



Proposed Solution

Our proposed solution focuses on the following five key reasons as to why JPI is ideally suited for this work. These are the tolls that JPI will utilize to approach the work and process the successful completion of the work with qualified staffing and resources.

- ① **Multi-discipline Contract Manager.** Mr. Payne PE, as the contract manager, provides the County with one contact for both assignments. This will streamline task assignments and cost-effective use of staffing.
- ② **Value Added/ Multi-licensed staff.** JPI's professionals contain multiple licenses so will perform multiple roles and receive multiple assignments. This minimizes the staffing needed for the Types of Work listed within the RFQ. For example, on our current contract, we receive multi-trade daily assignments by assigning a multi-licensed individual, rather than a group of single trade individuals. Our professional engineers can work on multi-trade assignments.
- ③ **Local Knowledge.** JPI possesses professional service contracts for many local municipalities for over five years, in good standing. The local clientele includes the City of Clermont, Pinellas County, Hillsborough County, City of Clearwater, City of Palmetto, and numerous Building Departments in the region.
- ④ **Availability.** As a growing small business, we do have availability to service the County. Our operating capacity is approximately 1800 man-hours per week and currently, we are operating at approximately 1400 man-hours per week. This provides 400 man-hours per week of capacity, which is approximately ten full time equivalents of personnel, per week, of availability. JPI has 22 percent capacity immediately available to complete these assignments immediately after receiving this contract. Within six months, this capacity will increase to up to 50 percent operational capacity, if JPI does not continue to win contracts such as RFQ 021-0-2021/RS advertised by the County.
- ⑤ **Quality Control.** Our employees work with standardized checklists and code check books. For services, employees carry or have access to JPI's ICC digital subscription, ICC Code check books, municipal checklists, and internal operating checklists. JPI weekly submits a QAQC email highlighting QAQC focus agenda. JPI has a Quality Assurance process for new hires which consists of over-the-shoulder mentoring for a two-week period. In addition, JPI supports cross training in which individuals work over the shoulder on each other's routes quarterly to ensure consistency in work among individuals. JPI will create QAQC procedures for the work under this contract.

Highlighting our qualifications, JPI has extensive experience locally completing building inspections. JPI completes code review for several local municipalities. We utilize a variety of platforms including Accela, CDP services, Naviline, CitizenServe, and other platforms to complete our assignments. JPI understands the County ordinances, State Code ordinances, code compliance, and alternate permitting methods (engineer's letter, variance for compliance to a prior Code version of hardships, etc.). Our staff is licensed in either FS 468, as an Engineer, or



as an Architect. Our professionals are familiar with the 7th edition code changes through online education and practice. JPI staff includes 20 licensed professional engineers, including the President of JPI. JPI's service line includes a site/civil service line where we complete complex site development plans and permitting services. JPI is familiar with zoning reviews and FEMA reviews associated with land development and with building permit applications. JPI is a registered engineering company with the Florida Board of Engineers.

Key Personnel

The key personnel on this current contract include Joe Payne PE as Contract Manager. As shown in Attachment 4 and previously described within the Vendor Profile, JPI proposes the following team members for this contract.

- a) Tony Murphy, RA, possesses over 30 years of experience as a Registered Architect for commercial and residential projects. Andrew works as a Plans Reviewer and Inspector for JPI. Mr. Murphy resides in Tavares and works on our City of Clermont contract.
- b) Ron Vatalaro, BSN, PX possesses over 40 years of experience in the residential and commercial construction industry.
- c) Mark Thornbloom, PE, possesses over 35 years of experience as a Professional Engineer. Mark is an expert Solar/ Electrical Engineer and a contributor to the 2018 International Solar Energy Provisions. Mr. Thornbloom works on our City of Clermont contract.
- d) David Wilcox, CBO, BSN, possesses over 40 years of experience in the commercial and residential construction industry throughout central Florida. Mr. Wilcox works on our City of Clermont contract.
- e) Cory Brockett, PE, possesses over 30 years of experience and would serve as the first Inspector. Mr. Brockett works on our City of Clermont contract.
- f) Rick Hoepner, PE, possesses over 50 years of experience and would serve as the first Inspector. Mr. Hoepner works on our City of Clermont contract.
- g) Kevin Singley is a 30-year professional with a Building Code Administrator License, multi trade licenses, and a plans examiner license. Kevin has residential and heavy commercial and structural experience. [Kevin would be the Fire Industry Professional.](#)

Our key strength is our multi-disciplined experience at the inspector level. Over 75% of our inspectors are multi-disciplined WITH over 35 years' experience. This allows the COUNTY to assign multiple trade work to one inspector, thus reducing the staffing needed to service this contract. It will also preserve your budget.

We understand that the end user, the applicant, along with the owners and contractors are essential to the permitting process. We start our day scheduling our route to accommodate customer time window requests. If we are unable to do so, we speak with other multi-discipline inspectors to see if they can "add" the inspection to their route for the time window. We then call the permittee or contractor with a two-hour time window for the inspection.

If the inspection does not pass, we leave a note at the site along with our phone number for additional information. Also, we will provide a courtesy call to a contractor who is waiting for the result. This is quite common with concrete pours.



At the end of the day, we are available to answer questions. Joe Payne has answered questions as late as 9pm for current clients. In addition, Joe Payne has received staffing requests from clients as late as 6:30am for a 7am shift and provided additional inspectors.

For plans review, we will attempt to help the end user receive application completion on the first attempt, especially when we are working at the permit desk. Quite often, the applicant has the authority to make minor plan edits to receive plans approval. If this is not possible, we will make a clear and concise list of comments with code references and provide to the applicant. We will call them to inform them that the application has not passed and point out why.

FEMA processing requires a little more care due to the funding and grant implications. Our FEMA reviews are specific, and the end user will need to meet the specific requirements. There is less flexibility in a FEMA review relative to a kitchen cabinet remodel plan review for example. All inspectors are individually licensed building inspectors, architects, engineers, plans examiners, CBOs, and building code professionals. In addition, most of our inspectors have experience levels in the 40+ year range. Our inspectors have worked for governmental agencies and have held leadership roles. Our ability to understand tasks comes with our typical 40+ years of experience per inspector.

Each inspector carries three key items which assist them. They carry an ICC code check manual for their trade, weblinks to the Florida Building Code, and JPI QAQC procedures. We find that these items address 80% of the inspection knowledge required and then the inspector's experience provides the other 20% from reviewing on-site plans and the project.

Continual staff development and training is provided through our quality control, quality assurance, and training procedures. New hires are trained for two weeks through a buddy and shadowing program. The new hire is shadowed by a senior inspector up to the first two weeks. This consists of both over the shoulder mentoring and telecommunications and emails. After two weeks, the shadower becomes the individual's mentor and continuing contact. Through our quality control program, we use consistency through code manual references to produce integrity in our inspections. One key quality assurance technique is periodic cross training in which we conduct audits of our work through peers. Inspectors will mobilize with each other during routes to see how each one is handling certain situations. This establishes consistency over time. We also have weekly quality control email communications to broadcast trends and a monthly quality control teleconference.

We resolve issues in the event of an unacceptable performance or behavior in the following way. The Owner of the company contacts the individual directly and informs him to stop work. The individual is told to go home for the remainder of the day. The Owner or JPI professionals work together to complete the route that day. And a new inspector is assigned to the contract starting the following day. This occurred in the following situations:

- 1) A new hire showed up to work at 8am. He worked 2 hours and decided that it was not for him. The new hire was part of the training program and the shadower took over the route. A new inspector was assigned the following day.



- 2) A client said that an individual was not responding to phone calls and contacted the Owner at 11am. The President finally got a hold of the inspector at 1pm. The President assigned the remaining inspections to another inspector for the remainder of the day. The inspector who was not returning phone calls was removed from the contract for two weeks. The problem was resolved, and the inspector remained on the contract.

We mitigate delays by the utilization of our one week and three week look ahead schedules. This informs our staff of upcoming work and tentatively reserves our staff for you. In addition, we meet your on-demand requests using our part-time employees. Our part-time employees understand that they are on call for additional work. For example, for an in-house staff supplement task assignment, a part-time employee who is scheduled for two days can easily work up to three additional days on short notice. Whereas a full-time employee working five days, iteratively, cannot work additional days in a five-day work week. We try to position ourselves as a direct extension of your staff. In addition, our client can reserve our services as far in advance as they see fit. For example, the COUNTY could say, "JPI, we need a professional for half days for the next three months" and we will reserve for you. Expanding, the COUNTY could say, "JPI, we need five professionals on March 23rd to cover our in-house CPR training" and we will reserve five professionals for you on that day.

The approach that we provide is multi-discipline in nature. We attempt to staff contracts with versatile multi-discipline employees. This allows us to provide continuity of staffing by providing you with the same staff member (s) over a long-term basis. We do this to customize our service to suite your needs by allowing you to develop daily ongoing relationships with our staff.

Also, our experience is key. We have professionals who range with over 40 years of experience in the industry and will minimize risk and enhance public safety. Again, the approach is multi-discipline. Specifically, to plans review, our staffing includes architects and engineers who are the peers of the individuals submitting plans to you. Our plan reviewers are colleagues to the applicant typically and can communicate and work out application items while the plans are reviewed in the office. This provides, in our opinion, more complete plans and less doubt and risk for the field professionals.

We will utilize your process flow charts for routing plans to the appropriate COUNTY staff for compliance. If no such flow charts are available, we will create this upon arrival on our first day and week of work on the contract.

Our staffing includes former governmental officials and as consultants we are available upon request of the COUNTY Manager to attend COUNTY meetings. Our staffing is regional so we will always have staff available for disaster response. In the unfortunate event of a disaster, we will utilize staff outside of the disaster area and mobilize them to temporary housing at the perimeter of the area to service the COUNTY. We understand that this work will be shift work outside of the normal contract hours.

We are prepared to provide the supplemental services needed for the contract and are fully staffed. We will work at office space provided by you and answer incoming calls. We will likely



use laptops or tablets to access the permitting software from the field. We will supply equipment for the web access.

Our vehicles will be well equipped for this work. The essential equipment includes ladders, ratchet sets, electrical testing equipment, Level D safety gear, and equipment as needed. Our typical work attire on site is Level D with a collared shirt and jeans recommended or work pants. We refrain from graphics or other logos. Employees carry ICC code check manuals, FBC checklists, and JPI QAQC information.

We work well with other private party providers and are comfortable receiving a secondary or tertiary contract to a primary provider to the COUNTY. If the COUNTY so chooses, we welcome the opportunity to work hand in hand with your incumbent. Our team is ideally suited for flexible staffing. We have a mix of part-time and full-time employees and can vary our staffing level daily with notice. We are familiar with the trending enforcement of current building codes such as door blower test for new construction, ARC breakers, and reroof approaches for Peel and Stick roofs.

Our availability is key to this contract. We are readily available with surplus staff and are only operating at 25% capacity. JPI staff regularly attends online seminars in Advanced Building Code Changes for the 7th Edition of the FBC and attends seminars for the Changes relative to the 2018 IBC.

JPI staffing includes 45 professionals with the capability of a production capacity of 1800 man-hours per week. As stated previously, we currently operate at about 1400 man-hours per week, so have 400 man-hours per week of available staff. This provides the capability to complete this work. **We advise the County to strongly consider the vendor's available production capacity, and not their company size, to complete this work. It is not relevant for a vendor to have more employees than another vendor in scoring. What is relevant, is the vendor's available production capacity, and available staff to serve this contract. There is no benefit to Lake County to award this contract to a vendor of significant size, if a large vendor has no available staffing.**

The special resources that we utilize are standard checklists and references, both in hard copy and digital subscription form. JPI has a digital subscription to the ICC Code Library, which allows us to access ICC, FBC, and other code libraries for reference. Also, we may attend their online seminars with our subscription. In addition, JPI complete CEUs in the Building Code trade and Site Planning trades. JPI staff possesses design code references in hand while completing work in hard copy and digital format. This includes ICC code check books, FBC checklists, and checklists from other municipalities which we find to serve as an ideal reference.

JPI possesses corporate software licenses which allow us to complete work in a timely manner. JPI possesses a corporate BlueBeam License, so employees can complete remote plan reviews in BlueBeam and stamp review plans. BlueBeam can also be used for Planning and Zoning applications. JPI can create plan review stamps for services. The focus here is that JPI can complete in-house and remote plan review using modern plan review software. In addition, JPI maintains a corporate Adobe Acrobat DC Pro license which allows for editing and comment



communications when reviewing pdf files. JPI employees utilize laptops, Ipads, and tablets for work. JPI employees possess current versions of the Android or iPhone and can complete work using their phones such as Accela and other forms of permit entry. JPI smart phones have the capability to complete virtual inspections with FaceTime, Zoom, or other platforms, should the client allow this within their standard procedures. JPI has the capability to also complete reviews in the field, importing field photos as necessary into the project library as allowable by the clients. JPI also has licensure in CADD design licensing and subscribes to online municipal codes. JPI utilizes this technical advantage to compete in the industry with significantly larger firms and provide a similar, and some clients would say a better, quality product than our competitors. JPI invests a significant portion of their operating budget in IT and software platforms to maintain a competitive edge. For overhead, we use advanced methods of Quickbooks and related software for managerial accounting, time keeping, and invoicing.

JPI possesses their own FTP site for file sharing with clients. This special resource allows us to receive work in large volumes for completion and the transfer of work product back to our clients. JPI uses checklists to automate our work and we are in the process of developing a program to automate our checklists. In the field, our use of the smartphones and tablets allows us to access project information through wi-fi capable devices.

One our innovations is through our multi-trade professional licensure and local staffing/knowledge. As such, we can provide on call support to each other in the field to handle high work volume. On our current contract with the Pinellas County, we utilize staff from our Tampa Bay contracts in unison to assist each other. In addition, this allows for quality assurance and quality control procedures, including on the job training and mentoring, of our staff. On the current contract, as you recall, Mr. Payne was the first professional on the contract. Mr. Payne trained the 2nd person and 3rd person on the contract on the job.

Another innovation is the diversity of our staff, including their work status. JPI possesses, intentionally, part-time employees. They are strategically utilized to address additional work requests from clients. As such, an employee that ordinarily works perhaps two days per week, would expand to work a five-day week should the client request the same. This allows JPI to easily increase weekly production capacity to meet your needs. Also, JPI can provide staffing to you with less than 12 hours' notice through having these part-time professionals available. For example, Mr. Talbert at Brevard County telephoned Mr. Payne on May 25th at 730pm, requesting an additional professional for the next day on May 26th. Mr. Payne fielded the call and contacted an available professional and responded to Mr. Talbert's service call within approximately 20 minutes with the requested staffing for May 26th.