUE, NM</b>	Zip Code <b>87113-1668</b>	

This Registration Certificate is issued pursuant to Section 7-1-12 NMSA 1978 for Gross Receipts, County Gross Receipts, Municipal Gross Receipts, Compensating and Withholding Taxes. This copy must be displayed conspicuously in the place of business. Any purchaser of the registrants business is subject to certain requirements under Section 7-1-61 NMSA 1978.

Division Director Tax Administration

By Ron L. Scott

Any inquiries concerning your Identification Number should be addressed to the Audit & Compliance Division, P.O. Box 630, Santa Fe, New Mexico 87504-0630

Form Revised 02/2003

THIS CERTIFICATE IS NOT TRANSFERABLE

STATE OF NEW MEXICO TAXATION AND REVENUE DEPARTMENT  
**REGISTRATION CERTIFICATE**

Date ID Issued <b>19-Feb-2009</b>	IDENTIFICATION NUMBER <b>03-155749-00-0</b>	Business Start Date <b>01-Mar-2009</b>
Business Location <b>4516 ANAHEIM AVE NE</b>	Business End Date	
City and State <b>ALBUQUERQUE, NM</b>	Zip Code <b>87113-1668</b>	
Taxpayer Name <b>COMFORT SYSTEMS USA SOUTHWEST, INC.</b>	Taxpayer Type <b>Corporation</b>	
Firm Name <b>COMFORT SYSTEMS USA SOUTHWEST</b>	Filing Frequency <b>Monthly</b>	
Mailing Address <b>4516 ANAHEIM AVE NE</b>		
City and State <b>ALBUQUERQUE, NM</b>	Zip Code <b>87113-1668</b>	

This Registration Certificate is issued pursuant to Section 7-1-12 NMSA 1978 for Gross Receipts, County Gross Receipts, Municipal Gross Receipts, Compensating and Withholding Taxes. This copy must be displayed conspicuously in the place of business. Any purchaser of the registrants business is subject to certain requirements under Section 7-1-61 NMSA 1978.

Division Director Tax Administration

By Ron L. Scott

Any inquiries concerning your Identification Number should be addressed to the Audit & Compliance Division, P.O. Box 630, Santa Fe, New Mexico 87504-0630

Form Revised 02/2003

THIS CERTIFICATE IS NOT TRANSFERABLE





**Audit & Compliance Division**  
Albuquerque District

**Susana Martinez**  
Governor

**Demesia Padilla, CPA**  
Cabinet Secretary

COMFORT SYSTEMS USA SOUTHWEST  
4516 ANAHEIM AVE NE  
ALBUQUERQUE, NM 87113-1668

March 1, 2016  
CRS: 03-155749-00-0  
Letter ID: L0265315280

**STATE OF NEW MEXICO TAXATION AND REVENUE DEPARTMENT**  
**REGISTRATION CERTIFICATE**

Date ID Issued <b>19-Feb-2009</b>	IDENTIFICATION NUMBER <b>03-155749-00-0</b>	Business Start Date <b>01-Mar-2009</b>
Business Location <b>4516 ANAHEIM AVE NE</b>		Business End Date
City and State <b>ALBUQUERQUE, NM</b>		Zip Code <b>87113-1668</b>
Taxpayer Name <b>COMFORT SYSTEMS USA SOUTHWEST, INC.</b>		Taxpayer Type <b>Corporation</b>
Firm Name <b>COMFORT SYSTEMS USA SOUTHWEST</b>		Filing Frequency <b>Monthly</b>
Mailing Address <b>4516 ANAHEIM AVE NE</b>		
City and State <b>ALBUQUERQUE, NM</b>		Zip Code <b>87113-1668</b>

This Registration Certificate is issued pursuant to Section 7-1-12 NMSA 1978 for Gross Receipts, County Gross Receipts, Municipal Gross Receipts, Compensating and Withholding Taxes. This copy must be displayed conspicuously in the place of business. Any purchaser of the registrants business is subject to certain requirements under Section 7-1-61 NMSA 1978.

Division Director Tax Administration

By *Ron L. Scott*

Any inquiries concerning your Identification Number should be addressed to the Audit & Compliance Division, P.O. Box 630, Santa Fe, New Mexico 87504-0630

Form Revised 02/2003

THIS CERTIFICATE IS NOT TRANSFERABLE

**STATE OF NEW MEXICO TAXATION AND REVENUE DEPARTMENT**  
**REGISTRATION CERTIFICATE**

Date ID Issued <b>19-Feb-2009</b>	IDENTIFICATION NUMBER <b>03-155749-00-0</b>	Business Start Date <b>01-Mar-2009</b>
Business Location <b>4516 ANAHEIM AVE NE</b>		Business End Date
City and State <b>ALBUQUERQUE, NM</b>		Zip Code <b>87113-1668</b>
Taxpayer Name <b>COMFORT SYSTEMS USA SOUTHWEST, INC.</b>		Taxpayer Type <b>Corporation</b>
Firm Name <b>COMFORT SYSTEMS USA SOUTHWEST</b>		Filing Frequency <b>Monthly</b>
Mailing Address <b>4516 ANAHEIM AVE NE</b>		
City and State <b>ALBUQUERQUE, NM</b>		Zip Code <b>87113-1668</b>

This Registration Certificate is issued pursuant to Section 7-1-12 NMSA 1978 for Gross Receipts, County Gross Receipts, Municipal Gross Receipts, Compensating and Withholding Taxes. This copy must be displayed conspicuously in the place of business. Any purchaser of the registrants business is subject to certain requirements under Section 7-1-61 NMSA 1978.

Division Director Tax Administration

By *Ron L. Scott*

Any inquiries concerning your Identification Number should be addressed to the Audit & Compliance Division, P.O. Box 630, Santa Fe, New Mexico 87504-0630

Form Revised 02/2003

THIS CERTIFICATE IS NOT TRANSFERABLE

# STATE OF NEW MEXICO

TAXATION AND REVENUE DEPARTMENT

## RESIDENT CONTRACTOR CERTIFICATE

Issued to: **COMFORT SYSTEMS USA SOUTHWEST,  
INC.**

DBA: **COMFORT SYSTEMS USA SOUTHWEST  
8920 ADAMS ST NE STE A  
ALBUQUERQUE, NM 87113-2700**

Expires: **23-May-2022**

Certificate Number:

**L0683627696**



Stephanie Schardin Clarke  
*Cabinet Secretary*

THIS CERTIFICATE IS NOT TRANSFERABLE

Prepared for:



THANK YOU  
FOR THE  
OPPORTUNITY



CONTACT: Brian Ruffner  
Phone: 480-940-8400  
Email: [brian.ruffner@comfortsystemsusa.com](mailto:brian.ruffner@comfortsystemsusa.com)