



June 29, 2021

Scott Lewandowski
Iowa Department of Administrative Services (DAS)

TRANSMITTAL LETTER (Exhibit 1)

Thank you for considering Pros, Inc. for your reliability needs. We are confident that you will be very satisfied with the services that we offer.

The information we have enclosed will assist you in making the most of our services. If you have any questions, please feel free to contact us. As your needs change, we will be happy to help you evaluate those needs and offer you the services that will help you achieve your new goals. Again, thank you for considering Pros, Inc.

Sincerely,

Savanna Bruno

Finance & Human Resources Manager

Savanna.Bruno@prosreliability.com

EXHIBIT #2 – Executive Summary

As a service provider, Pros, Inc. has compiled information on our various services offered and explained, in detail, how we plan on utilize these for the most optimal reliability for the State of Iowa facilities. The dedicated reliability professionals of Pros, Inc., together with the reliability plan designed for the State of Iowa, will provide the most powerful solutions to increasing your machinery reliability. To assure our customers are able to fully utilize the benefits of the predictive maintenance program, Pros, Inc. exclusively offers advanced reporting capabilities to manage their data. Utilization of the latest technologies and techniques will provide optimum asset performance, increased production availability and reduced maintenance repair costs resulting in significant savings.

Additionally, management has read and understood the terms and conditions of this RFP, including the Contract provisions in Section 6. The custom-curated service plan will be tailored to comply with the specifications of this RFP, leading to the ultimate reliability partnership between Pros, Inc. and the State of Iowa.

EXHIBIT #3 – Firm Proposal Terms

Pros, Inc. guarantees that the services described in this proposal are currently available through our Company, and all terms contained within this proposal (including price) will remain firm for the 120 days following the deadline, as described in the Firm Proposal Terms from the RFP cover sheet.

EXHIBIT #4 – Respondent Background Information

The background information for Pros, Inc. is laid out below:

- With federal projects exempt, Minnesota does have a preference for instate contractors with reciprocal preference in which MN gives preference to its resident bidder against the bid of a non-resident bidder, equal to the preference given by the other state to its own resident bidders. Whenever a tie involves a Minnesota firm and one whose place of business is outside the state of Minnesota, preference shall be given to the Minnesota firm.
- Pros, Inc. is located at 11342 Sorenson Lake Lane, Merrifield, MN 56465. Our toll-free number 855-707-7767, our fax number is 866-707-6762, and the email address for the person responding to this RFP is savanna.bruno@prosreliability.com. DBA names in other states include Pros, Inc. of Minnesota and Production & Reliability Optimization Services (PROS), Inc.
- The entity type for Pros, Inc. is a Corporation, and was incorporated in the state of Minnesota.
- The location used for performance of services in this RFP is at 7800 Painted Sky Court, Prior Lake, MN 55372. The telephone number for this location is 612-298-4905.
- The number of employees for Pros, Inc. is nine (9).
- Pros, Inc. is an Equipment Reliability consulting services company

- For all contractual and technical matters concerning this proposal, please contact Dale H. Bjerkness. He can be reached at 11342 Sorenson Lake Lane, Merrifield, MN 56465 and 218-831-6203.
- Pros, Inc. will not be using subcontractors for the services in this proposal.
- The accounting firm that Pros, Inc. contracts with is Mandt, Reiss, and Haglin PLLC.
- Pros, Inc. is currently registered to do business in Iowa, and a current W-9 is listed below.

Form **W-9**
 (Rev. October 2018)
 Department of the Treasury
 Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Pros, Inc.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

Individual/sole proprietor or single-member LLC

C Corporation

S Corporation

Partnership

Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ▶ _____

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
11342 Sorenson Lake Lane

6 City, state, and ZIP code
Merrifield, MN 56465

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

--	--	--	--	--	--	--	--	--	--

or

Employer identification number

3	8	-	3	8	6	2	3	8	6
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Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person Date ▶ 7/6/2021

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

EXHIBIT #5 – Experience

1. Pros, Inc has been in business since January of 2012, however our team management has been offering the services in the RFP for 20 years. Our level of technical experience in providing the types of services in this RFP would be considered expert, as our team has over 100 years of combined experience with members of our technical management having experience dating back decades.
2. The list of goods and services similar to those sought by this RFP include trainings; PdM Program audits; Equipment Reliability Optimization Training; maintenance optimization audits and training; lubrication analysis; start-up commissioning consulting; laser alignment, in-place dynamic balancing; as well as a variety of additional services that utilize the technologies included in this RFP, such as vibration analysis, infrared thermography and ultrasound technologies.
3. For product sales, we are a distributing partner for CTC (Connection Technology Center, Inc.), which is a provider of durable and reliable industrial accelerometers, piezo velocity transducers, 4-20mA vibration sensors, and proximity probes as well as all related mounting hardware, cabling, and junction boxes. We also have industry partners where we source other equipment related to predictive maintenance consulting, such as Olympus, UE Systems, and Pruftechnik.

Letters of reference from three previous or current clients are included below:



24096 170th Avenue
Fergus Falls, MN 56537-7518
Phone: 218-998-4301
Fax: 218-998-4302

www.gpreinc.com

Dear Sir or Ma'am,

It is my pleasure to recommend Pro's Inc., for predictive technologies provider.

My name is Jason Resler. I am the maintenance manager for the Green Plains Ottertail facility in Fergus Falls Mn. I have over 16 years of experience working with predictive technologies as part of our condition and preventative maintenance programs. I have had the privilege to work with a few different companies that offer these services. I have found that the relationship I have with Pros, Inc., has been second to none.

Pro's Inc., offers a complete predictive technologies package. They offer vibration analysis, infrared thermography, ultrasound, and balancing services. They are professional, expedient, and always willing to go the extra mile when asked. Their technicians are very observant and safe when in the field. They often find issues in my plant that get missed by plant staff.

About a year ago we were having issues getting the plant back on line after a scheduled outage for maintenance and cleaning. We were having issues with a shell and tube heat exchanger that wasn't generating enough vacuum to run the process. I called Pro's Inc., and asked if they could send someone out with their ultrasound equipment to see if they could pinpoint any leaks. The technician arrived early the next day and within an hour he was able to pinpoint a leak in a gasket that we were not able to locate without this technology.

If you more information or experiences please do not hesitate to contact me at 218-770-3719. I would be more than happy to elaborate on their capabilities and experiences.

Best Regards,

Jason Resler, CMRP
Maintenance Manager
Green Plains Inc., Ottertail

Kevin G. Moorehead
Retired Maintenance Manager Kraft Foods
604 8th Street NW
Nora Springs, Iowa 50458

June 29, 2021

State of Iowa
Maintenance Program
Iowa
Des Moines, Iowa 50319

Dear State of Iowa:

I am writing to recommend Dale Bjerkness, whom I have known for 26 years, as a candidate for your State of Iowa maintenance program. PRO's was, and is still currently used at Kraft / Heinz Co. in Mason City IA. where they have done vibration, UE, IR, Ultrasonic thickness testing, Laser alignment, and air / steam trap inspections for the past 20+ years. Each year I was tasked with justifying the additional cost incurred before setting the Maintenance budget for the following year. PRO's software package made it easy to justify costs based on documented reports and the ability to input actions and calculate cost savings. Dale's company reacted to emergencies within hours of being called each and every time we had issues that needed to be addressed. We had internal Kraft audits, State of Iowa audits, and Military audits where maintenance questions were easily answered with the documentation from the reports provided by PRO's.

Dale is a hands on owner that is very engaged in the work of his employees and checks in with customers routinely, on site to make sure the customer is getting everything they need, often challenging me to find out results from inspections. This led me to hold my staff and myself accountable for the reports generated.

I have no doubt Dale would be a valuable asset to your State of Iowa maintenance program and I give my highest recommendation. If I can provide any further assistance, do not hesitate to contact me at 16414204871 or kevin.moorehead@icloud.com.

Sincerely,

Kevin G. Moorehead

Kevin G. Moorehead



HESS CORPORATION
Hess Tower
1501 McKinney Street
Houston, TX 77010
United States

Jon C. Collins
Hess Corporation
3015 16th Street Southwest, Suite 20
Minot, North Dakota 58701

To Whom It May Concern

RE: Letter of Recommendation (Pros, Incorporated)

Dale Bjerkness and his company, Pros, Incorporated, have provided outstanding support to Hess Corporation's equipment reliability program in North Dakota since 2014. They have been professional, courteous, and responsive in all aspects of their service to Hess. I personally recommend them to any company or entity that seeks to improve the reliability of their equipment.

Pros, Inc. performs ultrasonic thickness testing, ultrasonic leak detection, thermography and vibration analysis on Hess' oil and gas production equipment. This work is typically scheduled as part of a routine maintenance program. However, as mentioned, Pros, Inc. is very responsive to short-notice callouts for non-routine troubleshooting and diagnosis.

I have been particularly impressed with Dale Bjerkness' involvement in helping our company to develop our programs. He takes the time to personally understand his client's operation and needs. He offers expert advice to address those needs. In our case, he has designed and implemented special tools and techniques to overcome technical challenges.

One final and important note; the services from Pros, Incorporated are a great value. Their work is accurate and timely. Their prices are competitive and Dale Bjerkness' advice and training are invaluable.

Jon Collins

Sincerely,
Jon C. Collins
Surface Engineering Logistics Specialist

EXHIBIT #6 – Termination, Litigation, and Debarment

In the past five (5) years, Pros, Inc. states that the following information holds true:

We have not had any contract for goods and/or services terminated, for any reason.

Damages or penalties have NOT been assessed against Pros, Inc. and dispute resolution settlements have not been entered into.

No orders, judgements, or decrees of any Federal or State authority barring, suspending or otherwise limiting the right of Pros, Inc. to engage in any business, practice, or activity.

Pros, Inc. and its officers have had no litigation or threatened litigation, administrative or regulatory proceedings (or similar matters).

There have been no irregularities discovered in any of the accounts maintained by Pros, Inc. on behalf of others.

EXHIBIT #7 – Acceptance of Terms and Conditions

By submitting our proposal, Pros, Inc. acknowledges our acceptance of the terms and conditions of the RFP and the General Terms and Conditions without change.

EXHIBIT #8 – Certification Letter

This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Respondent knowingly rendered an erroneous certification, in addition to other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

Certification Regarding Registration, Collection, and Remission of Sales and Use Tax

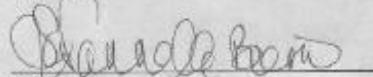
Pursuant to *Iowa Code sections 423.2(10) and 423.5(8) (2016)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Respondents to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Proposal in response to the (RFP), the Respondent certifies the following: (check the applicable box)

- Respondent is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code chapter 423*; or
- Respondent is not a "retailer" or a "retailer maintaining a place of business in this state" as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

Respondent also acknowledges that the Agency may declare the Respondent's Proposal or resulting contract void if the above certification is false. The Respondent also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in addition to other remedies available to Agency.

Sincerely,



Signature

SAVANNA BRUNO, FINANCE MANAGER

10/28/2021

Name and Title of Authorized Representative

Date

EXHIBIT #9 –Authorization to Release Information

**Attachment #2
Authorization to Release Information Letter**

(Date) 10/28/2021

Scott Lewandowski, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFP00421005003- AUTHORIZATION TO RELEASE INFORMATION

Dear Scott:

(Name of Respondent) hereby authorizes the Iowa Department of Administrative Services ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Respondent in response to RFP0421005003.

The Respondent acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. The Respondent acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. The Respondent is willing to take that risk.

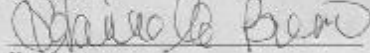
The Respondent hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to the RFP.

The Respondent authorizes representatives of the Agency or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Respondent's Proposal submitted in response to RFP.

The Respondent further authorizes any and all persons, and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the Respondent's Proposal. The Respondent hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the Respondent that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,



Signature

SAVANNA BRUNDY, FINANCE MANAGER 10/28/21

Name and Title of Authorized Representative

Date

EXHIBIT #10 – Mandatory Specifications

Service Requirements

- Pros, Inc. provides our consulting services on an as-needed basis and based upon the frequency of inspections agreed upon for the various services provide. This will be determined upon the program set-up. Service will be provided to conform with all applicable federal, state and local codes.
- Pros, Inc. deploys field technicians and engineers on their own ONLY after receiving all project-specific technology trainings; all project-required technology certifications, and all company-required (and customer-required, whichever is more stringent) safety trainings. Any employees being trained on new technologies will be accompanied by (and supervised by) the site manager.
- Before reports are sent to the customer, they will first be reviewed and approved by management and/or highly-experienced personnel for accuracy and any deeper insights that may be discussed or added.
- To ensure timely response to service requests, Pros, Inc. will provide contact information for their primary assigned technician/engineer, their manager, as well as the regional director. This contact information can be used in both emergency and non-emergency situations.
- For emergency call-outs, our toll-free number is available which will connect the customer to the first available contact to arrange service. This number is 855-707-7757.

Post Delivery Documentation

Upon completion of consulting services, the reports will be distributed to the state project representative and any other requested individuals. These reports will be posted online and notification emails will be sent out by email, typically within 24 hours of completion of service. These reports will be password protected and will contain the equipment lists, dates of inspection, punch list notes, recommendations, and inspection findings for the program/equipment start-up and subsequent inspections.

Training

General user training for our web-based software reporting program is provided, and can be offered in a group or individualized setting. It can also be provided over the phone, video conferencing, and self-service tutorial. Any necessary troubleshooting or questions can be answered by contacting our assigned technician/engineer, manager, director, or by calling our toll-free number.

EXHIBIT #11 – Technology Capacity

Pros, Inc. will utilize any and all technologies at our disposal to analyze and solve equipment reliability issues. Examples of the reports as we submit to clients are shown below.

Infrared Thermography:

Ex. 11.1



Equipment Reliability Report
ACME :: Kileen - ELECTRICAL - THERMOGRAPHY

Equipment Health Codes	
1 Imminent Failure	N Unit Not Running
2 Repair within 30 days	S Spare Unit
3 Repair within 90	U Unsafe to Collect Data
4 Non-urgent	A Other
5 Baseline Analysis	Not Up for Inspection

PAGE 1

Unit	Unit ID	Frequency of Inspection	Last Inspection	MAY 08	JUN 08	JUL 08	AUG 08	SEP 08	OCT 08	NOV 08	DEC 08	JAN 09	FEB 09	MAR 09	APR 09	Observations
SHREDDER AREA																
COLLECT - 6	MCC 2	JAJ0	04/15/09												6	
BAILER "B"	MCC 3	JAJ0	04/15/09												4	1) IR REPORT
COLLECT - 1	MCC 4	JAJ0	04/15/09												6	
SHREDDER	MCC 5	JAJ0	04/15/09												6	
COLLECT - 3	MCC 6	FMAN	04/15/09												6	
CONTROL TRANSFORMER	MCC 7	FMAN	04/15/09												6	
BAILER "C"	MCC 8	FMAN	04/15/09												4	1) IR REPORT
COLLECT - 2	MCC 9	FMAN	04/15/09												1	1) IR REPORT
BAILER "A"	MCC 1	JAJ0	04/15/09												6	

Ex. 11.2

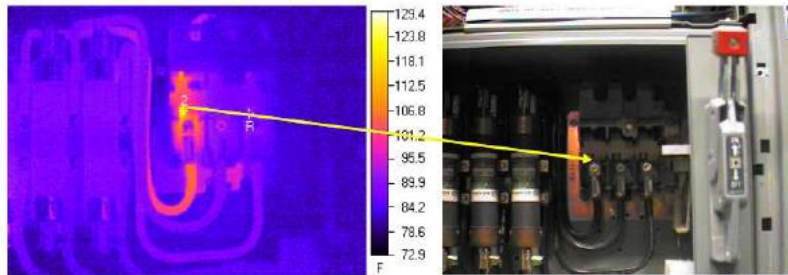


THERMOGRAPHIC REPORT

Report Date:

ACME	LOCATION: Shredder Area
72 Armadillo Rd.	EQUIPMENT ID: Bailer - C
Killeen, TX.	SEVERITY: NON-URGENT

JBS00004.SIT • 4/15/2009 • 7:02 AM



	Ref.	Point2
Emiss.	1.0	1.0
Avg		
Min		
Max	89.6 F	122.6 F
Delta		33.0 F

PROBLEM	1) Loose Connection.
RECOMMENDATION	1) Inspect connection for condition and security, repair or replace as necessary.
THERMOGRAPHER	Kevin B. Koch

CORRECTIVE ACTION TAKEN	
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Air Leak Survey:

Ex. 11.3



Equipment Reliability Report
STATE OF IOWA :: AIR LEAK SURVEY

Equipment Health Codes	
1 Imminent Failure	N Unit Not Running
2 Repair within 30 days	S Spare Unit
3 Repair within 90	U Unsafe to Collect Data
4 Non-urgent	A Other
Baseline Analysis	Not Up for Inspection

PAGE 1

Unit	Unit ID	Frequency of Inspection	Last Inspection	MAR 020	APR 020	MAY 020	JUN 020	JUL 020	AUG 020	SEP 020	OCT 020	NOV 020	DEC 020	JAN 21	FEB 21	Observations
AIR LEAK																
AIR LEAK SURVEY - SUMMARY REPORT		Annual	02/10/21												4	1.) This survey combines all buildings inspected into one document. 2.) This report assumes an electricity cost of \$0.07 per Kilowatt Hour.
AIR LEAK SURVEY - DETAIL REPORT		Annual	02/10/21												4	1.) This survey combines all buildings inspected into one document. 2.) This report assumes an electricity cost of \$0.07 per Kilowatt Hour.

Ex. 11.4



Company: _____
 Address: _____

 PROS Analyst: _____
 Date(s): _____

Cost per Kilowatt Hour	\$ 0.07
Break Horse Power (BHP)	115.0
Efficiency	0.90
Cubic Feet per Minute (CFM)	483.0

Calculated cost per 1000 cubic feet **0.23** (MCF)

Identified Leak Cost Avoidance	\$5,357.58
Repaired Leaks Cost Avoidance	\$0.00
Total CFM Loss	44.3
Total Capacity Percent Air Loss	9.2%

All identified leaks have been tagged.
 The location of each leak is noted and included in this report.

Formula:

$$\text{Potential Cost Avoidance (annual)} = \frac{(\text{CFM} \times 60 \times 8760)}{1000} \times \text{MCF}$$

Vibration Analysis:

Ex. 11.6



Equipment Reliability Report

Equipment Health Codes

1	Imminent Failure	N	Unit Not Running
2	Repair within 30 days	S	Spare Unit
3	Repair within 90	U	Unsafe to Collect Data
4	Non-urgent	A	Other
6	Baseline Analysis		Not Up for Inspection

Unit	Unit ID	Frequency of Inspection	Last Inspection	JUN 20	JUL 20	AUG 20	SEP 20	OCT 20	NOV 20	DEC 20	JAN 21	FEB 21	MAR 21	APR 21	MAY 21	Observations
BUILDING 20																
AIR COMPRESSOR MOTOR #1	20-ACM-1	Monthly	05/27/21	6	6	6	S	6	6	6	6	6	N	6	6	1.) Click on the health code to see a spectrum and trend.
AIR COMPRESSOR #1	20-AC-1	Monthly	05/27/21	6	6	6	S	6	6	6	6	6	N	6	6	1.) Click on the health code to see a spectrum and trend.
AIR COMPRESSOR MOTOR #2	20-ACM-2	Monthly	05/27/21	6	S	S	6	S	6	6	6	6	6	6	6	1.) Click on the health code to see a spectrum and trend.
AIR COMPRESSOR #2	20-AC-2	Monthly	05/27/21	6	S	S	6	S	6	6	6	6	6	6	6	1.) Click on the health code to see a spectrum and trend.
BUILDING 21																
AIR COMPRESSOR MOTOR #1	21-ACM-1	Monthly	01/28/21	6	6	6	6	6	S	N	6	A	N	N	N	
AIR COMPRESSOR #1	21-AC-1	Monthly	01/28/21	6	6	6	6	6	S	N	6	A	N	N	N	
AIR COMPRESSOR MOTOR #2	21-ACM-2	Monthly	11/24/20	N	S	S	S	S	6	N	S	A	N	N	N	
AIR COMPRESSOR #2	21-AC-2	Monthly	11/24/20	N	S	S	S	S	6	N	S	A	N	N	N	
BUILDING 35																
CHANNEL AIR BLOWER MOTOR #1	35-CABM-1	Monthly	05/27/21	6	S	S	6	S	S	S	S	S	S	S	6	1.) Click on the health code to see a spectrum and trend.
CHANNEL AIR BLOWER #1	35-CAB-1	Monthly	05/27/21	6	S	S	6	S	S	S	S	S	S	S	6	1.) Click on the health code to see a spectrum and trend.
CHANNEL AIR BLOWER MOTOR #2	35-CABM-2	Monthly	04/13/21	S	6	6	S	6	S	S	6	S	6	6	S	
CHANNEL AIR BLOWER #2	35-CAB-2	Monthly	04/13/21	S	6	6	S	6	S	S	6	S	6	6	S	
CHANNEL AIR BLOWER MOTOR #3	35-CABM-3	Monthly	02/23/21	S	S	S	S	S	6	6	S	6	S	S	S	
CHANNEL AIR BLOWER #3	35-CAB-3	Monthly	02/23/21	S	S	S	S	S	6	6	S	6	S	S	S	
PROCESS AIR BLOWER MOTOR #1	35-PABM-1	Monthly	02/23/21	S	6	S	6	S	6	S	S	6	S	S	S	
PROCESS AIR BLOWER #1	35-PAB-1	Monthly	02/23/21	S	6	S	6	S	6	S	S	6	S	S	S	
PROCESS AIR BLOWER MOTOR #2	35-PABM-2	Monthly	05/27/21	S	S	S	S	S	S	S	S	S	S	S	6	1.) Click on the health code to see a spectrum and trend.
PROCESS AIR BLOWER #2	35-PAB-2	Monthly	05/27/21	S	S	S	S	S	S	S	S	S	S	S	6	1.) Click on the health code to see a spectrum and trend.
PROCESS AIR BLOWER MOTOR #3	35-PABM-3	Monthly	04/13/21	S	S	6	S	S	S	S	6	S	S	6	S	
PROCESS AIR BLOWER #3	35-PAB-3	Monthly	04/13/21	S	S	6	S	S	S	S	6	S	S	6	S	
PROCESS AIR BLOWER MOTOR #4	35-PABM-4	Monthly	03/23/21	6	S	S	S	6	S	6	S	S	6	S	S	
PROCESS AIR BLOWER #4	35-PAB-4	Monthly	03/23/21	6	S	S	S	6	S	6	S	S	6	S	S	
BUILDING 40																
40-WSL-3 MOTOR	40-WSL-3	Monthly	04/13/21	N	N	6	6	N	S	N	N	N	N	6	N	
40-WSL-3 PUMP	40-WSL-3	Monthly	04/13/21							N	N	N	N	6	N	
BUILDING 5																
RAW WATER PUMP MOTOR #1	05-RWPM-01	Monthly	05/27/21	6	6	6	6	6	6	6	6	6	6	6	6	1.) Click on the health code to see a spectrum and trend.
RAW WATER PUMP #1	05-RWP-01	Monthly	05/27/21	6	6	6	6	6	6	6	6	6	6	6	6	1.) Click on the health code to see a spectrum and trend.
RAW WATER PUMP MOTOR #2	05-RWPM-02	Monthly	04/13/21	6	6	6	6	6	6	6	6	6	6	6	A	1.) Tagged out.
RAW WATER PUMP #2	05-RWP-02	Monthly	04/13/21	6	6	6	6	6	6	4	6	6	6	6	A	1.) Tagged out.
RAW WATER PUMP MOTOR #3	05-RWPM-03	Monthly	05/27/21	6	6	6	6	6	6	6	6	6	6	6	6	1.) Click on the health code to see a spectrum and trend.
RAW WATER PUMP #3	05-RWP-03	Monthly	05/27/21	6	6	6	6	6	6	6	6	6	6	6	6	1.) Click on the health code to see a spectrum and trend.
RAW WATER PUMP MOTOR #4	05-RWPM-04	Monthly	05/27/21	6	6	6	6	6	6	6	S	N	6	S	6	1.) Click on the health code to see a spectrum and trend.
RAW WATER PUMP #4	05-RWP-04	Monthly	05/27/21	6	6	6	6	6	6	6	S	N	6	S	6	1.) Click on the health code to see a spectrum and trend.
RAW WATER PUMP MOTOR #5	05-RWPM-05	Monthly	04/13/21	6	6	6	6	6	6	6	6	6	6	6	A	1.) Tagged out.
RAW WATER PUMP #5	05-RWP-05	Monthly	04/13/21	6	6	6	6	6	6	6	6	6	6	6	A	1.) Tagged out.
RAW WATER PUMP MOTOR #6	05-RWPM-06	Monthly	05/27/21	6	6	6	6	6	6	6	6	6	6	6	6	1.) Click on the health code to see a spectrum and trend.



Equipment Summary Report

62-EWP-2 - Vibration Analysis

Area:
Machine Name:
Machine ID:



3 Current Priority:
Repair within 90 days

Recommendations:

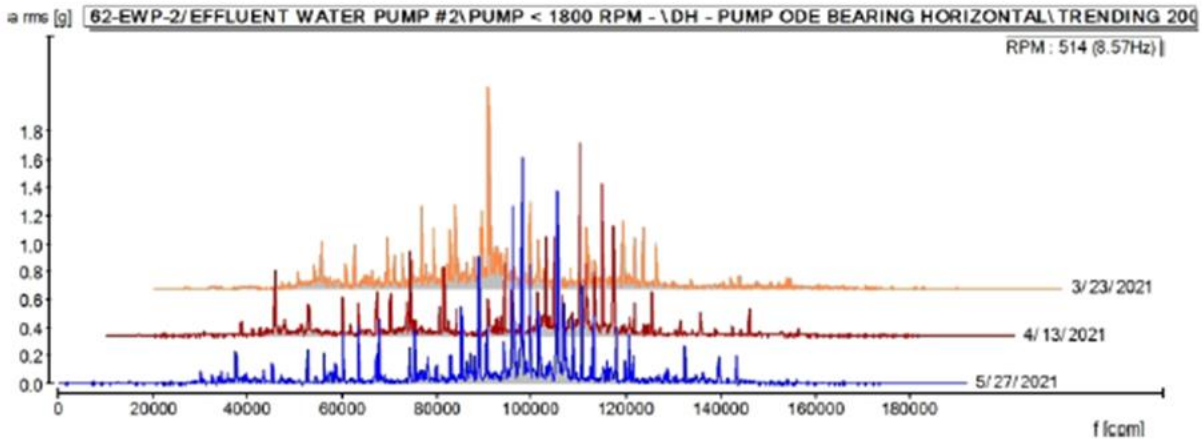
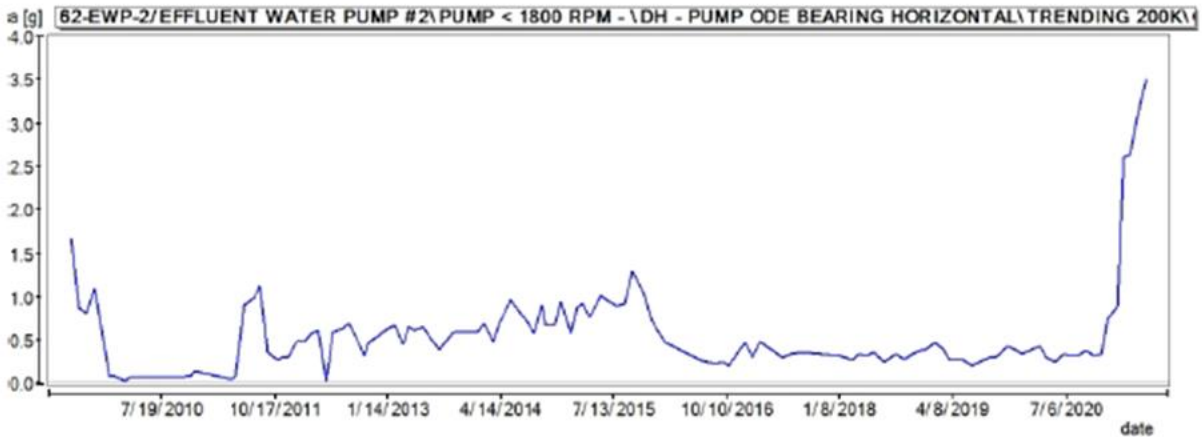
- 1.) Replace pump bearings "C&D".
- 2.) Inspect "D" bearing side pump packing for wear and proper operation, take up or replace as necessary.

Additional Information:

Inspected on 05/27/21 by KBK
Last Inspection Priority: 3 on 04/13/2021
FOI: Monthly

Observations:

- 1.) Bearing defect frequencies are present on pump bearing opposite coupling "D" at an elevated amplitude of vibration.
- 2.) A visual observation noted the "D" bearing side pump packing is leaking excessively.



Ex. 11.8

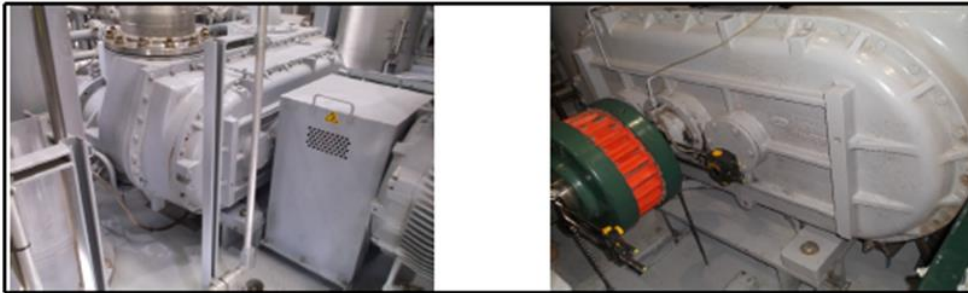


CONSULTING ALIGNMENT FORM

Company: [REDACTED]
 Address: _____
 Address 2: _____
 Contact Name: [REDACTED]
 Contact Phone: _____
 Technician: [REDACTED]
 PO Number: _____
 Date(s): Wednesday, January 13, 2021
 Job Site Hour(s): 8:00am-11:30am

Unit: FEED A COMPRESSOR

Unit Sketch



Feet Position	Shim Thickness	Number Of Shims
1	.199 in	6
2	.177 in	6
3	.176 in	6
4	.197 in	6

Unit Measurements	
Unit RPM	1800
Coupling Dia	12 in
Laser to Prism	7.5 in
Laser to Center	4 in
Laser to Front Ft	24 in
Front Ft to Back Ft	32 in

Alignment Data			
Before Alignment		After Alignment	
Vertical	Horizontal	Vertical	Horizontal
Offset	-0.0084	Offset	0.0193
Angularity	0.0166	Angularity	-0.0085
Offset	0.0010	Offset	-0.0018
Angularity	0.0013	Angularity	-0.0017

Offset alignment is reported in Inches (mils) - per Alignment Manufacture Tolerance Chart.


Angularity alignment is reported in Inches (mils) - per Alignment Manufacture Tolerance Chart.

Observations:

The motor was successfully aligned to the compressor.

Service Acknowledged by: _____ Signature: _____

11.9

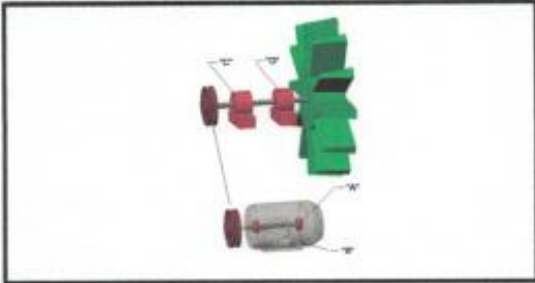


CONSULTING BALANCE FORM

Company: _____
 Address: _____
 Contact Name: _____
 Contact Phone: _____
 Technician: _____
 PO Number: _____
 Date(s): Saturday, February 27, 2021
 Job Site Hour(s): 11:30AM-1:15PM

Unit RPM: 2400 RPM
 Direction of Rotation: CW
 Weight Coefficient: _____

Unit Sketch



Type Of Balance:
 Single Plane
 Dual Plane

Unit Of Weight:
 Grams
 Ounces

Method Of Weight Application
 Permanent _____
 Temporary _____

Balance Data				
Bearing	Position	Before (mils / ips)	After (mils / ips)	Added Weight
C	HORIZONTAL	25.3 MILS	3.7 MILS	83.6 g
D	HORIZONTAL	22.0 MILS	6.3 MILS	

Observations:
 The fan bearings were replaced and rotor rebalanced resulting in a normal overall amplitude of vibration.

Service Acknowledged by: _____ Signature: _____

EXHIBIT #12 – Infrared Thermography

As shown in the previous Exhibit #11, Pros, Inc. will recommend appropriate infrared thermography inspections on applicable electrical and mechanical equipment, as per industry standards and criticality.

With Infrared Thermography inspections, Pros, Inc. will take an image and learn of thermal variance which gives us the capability of seeing problems that could cost thousands of dollars in repairs and down time if they had gone undetected. Through the use of Infrared Cameras, our team can identify electrical,

mechanical, and structural faults. We strive to provide the most accurate observations through the use of high-resolution images we capture and consult with your staff to provide analysis, make recommendations for repairs, and provide valuable technical support throughout the process.

To ensure the electrical soundness, mechanical stability and structural integrity of your equipment and facility, a proactive approach to your maintenance schedule is vital. Through the use of Infrared Thermography and the knowledge of our experienced Thermographers, you can increase the energy efficiency, improve safety, reduce downtime, and decrease emergency repair costs.

This is done effectively through the following service features:

1. Pertinent inspection points will be identified, and a route will be created with plant personnel.
2. Thermography Equipment capabilities of:
 - a. Temperature range of -40 C to 500 C
 - b. Minimum discernible temperature of 0.06 C @ 30 C
 - c. Uncooled FPA microbolometer detector (320 x 240-pixel resolution)
3. The inspection will be performed during normal operating hours, when the equipment to be inspected is in normal use. Our method is non-contact, ensuring safety for our staff as well as yours. (A maintenance employee from the State of Iowa will be required to accompany the technician to provide information and assistance).
4. Thermographic Reports are prepared and accessed electronically upon completion of the Thermal Imaging and analysis which include:
 - a. Equipment Reliability Report consisting of:
 1. Equipment list and location of inspection points that were evaluated with colored priority codes for severity of equipment problems
 2. Historical reliability statistics for inspection points, with summary of faults identified
 - b. Equipment Detailed Report for each piece of equipment with faults identified consisting of:
 1. Color Thermal and Visual image showing fault location
 2. Fault, Reference and Delta temperature
 3. Fault description
 4. Recommendation for repair
 5. On-site, same day reporting on high priority items
5. All data is stored on-site in our analyst's computer and backed-up to the remote back-up storage solutions of Pros, Inc.
6. Equipment to be utilized for the infrared thermography at the state of Iowa facilities include:
 - a. Mikron 7200 and 7800 Cameras with Mikron Spec software
 - b. Fluke Ti400 cameras with Smartview Software

EXHIBIT #13 – Ultrasonic Inspection

Ultrasonic inspection services will be recommended in accordance with industry standards and facility criticality.

- The use of Ultrasonic Inspection services can stabilize system pressure by testing for compressed air leaks as well as pressure and vacuum leaks. Our services can be used to test valves and valve stems, reciprocating compressor valves, seals and gaskets, hatch leaks, flanges, fittings and more. By utilizing a program of leak inspection and repair, your facility will function more efficiently, thus reducing the amount of energy used. This reduction in energy used will lead to significant cost savings and reduced carbon emissions. By running healthier equipment, it will wear slower, lengthening the lifespan of your equipment and decrease unscheduled downtime.

- Equipment used for these inspections include UE 9000 with DMS software
- Cost-based data analysis will show cost savings, based upon repairs and cost information from the State of Iowa. Potential Cost Avoidance (annual) is calculated as:

$$\frac{(CFM \times 60 \times 8760)}{1000} \times MCF$$

- An example of this is written in Exhibit 11 as:

Cost per Kilowatt Hour	\$	0.07
Break Horse Power (BHP)		115.0
Efficiency		0.90
Cubic Feet per Minute (CFM)		483.0
Calculated cost per 1000 cubic feet	0.23	(MCF)
Identified Leak Cost Avoidance	\$5,357.58	
Repaired Leaks Cost Avoidance	\$0.00	
Total CFM Loss	44.3	
Total Capacity Percent Air Loss	9.2%	

- Our inspection services can be used to test inverted bucket traps, thermodynamic disc traps, thermostatic traps, float traps and other steam trap types or combinations for leaks or blocks. By utilizing a program of steam trap and repair you can improve the safety of the work environment, improve product quality and quantity, and reduce the amount of energy used. These program benefits will improve energy efficiency, reduce costs, and reduce carbon emissions. Equipment used for these inspections include UE 9000 with DMS software
 - Equipment used for these inspections include UE 9000 with DMS software
- Ultrasonic inspections can also include ultrasonic thickness/corrosion testing. Pros, Inc. will work with the State of Iowa facilities to identify the needs of NDT testing and will implement

appropriate inspection techniques and frequency of inspections as is needed in each specific project. Measurement locations may have individual frequencies of inspection. Non-interesting points that generally exhibit minimal wear may have varied schedules for inspection (sometimes known as add-in points) and will be determined with the needs of the facility and equipment. Rechecking of selected measured points will then occur to verify readings that have become interesting.

- Equipment used for these inspections include the Olympus 45 MG with GageView software

EXHIBIT #14 – Vibration Analysis

The values of a successful Equipment Vibration Analysis Proposal are derived from the disciplined approach of precise development of the database of equipment to be monitored and the appropriate frequency of inspection. With the initial vibration analysis establishing the baseline of the current condition of your equipment, consistent data acquisition and trending, Pros, Inc. will provide the most accurate observations and concise recommendations for improved machinery reliability.

Continuous monitoring of your equipment will greatly enhance the management of your maintenance activities and performance of your workflow process.

1. Database Set-Up

- a. A comprehensive review will be taken of your facility's equipment and production operations.
- b. Documentation will be made of machinery descriptions and identification.
- c. With information from name plate data, customer files and other relevant sources, Pros, Inc. will identify machinery components to include bearing type and manufacturer, gearbox data, pressure, temperature, RPM and more.
- d. Multiple parameters and alarms exceeding ISO 10816 standards, will be installed for each vibration point comprising of appropriate fault frequency sets.
- e. Baseline vibration data is acquired, recorded, documented, and uploaded by Pros, Inc. Vibration amplitude is measured in acceleration, velocity, and displacement.
- f. Machine-site analysis performed will include observations, recommendations and same-day reporting.

2. EVAP Inspection Highlights

Inspection routes are created to optimize efficiency.

- a. Pros, Inc. will schedule inspection dates in advance with plant personnel.
- b. Our Vibration Analysts collect, record and document vibration data as per frequency of inspections.
- c. Machine-site analysis is performed including visual inspections for equipment abnormalities which are documented for reporting.
- d. Data is reviewed and analyzed for mechanical, electrical, bearing, and other defects.
- e. FFT Spectrum Analysis is performed on-site for immediate reporting to plant personnel on all high priority items.
- f. Priority codes identifying fault severity are determined by alarm levels, fault frequencies and trend analysis.

- g. Data that has been collected and analyzed is uploaded to our web portal and is available electronically for easy distribution to the maintenance team. Detailed reports will include:
 - i. Analysis identifying equipment problems
 - ii. Priority codes for severity of equipment problems
 - iii. Recommendations for repair of equipment
 - iv. Reliability history of all equipment inspected with summary of types of faults identified
 - v. Trend and Spectrum images accessed by clicking on severity codes of flagged equipment
- h. Analysis is reviewed by the Pros, Inc. technical operations team.
- i. All data is stored in our analyst's computer and backed-up to the remote back-up storage solutions of Pros, Inc.

Equipment used for vibration analysis include a VibXpert II with OmniTrend software, in addition to the web-based reporting software, ReliaWeb.

EXHIBIT #15 – Predictive Maintenance

In addition to the aforementioned services, Pros, Inc. will utilize vibration analysis to identify unbalance or misalignment faults. We will implement precision balancing or precision laser alignment techniques to correct faults and improve equipment health, in addition to reducing energy consumption and unnecessary wear. An example for this alignment/balance report is shown in Exhibit 11.8 and 11.9.

EXHIBIT #16 – Start-up and Commissioning Services

Through the use of vibration analysis and infrared thermography, Pros, Inc. will inspect equipment health on start-up and/or commissioning on new projects. Any faults or recommended improvements will be documented so repairs/improvements or warranty issues can be addressed.

EXHIBIT #17 – Service Recommendations

The services covered in this RFP also include the analysis and recommendations by our team. These recommendations will be published on our online reporting software, and notification emails will be sent to each person in the distribution group when the report goes 'live'. These reports vary in content according to each technology and application, and examples are listed in Exhibit 11.

Once a customer receives notification that the report is published, they can access the report by username and password, and will have the opportunity to print the reports or save them as PDF documents.

EXHIBIT #18 – Punch Lists

Through the use of vibration analysis, infrared thermography, ultrasonic inspection, and more, Pros, Inc. will inspect equipment health on start-up and/or commissioning on new projects. Any faults or recommended improvements will be documented so repairs/improvements or warranty issues can be addressed. All data (historical and current) is accessible through ReliaWeb so that punch lists for core services can be viewed and managed by the facility and Pros, inc.

EXHIBIT #19 – Web-Based Reporting Software

For the distribution of service reports, Pros, Inc. utilizes a web-based reporting system called ReliaWeb. Reports are uploaded for all of our technology services, and are accessible by service type and location. Access to this information is password-protected for each user, and allows for an interactive approach to reliability between Pros, Inc. and the State of Iowa. All similar reports as listed under Exhibit 11 can be accessed through ReliaWeb, and contain all pertinent inspection information such as facility location, dates of service, list of equipment, and any important equipment information necessary.

Each service has it's own set of reporting criteria, and ReliaWeb has the capability to access this information online and save or share this information as desired by the State of Iowa. Information contained within ReliaWeb include service type, service call details, arrival/departure times, work completed, recommendations, costing, and equipment data. The information specific to the State of Iowa facilities is available to the State and can be shared with whomever the State allows. Additionally, the State will have the capability to enter, update, manipulate, and maintain all data solely or in partnership with Pros, Inc.

EXHIBIT #20 – Customer Services

Providing exemplary customer service is what Pros, Inc. strives to provide in each interaction with our partners. With this goal in mind, please see the information below on how we will execute this for the State of Iowa.

1. For customer support, Pros, Inc. has a toll-free number so that we can be reached for 24-hour support. This is in addition to having a designated account representative, technical manager, and director for consistent service. Quarterly meetings with facilities on the state of the reliability program are also utilized to assure the goals of the provided reliability services are aligned with the needs of the State.
2. Emergency services are offered by Pros, Inc., and can be provided within 24 hours of request.
3. The communication between Pros, Inc. and the State of Iowa is crucial to the success of the program. Technicians will review findings onsite with facility personnel upon completion of each inspection, to review any high-priority findings. Additionally, the

technician will communicate with facility personnel before the inspections to review any corrective action taken since the last inspection.

4. The location of the primary consultant will be in Prior Lake, Minnesota.
5. If a facility of the State of Iowa is dissatisfied with the service that has been provided by Pros, Inc., any complaint is immediately addressed with facility management, by Pros' manager of technical operations, and/or director to develop an agreed upon action plan to remedy any issues.

EXHIBIT #21 – Performance-Based Criteria

Performance-based measures will be utilized if the State service contract is awarded.

- Pros, Inc. does not disincentives, unless disciplinary action is needed. Instead, we use performance-based incentives for our employees. This happens in the form of spot-bonuses for exemplary work, profit-sharing with the company retirement plan when appropriate, as well as annual bonuses based upon work products provided throughout the year. Bonuses typically range from \$500-\$25,000.
- Subpar performance is addressed immediately if discovered from a client complaint. Other performance issues are assessed by management through annual reviews.
- Pros, Inc. uses a consistent annual review procedure to assess performance, and goal-setting is done on a perpetual and ongoing basis. This allows for performance to be measured and tracked through the development of an employees career for optimal employee growth and consistent customer service to the client. As Pros, Inc. is not a public company, performance criteria of the company is shared with employees on an ongoing basis as well as during reviews.

EXHIBIT #22 – Optional Features

Optional features that can be included in the services described in this RFP include:

- Equipment Reliability Optimization Training in one(1) to two (2) hour segments, provided by a Pros, Inc. Director, free of charge
- Maintenance Optimization Audits and Training
- PdM Program Audits
- Lubrication Analysis
- Borescope Inspections

EXHIBIT #23 – Addendums



Governor Kim Reynolds
Lt. Governor Adam Gregg
Adam Steen, Director

June 21, 2021

To: All Potential Respondents
From: Scott Lewandowski, Purchasing Agent
Subject: RFP0421005003 Equipment Reliability Program

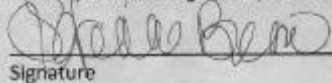
Addendum One

Please amend the subject RFP to include answers to the following timely received questions:

- Q1: How many facilities will be included and what are their locations?
A1: The resulting contract will be available for use by all state agencies and political subdivisions. For a list of all State-owned facilities, visit the following link, click on the map and select "structure" in the Land/Structure field and "Own" in the Own/Lease/Other field
<https://das.iowa.gov/general-services/state-owned-and-leased-property>
- Q2: Can we get an equipment list, ideally per location or overall?
A2: The State does not maintain equipment lists for all state and political subdivision locations. For a listing on equipment of the Capitol Complex, see Exhibit A.
- Q3: Does the State require property damage coverage for insurance?
A3: The insurance requirements are listed in RFP Section 6.2.7 and, as stated in RFP Section 6.2, are non-negotiable.
- Q4: Can you please clarify the specific inspection services categorized under Exhibit 13 - Ultrasonic Inspection (non-destructive testing (NDT))? Is this limited to air/steam leak, steam trap inspections, and like services or does the scope go beyond?
A4: The ultrasonic service is for pressure and vacuum leaks, and to measure the piping wall material thickness to determine the presence of deterioration.

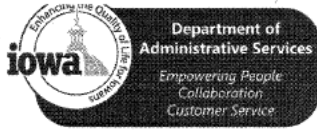
Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.


Signature

6/28/2021
Date

SAVANNA BRUNO
Typed or Printed Name



Governor Kim Reynolds
Lt. Governor Adam Gregg
Adam Steen, Director

June 29, 2021

To: All Potential Respondents
From: Bobbi Pulley, Purchasing Agent
Re: RFP0421005003 Equipment Reliability Program

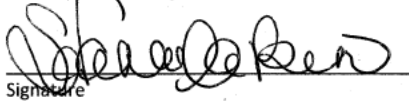
ADDENDUM TWO

Please amend the subject RFP to include the following changes/updates:

1. Proposals Due Date
The due date for proposals is updated to **Thursday, July 8, 2021 at 2:00pm.**
2. Cost Proposal Worksheet
The Cost Proposal Worksheet has been revised. Please see Attachment 1 – UPDATED COST PROPOSAL WORKSHEET.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.


Signature

7/6/21
Date

SAVANNA BRUNO
Typed or Printed Name

EXHIBIT #24 – Request for Confidentiality

Part 1 – No Confidential Information Provided

Confidential Treatment Is Not Requested

Respondent acknowledges that proposal response contains no confidential, secret, privileged, or proprietary information. There is no request for confidential treatment of information contained in this proposal response.

This Form must be signed by the individual who signed the Respondent's Proposal. The Respondent shall place this Form completed and signed in its Proposal.

- **Fill in and sign the following if you have provided no confidential information. If signing this Part 1, do not complete Part 2.**

<u>Pros, Inc.</u> Company	<u>RFP 0421005003</u> RFP Number	<u>EQUIPMENT RELIABILITY PROGRAM</u> RFP Title
<u>[Signature]</u> Signature (required)	<u>FINANCE MANAGER</u> Title	<u>7/16/21</u> Date

EXHIBIT #10 – Mandatory Specifications

Service Requirements

- Yes; Pros, Inc. provides our consulting services on an as-needed basis and based upon the frequency of inspections agreed upon for the various services provide. This will be determined upon the program set-up. Service will be provided to conform with all applicable federal, state and local codes.
- Yes; Pros, Inc. deploys field technicians and engineers on their own ONLY after receiving all project-specific technology trainings; all project-required technology certifications, and all company-required (and customer-required, whichever is more stringent) safety trainings. Any employees being trained on new technologies will be accompanied by (and supervised by) the site manager.
- Yes; Before reports are sent to the customer, they will first be reviewed and approved by management and/or highly-experienced personnel for accuracy and any deeper insights that may be discussed or added.
- Yes; To ensure timely response to service requests, Pros, Inc. will provide contact information for their primary assigned technician/engineer, their manager, as well as the regional director. This contact information can be used in both emergency and non-emergency situations.
- Yes; For emergency call-outs, our toll-free number is available which will connect the customer to the first available contact to arrange service. This number is 855-707-7757.

Post Delivery Documentation

Yes; Upon completion of consulting services, the reports will be distributed to the state project representative and any other requested individuals. These reports will be posted online and notification emails will be sent out by email, typically within 24 hours of completion of service. These reports will be password protected and will contain the equipment lists, dates of inspection, punch list notes, recommendations, and inspection findings for the program/equipment start-up and subsequent inspections.

Training

Yes; General user training for our web-based software reporting program is provided, and can be offered in a group or individualized setting. It can also be provided over the phone, video conferencing, and self-service tutorial. Any necessary troubleshooting or questions can be answered by contacting our assigned technician/engineer, manager, director, or by calling our toll-free number.

Sincerely,

Savanna M. Bruno

Finance & Human Resources Manager

Pros, Inc.

(612) 298-2576 – direct

(855) 707-PROS (7767) – toll-free

(866) 707-6762 – fax

Visit us at www.ProsReliability.com!