

3. PROPOSED SOLUTION

FIRM CAPABILITIES

BV has a robust team prepared to provide Lake County with exemplary Building Plan Review and Inspection Services. The firm's team of expert professionals and the technical resources allows it to provide complete building department administration for jurisdictions both large and small. BV aims to partner with existing jurisdiction staff in a way which best complements their efforts and talents. In some instances, providing a plan review engineer "behind the counter" for two days a week is enough, while other jurisdictions may need a complete building department staff on-site for several years. BV has the capacity to seamlessly adjust its personnel and resources to facilitate both ends of the spectrum and everything in-between.

Partnering with BV provides the County with immediate resources. As the demand on the agency increases, the firm supplements the additional workload by augmenting its resources. Because of the firm's familiarity with the policies and procedures necessary for maintaining a building department, it has the ability to immediately begin assisting the jurisdiction with its code compliance service and administration needs.

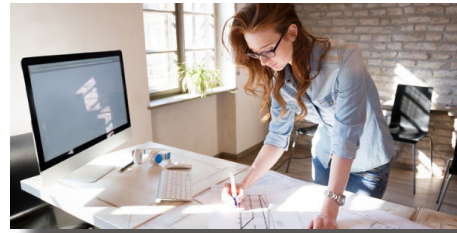
One of BV's key assets is the depth of experience its staff possesses. Professional personnel with years of industry experience coupled with a wide-ranging collection of business resources allows BV to uniquely customize and focus on its client jurisdiction's specific needs and requirements. BV has worked directly with jurisdictions in a variety of capacities and is familiar and comfortable working in the fast-changing pace of a growing municipality with evolving departments.

The firm's building services include, but are not limited to:

- Plan Review
- Inspections
- Permitting
- Code Interpretation
- Code Adoption and Ordinance Preparation
- Planning and Zoning Meeting Attendance
- City Council Meeting Attendance
- Building Official Duties
- Permit Tracking and Record Keeping
- Plan Reviewer, Inspector, and Permit Tech Training
- Pre-Design and Pre-Construction Meetings

- Designer and Builder Training
- Fee Schedule Evaluation and Updates

BV's local presence allows the firm to provide timely delivery and exceptional customer service in the most cost-effective manner. BV will bring a cooperative and creative problem solving approach to the needs of any jurisdiction. The firm fully understands its role as a team member committed to achieving successful projects for its municipal clients and their customers. BV's staff has considerable review experience of virtually any structure requiring permits, plan reviews, and inspections. With such a large and licensed staff, BV is able to manage numerous and complex projects simultaneously.



PLAN REVIEW

BV is the largest plan review firm in the United States, providing full service code consulting and plan review services. The firm's personnel have performed and managed plan reviews for thousands of projects. Project types include office and industrial, hotels, institutional occupancies, single-family tract and custom homes, tilt-up shells, tenant improvements, and infrastructure. BV's staff has considerable review experience of virtually any structure requiring permits, plan reviews, and inspections. Geotechnical, lab testing, and other reports are considered in the plan review process. The firm is well positioned to meet the needs of the County and deliver discipline-specific plan reviews (e.g., structural, mechanical, electrical, plumbing, etc.).

The firm has specific experience working through a variety of challenges including infill commercial development, adaptive reuse and change of occupancies of existing buildings, large commercial shopping centers and mixed-use multi-family developments, live-work projects, and high tech, research and development facilities.

BV's plan review services for the County shall endeavor to adhere to current codes. Detailed plan review letter comments, reference plan sheets numbers and code sections, and two copies (one electronic) of the plan review corrections list are provided for each reviewed project. Services include recheck of plans after the applicant has made corrections, review and recheck of field changes,

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deferred submittals, and review and recheck of additional work on the project as needed.

Plan Review Approach

BV's proposed team familiarizes themselves with the requirements of a public agency before beginning a review. The firm has extensive public sector experience, which assures the public's interests are fully protected. BV believes technical competence, while expected, is not enough. Experience and careful, thorough consideration of issues and impacts is needed in addition to the purely technical considerations. The firm has devoted a great deal of time and effort over the years to refining its approach and developing documentation to assist clients and train staff in understanding plan review procedures.

BV will work to ensure submittals are properly coordinated and tracked by following an established internal plan check coordination process in which each plan received for review is entered into the firm's FLEX database, processed, and returned on time to the client. BV's plan tracking procedures are designed to track each submittal throughout the review process and maintain accurate and comprehensive records for each submittal. To accomplish this the firm will:

- Screen and log each application to assure they are routed to all plan reviewers in a timely manner. The log serves as a tracking device to assure turnaround times and completeness of the review.
- Submittals are reviewed for compliance with all relevant state and County requirements.
- Plan reviews will be done in accordance with local, state, and federal regulations with which local jurisdictions are mandated to enforce as well as all codes and ordinances in effect by adoption at the time of plan review. Preliminary consultations will be provided to the applicant upon request, to assist and guide them in the design and plans preparation process.
- Information shown on each permit application is verified. Construction valuation is based on information provided by the County and compared to estimates provided by the applicant.
- Provide a thorough review of design drawings and details for compliance with the current Florida Building Code, National Electric Code, Florida Fire Prevention Code, and County codes and ordinances, to name a few. These reviews can also be performed on revisions to plans which have previously been approved for permit issuance.
- Plan review management.

- BV assures corrections are handled as quickly and as clearly as possible. The firm's goal is to help the applicant through the plan review process. All corrections are identified based on compliance with specified codes and regulations.

Generally, corrections are identified in two ways. Notes are made on plans during electronic review or on hard copy plans, if appropriate, and a correction sheet is generated detailing what items need to be addressed before plans can be approved. The County shall approve the development of any customized correction sheets. Correction sheets for specific projects shall be forwarded to the County along with a cover memo containing at least the following information:

- The date(s) plans were received and reviewed by BV
- The date(s) the applicant was notified of completed plan reviews
- The name and telephone number of the applicant

During the plan review process, BV is prepared to meet with the applicant or architect/engineer, County employees, or consultants at any time. Telephone discussions or meetings at project sites are welcomed to assure any plan review issues are handled efficiently. BV's goal is to issue approved plans as quickly as possible but in full compliance with the laws, codes, ordinances, and regulations. Upon completion of the plan review, the following information package is prepared and logged at a minimum:

- Completed plan review documents which include sign-offs
- Transmittal letter documenting any conditions associated with issuance of a permit, if any
- Marked up plan review documents
- Two sets of approved building plans
- Backup documents and reports
- All documents shall be provided in a format desired by the County

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INSPECTION SERVICES OVERVIEW

BV inspectors are State of Florida, Department of Business and Professional Regulation and ICC certified and have extensive experience in the construction trades as well. Fast-track projects may be built into small phases based on incremental design and fabrication steps. In such cases, the firm's inspection team keeps daily logs to track corrections and plan review changes.

BV's inspection teams also have the capacity to provide on-call building inspection services to cover staff vacation time, peak work loads, specialized inspection activities, and any other situations which may arise. These activities may include next-day inspections and same-day response to important or urgent requests. BV's building inspection services can be adjusted to provide a high level of coordination specifically suited to the design-build concept.

Building Inspection Approach

BV will provide the County with State of Florida, Department of Business and Professional Regulation and ICC certified personnel who will adhere to the following procedure to deliver building inspection services:

- Read and study project specifications, plans, and drawings to become familiar with project prior to inspection, ensuring structural or architectural changes have been stamped as approved by the appropriate authority and recognizing the need for and requiring plan checks for electrical, plumbing, and mechanical code requirements.
- Perform and document inspections on construction projects to determine all aspects of the project such as foundations, building, electrical, plumbing, and mechanical systems conform to the applicable building codes, zoning ordinances, energy conservation, and disabled access requirements including known local, county, state, and federal requirements.
- Review plans for building construction, plumbing, electrical, and mechanical details prior to making inspection.
- Bring to the attention of Lake County for approval of certain changes in building, plumbing, mechanical, electrical, and related work consistent with code and



ordinance requirements.

- Participate in reviews with fire, health, and other government agency inspectors, as well as owners.
- Maintain a record of non-complying items and follow up to the resolution of such items.
- Upon request, BV will inspect existing buildings for substandard and/or unsafe conditions.

INTEGRATION APPROACH

The BV team has had the opportunity to observe, replicate, develop, and successfully implement streamlined processes and best practices which produce efficient and cost-effective results. Building safety in a community begins with adopting a proven set of building safety codes. But, it takes much more than a set of codes to protect the public. It requires qualified professionals to implement the day-to-day application of the codes. It also requires a proven infrastructure to provide the resources and training necessary to keep building safety professionals up-to-date with the latest building safety requirements and enforcement practices.

As declared by the International Code Council, a successful code administration program achieves:

1. Reduced risk of tragedy caused by natural disasters and fires
2. Investment protection for property owners
3. Insurance premium sustainability

The firm pledges to provide its clients with a successful code administration program with qualified and experienced code professionals and a proven infrastructure. To achieve a cohesive and seamless process, BV has developed the following guideline for the integration and delivery of services.

Phase 1: Initiation - Identify

During this phase, the primary goal is to identify the key stakeholders and gather an in-depth understanding of the current processes and procedures.

- Identify staff / responsibilities
- Document contact information
- Identify project tracking system
- Develop planning and implementation schedule

Phase 2: Planning - Evaluate

BV will use the Phase 2 period to orientate the team with the jurisdiction's streets, built environment, local procedures,

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ordinances, forms, best practices, and other requirements which may be unique to the area.

- Evaluate forms and applications
- Identify department services
- Evaluate department needs
- Identify codes and ordinances
- Gather zoning ordinances and maps
- Complete survey form
- Specify goals and objectives

Phase 3: Implementation - Establish

The Implementation Phase is the performance phase. This is where BV will put into place the procedures developed in collaboration with staff to ensure seamless extension.

- Establish plan review procedures
- Establish inspection procedures
- Obtain project tracking system training, if needed
- Establish billing process

Phase 4: Monitoring - Assessment (Continuous)

Phase 4 has been established as the Monitoring Phase. This phase will let BV know if the firm is meeting expectations and service needs, and to adjust the procedures accordingly.

- Review plan review procedures
- Review inspection procedures
- Measure customer service
- Monitor permit activity
- Update key information
- Provide solutions

BV's approach to achieving successful project execution not only involves the technical aspect of the firm's service, but it also includes the human aspect.

BV RESOURCES

Electronic Plan Review Capabilities

BV provides an alternative solution to traditional plan review. By utilizing Adobe Acrobat, the firm's plan reviewers can quickly and accurately review plans for compliance with applicable codes. Plans are submitted as PDF files via a secure and confidential FTP site. These plans are then reviewed by firm staff who are able to place comments and redlines directly on the plans, corresponding to areas needing

revisions. Redlined plans with comments are then forwarded to, or placed on the secure FTP site for the designers, engineers, and architects. The County also has access to the FTP site. Electronic plan submittal and commenting allows for economical movement of plans and quick turnaround, eliminating shipping time and costs. Using Adobe Acrobat software, electronic plans with comments can be viewed and discussed with the tenant, designer, and plan reviewer as needed to resolve issues quickly and efficiently.

Equipment

BV will provide the necessary equipment and uniforms for the firm's building services staff. Additionally, should the County determine the use of specific uniforms and identification badges, BV will adhere to these requirements. BV will supply a cell phone, tablet, and other electronic equipment needed to carry out the scope of work outlined in the contract. The firm will, at the County's request, comply with all open records requests the County receives and the firm will provide IT security associated with data and usage of County and company issued equipment.

Vehicles

BV will supply vehicles necessary to perform the scope of work. The quantity of the firm's vehicles will be sufficient to provide each inspector with the ability to travel around the County. The vehicles can be marked as inspection staff and use removable magnetic signs as designed by the County to identify themselves. BV will maintain vehicles in a manner acceptable to the County and will be free of any major defects. Each of the firm's team members maintains a valid driver license.

Customer Service Philosophy

BV's role is to serve the community on behalf of the jurisdiction and the paramount function of this service delivery is the protection of life and safety of said community. The firm understands the importance of delivering a high level of customer service when supporting a jurisdiction with building and safety services. BV's dedication to this effort is exemplified in every team member. The firm has built its organization and reputation on acting with integrity, honesty, and professionalism and BV personnel are expected to convey these same values.

BV is fully committed to becoming a seamless extension of the County. It is the firm's objective to ensure its team and services are in full alignment with the mission and goals of the County and BV understands its service delivery will be a reflection of the County. It is with this in mind the work performed by BV's personnel will be up to the high standards established by the County and provided with the same excellence as if it were being delivered by a County employee.

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As a result of BV's exceptional attention to customer service, large pool of experienced personnel, and ability to provide value-added services like electronic plan review, the firm is the right choice for providing the County's building and safety services. The County needs to be assured their chosen firm is able to supply superior services for residential, commercial, and industrial projects. The firm has proven experience providing services for projects ranging from small residential remodels and additions to large scale commercial projects.

BV's #1 goal is to meet and exceed the service levels required from its clients.

- The firm is committed to providing staff continuity, close communication, immediate accessibility to staff and information, implementation of best practices, and pro-actively solving issues not clearly identified in the code.
- BV will pro-actively ensure exceptional customer service, balance development momentum with code compliance/processing requirements, and seamlessly serve as an extension of Lake County's staff.

Lake County can be confident BV is the best choice to provide excellent customer service and qualified staff for all project types.

Continuous Improvement Efforts

BV helps clients define their strategies, manage risk, monitor quality, improve performance, and enhance their return on investments. The firm accomplishes this by offering the County demonstrated expertise in code compliance services, a commitment to reducing the County's review turnaround times, and accurate corrections based on current County adopted federal, state, and local municipal codes related to construction and zoning. BV is very familiar with and understands the importance of these established codes and is committed to helping maintain a standard in the community for all to enjoy. BV will identify and bring to the attention of the County state-of-the-art practices and innovative good neighbor policies and code compliance programs.

Supporting the Established Culture Throughout the Community

Community character is conveyed by not only grand buildings and public spaces but a whole range of elements: residences of all sizes and scale; commercial, government, and institutional buildings; street cross-sections; street furniture and graphics; public places, large and small; ceremonial buildings; informal activities such as street markets and fairs; and the food, language, and personalities which contribute to a community's narrative.

In an effort to adopt the spirit and proud nature of the community, BV employees are encouraged to regularly support and participate in local activities and events. The firm will strive to preserve and enhance the local identity, uniqueness, and culture of the community. The BV team will adopt the policies, processes, and procedures utilized by the County which reinforce the underlying philosophy and vision already established.

The Promotion of Information Sharing and Collaborative Work

When you have multiple groups with differing views, resources, and skills applying their intelligence and strength to manage a community, the results can be impressive. They can figure out ways to garner the necessary skills, funds, and time to solve community problems and improve human services. But it requires people who are well-organized, cooperative, and aligned by a common mission.

BV puts aside the narrow interests of its own organization and gives priority to the broader common good of the larger community. By networking, coordinating, cooperating, and collaborating, the firm's team works with all agency staff, stakeholders, and organizations to accomplish common goals each entity can't achieve on their own.

The Maintenance of Established Business Hours and Provision of Appropriate Staff

BV recognizes it is responsible for conducting business during the established business days and hours, except when the Government facility is closed due to observed federal holidays, local or national emergencies, administrative closings, or similar Government directed facility closings.

The firm will, at all times, maintain an adequate workforce to facilitate uninterrupted performance of all tasks defined for code compliance services. Because of the nature of building division services, BV personnel are expected to meet after-hours needs identified by the County.

