

**PROFESSIONAL SERVICES AGREEMENT  
BETWEEN  
THE TOWN OF FOUNTAIN HILLS  
AND  
QUANTUM INDUSTRIAL SERVICES, LLC  
D/B/A  
CRAWFORD MECHANICAL SERVICES, LLC**

THIS PROFESSIONAL SERVICES AGREEMENT (this “Agreement”) is entered into upon execution, between the Town of Fountain Hills, an Arizona municipal corporation (the “Town”) and Quantum Industrial Services, LLC, d/b/a Crawford Mechanical Services, LLC, an Arizona limited liability company (the “Vendor”).

**RECITALS**

A. The Town issued Requests for Proposals (RFP) No. 2025-027 (the “RFP”), a copy of which is on file with the Town and incorporated herein by reference, seeking bids for Job Order Contract Plumbing (the “Services”).

B. The Vendor responded to the RFP by submitting a proposal (the “Proposal”), attached hereto as Exhibit A and incorporated herein by reference.

C. The Town desires to enter into an Agreement with the Vendor to perform the Services, as set forth below.

**AGREEMENT**

NOW, THEREFORE, in consideration of the foregoing introduction and recitals, which are incorporated herein by reference, the following mutual covenants and conditions, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Town and the Vendor hereby agree as follows:

1. Term of Agreement. This Agreement shall be effective as of execution and attested to by the Town Clerk pursuant to Section 3-3-31 of the Town Code, and shall remain in full force and effect until June 30, 2027 (the “Initial Term”), unless terminated as otherwise provided in this Agreement. After the expiration of the Initial Term, this Agreement may be renewed for up four successive one-year terms (the “Renewal Term”) if (i) it is deemed in the best interests of the Town, subject to availability and appropriation of funds for renewal, (ii) at least 30 days prior to the end of the then-current term of this Agreement, the Vendor requests, in writing, to extend this Agreement for an additional one-year term and (iii) the Town approves the additional one-year term in writing (including any price adjustments approved as part of this Agreement), as evidenced by the Town Manager’s signature thereon, which approval may be withheld by the Town for any reason. The Vendor’s failure to seek a renewal of this Agreement shall cause this Agreement to terminate at the end of the then-current term of this Agreement; provided, however, that the Town

may, at its discretion and with the agreement of the Vendor, elect to waive this requirement and renew this Agreement. The Initial Term and the Renewal Term are collectively referred to herein as the "Term." Upon renewal, the terms and conditions of this Agreement shall remain in full force and effect.

2. Scope of Work. This is an indefinite quantity and indefinite delivery Agreement for Services as set forth in Exhibit B and incorporated herein by reference. Services shall only be provided when the Town identifies a need and proper authorization and documentation have been approved. For project(s) determined by the Town to be appropriate for this Agreement, the Vendor shall provide the Services to the Town on an as-required basis relating to the specific Services as may be agreed upon between the parties in writing, in the form of a written acknowledgment between the parties describing the Services to be provided (each, a "Work Order"). Each Work Order issued for Services pursuant to this Agreement shall be (i) in the form provided and approved by the Town for the Services, (ii) contain a reference to this Agreement and (iii) be attached to hereto as Exhibit C and incorporated herein by reference. By signing this Agreement, Vendor acknowledges and agrees that Work Order(s) containing unauthorized exceptions, conditions, limitations, or provisions in conflict with the terms of this Agreement, other than Town's project-specific requirements, are hereby expressly declared void and shall be of no force and effect. The Town does not guarantee any minimum or maximum amount of Services will be requested under this Agreement.

3. Compensation. The Town shall pay the Vendor an amount not to exceed **\$150,000** per Term at the rates set forth in the Proposal.

4. Payments. The Town shall pay the Vendor monthly (and the Vendor shall invoice the Town monthly), based upon work performed and completed to date, and upon submission and approval of invoices. All invoices shall document and itemize all work completed to date. Each invoice statement shall include a record of time expended and work performed in sufficient detail to justify payment. All invoices and statements shall be emailed to [accountspayable@fountainhillsaz.gov](mailto:accountspayable@fountainhillsaz.gov). This Agreement must be referenced on all invoices. Town Finance will not disburse any payments to Vendors without a valid business license, as applicable.

5. Documents. All documents, including any intellectual property rights thereto, prepared and submitted to the Town pursuant to this Agreement shall be the property of the Town.

6. Vendor Personnel. Vendor shall provide adequate, experienced personnel, capable of and devoted to the successful performance of the Services under this Agreement. Vendor agrees to assign specific individuals to key positions. If deemed qualified, the Vendor is encouraged to hire Town residents to fill vacant positions at all levels. Vendor agrees that, upon commencement of the Services to be performed under this Agreement, key personnel shall not be removed or replaced without prior written notice to the Town. If key personnel are not available to perform the Services for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the Services than initially anticipated, Vendor shall immediately notify the Town of same and shall, subject to the concurrence of the Town, replace such personnel with personnel possessing substantially equal ability and qualifications.

7. Inspection; Acceptance. All work shall be subject to inspection and acceptance by the Town at reasonable times during Vendor's performance. The Vendor shall provide and maintain a self-inspection system that is acceptable to the Town.

8. Licenses; Materials. Vendor shall maintain in current status all federal, state and local licenses and permits required for the operation of the business conducted by the Vendor. The Town has no obligation to provide Vendor, its employees or subcontractors any business registrations or licenses required to perform the specific services set forth in this Agreement. The Town has no obligation to provide tools, equipment or material to Vendor.

9. Performance Warranty. Vendor warrants that the Services rendered will conform to the requirements of this Agreement and with the care and skill ordinarily used by members of the same profession practicing under similar circumstances at the same time and in the same locality.

10. Indemnification. To the fullest extent permitted by law, the Vendor shall indemnify, defend and hold harmless the Town and each council member, officer, employee or agent thereof (the Town and any such person being herein called an "Indemnified Party"), for, from and against any and all losses, claims, damages, liabilities, costs and expenses (including, but not limited to, reasonable attorneys' fees, court costs and the costs of appellate proceedings) to which any such Indemnified Party may become subject, under any theory of liability whatsoever ("Claims"), insofar as such Claims (or actions in respect thereof) relate to, arise out of, or are caused by or based upon the negligent acts, intentional misconduct, errors, mistakes or omissions, breach of contract, in connection with the work or services of the Vendor, its officers, employees, agents, or any tier of subcontractor in the performance of this Agreement. The amount and type of insurance coverage requirements set forth below will in no way be construed as limiting the scope of the indemnity in this Section.

11. Insurance.

11.1 General.

A. Insurer Qualifications. Without limiting any obligations or liabilities of Vendor, Vendor shall purchase and maintain, at its own expense, hereinafter stipulated minimum insurance with insurance companies authorized to do business in the State of Arizona pursuant to ARIZ. REV. STAT. § 20-206, as amended, with an AM Best, Inc. rating of A- or above with policies and forms satisfactory to the Town. Failure to maintain insurance as specified herein may result in termination of this Agreement at the Town's option.

B. No Representation of Coverage Adequacy. By requiring insurance herein, the Town does not represent that coverage and limits will be adequate to protect Vendor. The Town reserves the right to review any and all of the insurance policies and/or endorsements cited in this Agreement but has no obligation to do so. Failure to demand such evidence of full compliance with the insurance requirements set forth in this Agreement or failure to identify any insurance deficiency shall not relieve Vendor from,

nor be construed or deemed a waiver of, its obligation to maintain the required insurance at all times during the performance of this Agreement.

C. Additional Insured. All insurance coverage, except Workers' Compensation insurance and Professional Liability insurance, if applicable, shall name, to the fullest extent permitted by law for claims arising out of the performance of this Agreement, the Town, its agents, representatives, officers, directors, officials and employees as Additional Insured as specified under the respective coverage sections of this Agreement.

D. Coverage Term. All insurance required herein shall be maintained in full force and effect until all work or services required to be performed under the terms of this Agreement are satisfactorily performed, completed and formally accepted by the Town, unless specified otherwise in this Agreement.

E. Primary Insurance. Vendor's insurance shall be primary insurance with respect to performance of this Agreement and in the protection of the Town as an Additional Insured; the Town's insurance shall be non-contributory and a waiver of subrogation against the Town shall apply.

F. Claims Made. In the event any insurance policies required by this Agreement are written on a "claims made" basis, coverage shall extend, either by keeping coverage in force or purchasing an extended reporting option, for three years past completion and acceptance of the services. Such continuing coverage shall be evidenced by submission of annual Certificates of Insurance citing applicable coverage is in force and contains the provisions as required herein for the three-year period.

G. Waiver. All policies, except for Professional Liability, including Workers' Compensation insurance, shall contain a waiver of rights of recovery (subrogation) against the Town, its agents, representatives, officials, officers and employees for any claims arising out of the work or services of Vendor. Vendor shall arrange to have such subrogation waivers incorporated into each policy via formal written endorsement thereto.

H. Policy Deductibles and/or Self-Insured Retentions. The policies set forth in these requirements may provide coverage that contains deductibles or self-insured retention amounts. Such deductibles or self-insured retention shall not be applicable with respect to the policy limits provided to the Town. Vendor shall be solely responsible for any such deductible or self-insured retention amount.

I. Use of Subcontractors. If any work under this Agreement is subcontracted in any way, Vendor shall execute written agreements with its subcontractors containing the indemnification provisions set forth in this Agreement and insurance requirements set forth herein protecting the Town and Vendor. Vendor shall be responsible for executing any agreements with its subcontractors and obtaining certificates of insurance verifying the insurance requirements.

J. Evidence of Insurance. Prior to commencing any work or services under this Agreement, Vendor will provide the Town with suitable evidence of insurance in the form of certificates of insurance and a copy of the declaration page(s) of the insurance policies as required by this Agreement, issued by Vendor's insurance insurer(s) as evidence that policies are placed with acceptable insurers as specified herein and provide the required coverages, conditions and limits of coverage specified in this Agreement and that such coverage and provisions are in full force and effect. Confidential information such as the policy premium may be redacted from the declaration page(s) of each insurance policy, provided that such redactions do not alter any of the information required by this Agreement. The Town shall reasonably rely upon the certificates of insurance and declaration page(s) of the insurance policies as evidence of coverage but such acceptance and reliance shall not waive or alter in any way the insurance requirements or obligations of this Agreement. If any of the policies required by this Agreement expire during the life of this Agreement, it shall be Vendor's responsibility to forward renewal certificates and declaration page(s) to the Town 30 days prior to the expiration date. All certificates of insurance and declarations required by this Agreement shall be identified by referencing the RFP number and title or this Agreement. A \$25.00 administrative fee shall be assessed for all certificates or declarations received without the appropriate RFP number and title or a reference to this Agreement, as applicable. Additionally, certificates of insurance and declaration page(s) of the insurance policies submitted without referencing the appropriate RFP number and title or a reference to this Agreement, as applicable, will be subject to rejection and may be returned or discarded. Certificates of insurance and declaration page(s) shall specifically include the following provisions:

(1) The Town, its agents, representatives, officers, directors, officials and employees are Additional Insureds as follows:

(a) Commercial General Liability – Under Insurance Services Office, Inc., ("ISO") Form CG 20 10 03 97 or equivalent.

(b) Auto Liability – Under ISO Form CA 20 48 or equivalent.

(c) Excess Liability – Follow Form to underlying insurance.

(2) Vendor's insurance shall be primary insurance with respect to performance of this Agreement.

(3) All policies, except for Professional Liability, including Workers' Compensation, waive rights of recovery (subrogation) against Town, its agents, representatives, officers, officials and employees for any claims arising out of work or services performed by Vendor under this Agreement.

(4) ACORD certificate of insurance form 25 (2014/01) is preferred. If ACORD certificate of insurance form 25 (2001/08) is used, the phrases in the cancellation provision “endeavor to” and “but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives” shall be deleted. Certificate forms other than ACORD form shall have similar restrictive language deleted.

#### 11.2 Required Insurance Coverage.

A. Commercial General Liability. Vendor shall maintain “occurrence” form Commercial General Liability insurance with an unimpaired limit of not less than \$1,000,000 for each occurrence, \$2,000,000 Products and Completed Operations Annual Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury. Coverage under the policy will be at least as broad as ISO policy form CG 00 010 93 or equivalent thereof, including but not limited to, separation of insured’s clause. To the fullest extent allowed by law, for claims arising out of the performance of this Agreement, the Town, its agents, representatives, officers, officials and employees shall be cited as an Additional Insured under ISO, Commercial General Liability Additional Insured Endorsement form CG 20 10 03 97, or equivalent, which shall read “Who is an Insured (Section II) is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of “your work” for that insured by or for you.” If any Excess insurance is utilized to fulfill the requirements of this subsection, such Excess insurance shall be “follow form” equal or broader in coverage scope than underlying insurance.

B. Vehicle Liability. Vendor shall maintain Business Automobile Liability insurance with a limit of \$1,000,000 each occurrence on Vendor’s owned, hired and non-owned vehicles assigned to or used in the performance of the Vendor’s work or services under this Agreement. Coverage will be at least as broad as ISO coverage code “1” “any auto” policy form CA 00 01 12 93 or equivalent thereof. To the fullest extent allowed by law, for claims arising out of the performance of this Agreement, the Town, its agents, representatives, officers, directors, officials and employees shall be cited as an Additional Insured under ISO Business Auto policy Designated Insured Endorsement form CA 20 48 or equivalent. If any Excess insurance is utilized to fulfill the requirements of this subsection, such Excess insurance shall be “follow form” equal or broader in coverage scope than underlying insurance.

C. Professional Liability. If this Agreement is the subject of any professional services or work, or if the Vendor engages in any professional services or work in any way related to performing the work under this Agreement, the Vendor shall maintain Professional Liability insurance covering negligent errors and omissions arising out of the Services performed by the Vendor, or anyone employed by the Vendor, or anyone for whose negligent acts, mistakes, errors and omissions the Vendor is legally liable, with an unimpaired liability insurance limit of \$2,000,000 each claim and \$2,000,000 annual aggregate.

D. Workers' Compensation Insurance. Vendor shall maintain Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction over Vendor's employees engaged in the performance of work or services under this Agreement and shall also maintain Employers Liability Insurance of not less than \$500,000 for each accident, \$500,000 disease for each employee and \$1,000,000 disease policy limit.

11.3 Cancellation and Expiration Notice. Insurance required herein shall not expire, be canceled, or be materially changed without 30 days' prior written notice to the Town.

12. Termination; Cancellation.

12.1 For Town's Convenience. This Agreement is for the convenience of the Town and, as such, may be terminated without cause after receipt by Vendor of written notice by the Town. Upon termination for convenience, Vendor shall be paid for all undisputed services performed to the termination date.

12.2 For Cause. If either party fails to perform any obligation pursuant to this Agreement and such party fails to cure its nonperformance within 30 days after notice of nonperformance is given by the non-defaulting party, such party will be in default. In the event of such default, the non-defaulting party may terminate this Agreement immediately for cause and will have all remedies that are available to it at law or in equity including, without limitation, the remedy of specific performance. If the nature of the defaulting party's nonperformance is such that it cannot reasonably be cured within 30 days, then the defaulting party will have such additional periods of time as may be reasonably necessary under the circumstances, provided the defaulting party immediately (A) provides written notice to the non-defaulting party and (B) commences to cure its nonperformance and thereafter diligently continues to completion the cure of its nonperformance. In no event shall any such cure period exceed 90 days. In the event of such termination for cause, payment shall be made by the Town to the Vendor for the undisputed portion of its fee due as of the termination date.

12.3 Due to Work Stoppage. This Agreement may be terminated by the Town upon 30 days' written notice to Vendor in the event that the Services are permanently abandoned. In the event of such termination due to work stoppage, payment shall be made by the Town to the Vendor for the undisputed portion of its fee due as of the termination date.

12.4 Conflict of Interest. This Agreement is subject to the provisions of ARIZ. REV. STAT. § 38-511. The Town may cancel this Agreement without penalty or further obligations by the Town or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating this Agreement on behalf of the Town or any of its departments or agencies is, at any time while this Agreement or any extension of this Agreement is in effect, an employee of any other party to this Agreement in any capacity or a Vendor to any other party of this Agreement with respect to the subject matter of this Agreement.

12.5 Gratuities. The Town may, by written notice to the Vendor, cancel this Agreement if it is found by the Town that gratuities, in the form of economic opportunity, future employment, entertainment, gifts or otherwise, were offered or given by the Vendor or any agent or representative of the Vendor to any officer, agent or employee of the Town for the purpose of securing this Agreement. In the event this Agreement is canceled by the Town pursuant to this provision, the Town shall be entitled, in addition to any other rights and remedies, to recover and withhold from the Vendor an amount equal to 150% of the gratuity.

12.6 Agreement Subject to Appropriation. This Agreement is subject to the provisions of ARIZ. CONST. ART. IX, § 5 and ARIZ. REV. STAT. § 42-17106. The provisions of this Agreement for payment of funds by the Town shall be effective when funds are appropriated for purposes of this Agreement and are actually available for payment. The Town shall be the sole judge and authority in determining the availability of funds under this Agreement and the Town shall keep the Vendor fully informed as to the availability of funds for this Agreement. The obligation of the Town to make any payment pursuant to this Agreement is a current expense of the Town, payable exclusively from such annual appropriations, and is not a general obligation or indebtedness of the Town. If the Town Council fails to appropriate money sufficient to pay the amounts as set forth in this Agreement during any immediately succeeding fiscal year, this Agreement shall terminate at the end of then-current fiscal year and the Town and the Vendor shall be relieved of any subsequent obligation under this Agreement.

### 13. Miscellaneous.

13.1 Independent Contractor. It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Vendor acknowledges and agrees that the Services provided under this Agreement are being provided as an independent contractor, not as an employee or agent of the Town. Vendor, its employees and subcontractors are not entitled to workers' compensation benefits from the Town. The Town does not have the authority to supervise or control the actual work of Vendor, its employees or subcontractors. The Vendor, and not the Town, shall determine the time of its performance of the services provided under this Agreement so long as Vendor meets the requirements as agreed in Section 2 above and in Exhibit A. Vendor is neither prohibited from entering into other contracts nor prohibited from practicing its profession elsewhere. Town and Vendor do not intend to nor will they combine business operations under this Agreement.

13.2 Applicable Law; Venue. This Agreement shall be governed by the laws of the State of Arizona and suit pertaining to this Agreement may be brought only in courts in Maricopa County, Arizona.

13.3 Laws and Regulations. Vendor shall keep fully informed and shall at all times during the performance of its duties under this Agreement ensure that it and any person for whom the Vendor is responsible abides by, and remains in compliance with, all rules, regulations, ordinances, statutes or laws affecting the Services, including, but not limited to, the following: (A) existing and future Town and County ordinances and regulations; (B) existing and future State and



Federal laws; and (C) existing and future Occupational Safety and Health Administration standards.

13.4 Amendments. This Agreement may be modified only by a written amendment signed by persons duly authorized to enter into contracts on behalf of the Town and the Vendor.

13.5 Provisions Required by Law. Each and every provision of law and any clause required by law to be in this Agreement will be read and enforced as though it were included herein and, if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, this Agreement will promptly be physically amended to make such insertion or correction.

13.6 Severability. The provisions of this Agreement are severable to the extent that any provision or application held to be invalid by a Court of competent jurisdiction shall not affect any other provision or application of this Agreement which may remain in effect without the invalid provision or application.

13.7 Entire Agreement; Interpretation; Parol Evidence. This Agreement represents the entire agreement of the parties with respect to its subject matter, and all previous agreements, whether oral or written, entered into prior to this Agreement are hereby revoked and superseded by this Agreement. No representations, warranties, inducements or oral agreements have been made by any of the parties except as expressly set forth herein, or in any other contemporaneous written agreement executed for the purposes of carrying out the provisions of this Agreement. This Agreement shall be construed and interpreted according to its plain meaning, and no presumption shall be deemed to apply in favor of, or against the party drafting this Agreement. The parties acknowledge and agree that each has had the opportunity to seek and utilize legal counsel in the drafting of, review of, and entry into this Agreement.

13.8 Assignment; Delegation. No right or interest in this Agreement shall be assigned or delegated by Vendor without prior, written permission of the Town, signed by the Town Manager. Any attempted assignment or delegation by Vendor in violation of this provision shall be a breach of this Agreement by Vendor.

13.9 Subcontracts. No subcontract shall be entered into by the Vendor with any other party to furnish any of the material or services specified herein without the prior written approval of the Town. The Vendor is responsible for performance under this Agreement whether or not subcontractors are used. Failure to pay subcontractors in a timely manner pursuant to any subcontract shall be a material breach of this Agreement by Vendor.

13.10 Rights and Remedies. No provision in this Agreement shall be construed, expressly or by implication, as waiver by the Town of any existing or future right and/or remedy available by law in the event of any claim of default or breach of this Agreement. The failure of the Town to insist upon the strict performance of any term or condition of this Agreement or to exercise or delay the exercise of any right or remedy provided in this Agreement, or by law, or the Town's acceptance of and payment for services, shall not release the Vendor from any

responsibilities or obligations imposed by this Agreement or by law, and shall not be deemed a waiver of any right of the Town to insist upon the strict performance of this Agreement.

13.11 Attorneys' Fees. In the event either party brings any action for any relief, declaratory or otherwise, arising out of this Agreement or on account of any breach or default hereof, the prevailing party shall be entitled to receive from the other party reasonable attorneys' fees and reasonable costs and expenses, determined by the court sitting without a jury, which shall be deemed to have accrued on the commencement of such action and shall be enforced whether or not such action is prosecuted through judgment.

13.12 Liens. All materials or services shall be free of all liens and, if the Town requests, a formal release of all liens shall be delivered to the Town.

13.13 Offset.

A. Offset for Damages. In addition to all other remedies at law or equity, the Town may offset from any money due to the Vendor any amounts Vendor owes to the Town for damages resulting from breach or deficiencies in performance or breach of any obligation under this Agreement.

B. Offset for Delinquent Fees or Taxes. The Town may offset from any money due to the Vendor any amounts Vendor owes to the Town for delinquent fees, transaction privilege taxes and property taxes, including any interest or penalties.

13.14 Notices and Requests. Any notice or other communication required or permitted to be given under this Agreement shall be in writing and shall be deemed to have been duly given if (A) delivered to the party at the address set forth below, (B) deposited in the U.S. Mail, registered or certified, return receipt requested, to the address set forth below or (C) given to a recognized and reputable overnight delivery service, to the address set forth below:

If to the Town: Town of Fountain Hills  
16705 East Avenue of the Fountains  
Fountain Hills, Arizona 85268  
Attn: Rachael Goodwin, Town Manager

With copy to: Town of Fountain Hills  
16705 East Avenue of the Fountains  
Fountain Hills, Arizona 85268  
Attn: Jennifer Wright, Town Attorney

If to Vendor: Quantum Industrial Services, LLC d/b/a Crawford  
Mechanical Services, LLC  
408 S. Hamilton Ct.  
Gilbert, Az. 85233  
Attn: Patrick Iancono

or at such other address, and to the attention of such other person or officer, as any party may designate in writing by notice duly given pursuant to this subsection. Notices shall be deemed received (A) when delivered to the party, (B) three business days after being placed in the U.S. Mail, properly addressed, with sufficient postage or (C) the following business day after being given to a recognized overnight delivery service, with the person giving the notice paying all required charges and instructing the delivery service to deliver on the following business day. If a copy of a notice is also given to a party's counsel or other recipient, the provisions above governing the date on which a notice is deemed to have been received by a party shall mean and refer to the date on which the party, and not its counsel or other recipient to which a copy of the notice may be sent, is deemed to have received the notice.

13.15 Confidentiality of Records. The Vendor shall establish and maintain procedures and controls that are acceptable to the Town for the purpose of ensuring that information contained in its records or obtained from the Town or from others in carrying out its obligations under this Agreement shall not be used or disclosed by it, its agents, officers, or employees, except as required to perform Vendor's duties under this Agreement. Persons requesting such information should be referred to the Town. Vendor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of Vendor as needed for the performance of duties under this Agreement.

13.16 Records and Audit Rights. To ensure that the Vendor and its subcontractors are complying with the warranty under subsection 13.17 below, Vendor's and its subcontractor's books, records, correspondence, accounting procedures and practices, and any other supporting evidence relating to this Agreement, including the papers of any Vendor and its subcontractors' employees who perform any work or services pursuant to this Agreement (all of the foregoing hereinafter referred to as "Records"), shall be open to inspection and subject to audit and/or reproduction during normal working hours by the Town, to the extent necessary to adequately permit (A) evaluation and verification of any invoices, payments or claims based on Vendor's and its subcontractors' actual costs (including direct and indirect costs and overhead allocations) incurred, or units expended directly in the performance of work under this Agreement and (B) evaluation of the Vendor's and its subcontractors' compliance with the Arizona employer sanctions laws referenced in subsection 13.17 below. To the extent necessary for the Town to audit Records as set forth in this subsection, Vendor and its subcontractors hereby waive any rights to keep such Records confidential. For the purpose of evaluating or verifying such actual or claimed costs or units expended, the Town shall have access to said Records, even if located at its subcontractors' facilities, from the effective date of this Agreement for the duration of the work and until three years after the date of final payment by the Town to Vendor pursuant to this Agreement. Vendor and its subcontractors shall provide the Town with adequate and appropriate workspace so that the Town can conduct audits in compliance with the provisions of this subsection. The Town shall give Vendor or its subcontractors reasonable advance notice of intended audits. Vendor shall require its subcontractors to comply with the provisions of this subsection by insertion of the requirements hereof in any subcontract pursuant to this Agreement.

13.17 E-verify Requirements. To the extent applicable under ARIZ. REV. STAT. § 41-4401, the Vendor and its subcontractors warrant compliance with all federal immigration laws and regulations that relate to their employees and their compliance with the E-verify requirements

under ARIZ. REV. STAT. § 23-214(A). Vendor's or its subcontractors' failure to comply with such warranty shall be deemed a material breach of this Agreement and may result in the termination of this Agreement by the Town.

13.18 Israel. Vendor certifies that it is not currently engaged in, and agrees for the duration of this Agreement that it will not engage in a "boycott," as that term is defined in ARIZ. REV. STAT. § 35-393, of Israel.

13.19 China. Pursuant to and in compliance with A.R.S. § 35-394, Vendor hereby agrees and certifies that it does not currently, and agrees for the duration of this Agreement that Vendor will not, use: (1) the forced labor of ethnic Uyghurs in the People's Republic of China; (2) any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China; or (3) any contractors, subcontractors or suppliers that use the forced labor or any goods or services produced by the forced labor of ethnic Uyghurs in the People's Republic of China. Vendor also hereby agrees to indemnify and hold harmless the Town, its officials, employees, and agents from any claims or causes of action relating to the Town's action based upon reliance upon this representation, including the payment of all costs and attorney fees incurred by the Town in defending such as action.

13.20 Conflicting Terms. In the event of any inconsistency, conflict or ambiguity among the terms of this Agreement, any Town-approved invoices, and the RFP, and the Proposal, the documents shall govern in the order listed herein.

13.21 Non-Exclusive Contract. This Agreement is entered into with the understanding and agreement that it is for the sole convenience of the Town. The Town reserves the right to obtain like goods and services from another source when necessary.

13.22 Cooperative Purchasing. Specific eligible political subdivisions and nonprofit educational or public health institutions ("Eligible Procurement Unit(s)") are permitted to utilize procurement agreements developed by the Town, at their discretion and with the agreement of the awarded Vendor. Vendor may, at its sole discretion, accept orders from Eligible Procurement Unit(s) for the purchase of the Materials and/or Services at the prices and under the terms and conditions of this Agreement, in such quantities and configurations as may be agreed upon between the parties. All cooperative procurements under this Agreement shall be transacted solely between the requesting Eligible Procurement Unit and Vendor. Payment for such purchases will be the sole responsibility of the Eligible Procurement Unit. The exercise of any rights, responsibilities or remedies by the Eligible Procurement Unit shall be the exclusive obligation of such unit. The Town assumes no responsibility for payment, performance or any liability or obligation associated with any cooperative procurement under this Agreement. The Town shall not be responsible for any disputes arising out of transactions made by others.

[SIGNATURES ON FOLLOWING PAGES]

**“Town”**

TOWN OF FOUNTAIN HILLS,  
an Arizona municipal corporation

**FOR THE TOWN OF FOUNTAIN HILLS:**

\_\_\_\_\_  
Town Manager

**ATTESTED TO:**

\_\_\_\_\_  
Town Clerk



**APPROVED AS TO FORM:**

\_\_\_\_\_  
Town Attorney

**FOR THE VENDOR:**

By:

Name \_\_\_\_\_

Title: \_\_\_\_\_

EXHIBIT A  
TO  
PROFESSIONAL SERVICES AGREEMENT  
BETWEEN  
THE TOWN OF FOUNTAIN HILLS  
AND  
**QUANTUM INDUSTRIAL SERVICES, LLC**  
**D/B/A**  
**CRAWFORD MECHANICAL SERVICES, LLC**

[Vendor's Proposal]

See following pages.



Town of Fountain Hills  
**Admin-Procurement**  
Robert Durham, Procurement Administrator  
16705 E. Avenue of the Fountains, Fountain Hills, AZ 85268

---

## [CRAWFORD MECHANICAL SERVICES] RESPONSE DOCUMENT REPORT

RFP No. RFP-2025-027

JOC Plumbing

RESPONSE DEADLINE: November 13, 2025 at 5:00 pm

Report Generated: Monday, March 2, 2026

### Crawford Mechanical Services Response

#### CONTACT INFORMATION

**Company:**

Crawford Mechanical Services

**Email:**

patrick.iacono@cmsaz.com

**Contact:**

Patrick Iacono

**Address:**

408 S. Hamilton Ct.  
Gilbert, AZ 85233

**Phone:**

(480) 622-1974

**Website:**

[www.cmsaz.com](http://www.cmsaz.com)

**Submission Date:**

Nov 13, 2025 10:23 AM (Mountain Time - Arizona)

## ADDENDA CONFIRMATION

*No addenda issued*

## QUESTIONNAIRE

### 1. Certification

By confirming questions under this section, the Vendor certifies:

NO COLLUSION\*

*Pass*

The submission of the Proposal did not involve collusion or other anti-competitive practices.

Confirmed

NO GRATUITY\*

*Pass*

It has not given, offered to give, nor intends to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor or service to a Town employee, officer or agent in connection with the submitted Proposal. It (including the Vendor's employees, representatives, agents, lobbyists, attorneys, and subcontractors) has refrained, under penalty of disqualification, from direct or indirect contact for the purpose of influencing the selection or creating bias in the selection process with any person who may play a part in the selection process, including the Selection Committee, elected officials, the Town Manager, Assistant Town Managers, Department Heads, and other Town staff. All contact must be addressed to the Town's Procurement Agent, except for questions submitted as set forth in Subsection 1.4 (Inquiries), above. Any attempt to influence the selection process by any means shall void the submitted Proposal and any resulting Agreement.

Confirmed



FINANCIAL STABILITY\*

*Pass*

It is financially stable, solvent and has adequate cash reserves to meet all financial obligations including any potential costs resulting from an award of the Agreement.

Confirmed

NO SIGNATURE/FALSE OR MISLEADING STATEMENT\*

*Pass*

The signature on the cover letter of the Proposal and the Vendor Information Form is genuine and the person signing has the authority to bind the Vendor. Failure to sign the Proposal and the Vendor Information Form, or signing either with a false or misleading statement, shall void the submitted Proposal and any resulting Agreement.

Confirmed

PROFESSIONAL SERVICES AGREEMENT\*

*Pass*

In addition to reviewing and understanding the submittal requirements, it has reviewed the attached sample Professional Services Agreement including the Scope of Work and other Exhibits.

Confirmed

REFERENCE CHECKS\*

*Pass*

*References will be checked*, and it is Vendor's responsibility to ensure that all information is accurate and current. Vendor authorizes the Town's representative to verify all information from these references and releases all those concerned from any liability in connection with the information they provide. Inability of the Town to verify references shall result in the Proposal being considered non-responsive.

Confirmed

## 2. Vendor Proposal

### GENERAL INFORMATION\*

*Pass*

- A. One page cover letter as described in the section titled "[RFP Submission Process](#)", the subsection titled "Required Submittal".
- B. Provide Vendor identification information. Explain the Vendor's legal organization including the legal name, address, identification number and legal form of the Vendor (e.g., partnership, corporation, joint venture, limited liability company, sole proprietorship). If a joint venture, identify the members of the joint venture and provide all of the information required under this section for each member. If a limited liability company, provide the name of the member or members authorized to act on the company's behalf. If the Vendor is a wholly owned subsidiary of another company, identify the parent company. If the corporation is a nonprofit corporation, provide nonprofit documentation. Provide the name, address and telephone number of the person to contact concerning the Proposal.
- C. Identify the location of the Vendor's principal office and the local work office, if different. Include any documentation that supports the Vendor's authority to provide services in Arizona.
- D. Provide a general description of the Vendor's organization, including years in business.
- E. Identify any contract or subcontract held by the Vendor or officers of the Vendor that have been terminated within the last five years. Briefly describe the circumstances and the outcome.
- F. Identify any claims arising from a contract which resulted in litigation or arbitration within the last five years. Briefly describe the circumstances and the outcome.

Cover\_Letter.pdf

Vendor\_Information.pdf

RFP\_Presentation.pdf

### EXPERIENCE AND QUALIFICATIONS OF THE VENDOR\*

- A. Provide a detailed description of the Vendor's experience in providing similar services to municipalities or other entities of a similar size to the Town, specifically relating experience with respect to JOC Plumbing.
- B. Vendor must demonstrate successful completion of at least three similar projects within the past 60 months. For the purpose of this Solicitation, "successful completion" means completion of a project within the established schedule and budget and "similar projects" resemble this project in size, nature and scope. Provide a list of at least three organizations for which you successfully completed a similar project. This list shall include, at a minimum, the following information:
  - 1. Name of company or organization.
  - 2. Contact name.
  - 3. Contact address, telephone number and e-mail address.
  - 4. Type of services provided.
  - 5. Dates of contract initiation and expiration.

Company\_Experience.pdf

Experience\_and\_Qualifications.pdf

#### KEY POSITIONS\*

*Pass*

- A. Identify each key personnel member that will render services to the Town including title and relevant experience required, including the proposed project manager and project staff.
- B. Indicate the roles and responsibilities of each key position. Include senior members of the Vendor only from the perspective of what their role will be in providing services to the Town.
- C. If a subcontractor will be used for all work of a certain type, include information on this subcontractor. A detailed plan for providing supervision must be included.
- D. Attach a résumé and evidence of certification, if any, for each key personnel member and/or subcontractor to be involved in this project. Résumés should be attached together as a single appendix at the end of the Proposal and will not count toward the Proposal page limit. However, each resume shall not exceed two pages in length.

Key\_Personnel.pdf

PROJECT APPROACH\*

*Pass*

- A. Describe the Vendor's approach to performing the required Services in the section titled [Scope of Work](#), and its approach to contract management, including its perspective and experience on partnering, customer service, quality control, scheduling and staff.
- B. Describe any alternate approaches if it is believed that such an approach would best suit the needs of the Town. Include rationale for alternate approaches, and indicate how the Vendor will ensure that all efforts are coordinated with the Town's Representatives.

Method\_of\_Approach.pdf

PRICING\*

*Pass*

Pricing\_Schedule.pdf

W-9

*Pass*

W9\_Form\_-\_ (QIS)\_Crawford\_Mechanical\_2025.pdf

DOES THE BID CONTAIN ANY CONFIDENTIAL INFORMATION?\*

*Pass*

Please clearly mark any confidential information.

No

Town of Fountain Hills, Arizona  
Contact: Kate, Procurement Department  
Address: Town of Fountain Hills  
Public Works Department  
16705 E. Avenue of the Fountains  
Fountain Hills, AZ 85268

**Project Name : JOC Plumbing**

Thank you for the opportunity to present this plumbing services proposal for the Town of Fountain Hills, AZ. Our objective is to deliver a high-quality solution that meets your requirements while ensuring efficiency, scalability, and innovation. With over 24 years in the industry, Crawford Mechanical Services has the experience and resources needed to provide the highest level of service.

This proposal provides a comprehensive overview our organization, required documentation, pricing, fees and labor rates. We are committed to collaborating with you to achieve the desired outcomes within the specified timeframe and budget.

We appreciate the opportunity to provide this information, and welcome any questions you may have..

Sincerely,

**Patrick Iacono | Account Executive**  
480-622-1974 M | 480-722-1267 O  
408 S. Hamilton Ct. | Gilbert, AZ 85233  
[patrick.iacono@cmsaz.com](mailto:patrick.iacono@cmsaz.com) | [cmsaz.com](http://cmsaz.com)  
[quantumindustrial.com](http://quantumindustrial.com)



**TOWN OF FOUNTAIN HILLS  
NOTICE OF REQUEST FOR PROPOSAL**

**VENDOR INFORMATION**

| COMPANY NAME         | CRAWFORD MECHANICAL SERVICES, LLC                                                    |
|----------------------|--------------------------------------------------------------------------------------|
| ADDRESS              | 4088 S. HAMILTON CT., GILBERT, AZ 85233                                              |
| WEBSITE              | <a href="http://www.cms.com">www.cms.com</a>                                         |
| AUTHORIZED SIGNATURE |                                                                                      |
| NAME AND TITLE       | DAVE DESOUSA, VP OF SERVICE                                                          |
| CONTACT NAME         | PATRICK IACONO, ACCOUNT MANAGER                                                      |
| PHONE/EMAIL          | (480) 622-1974<br><a href="mailto:patrick.iacono@cms.com">patrick.iacono@cms.com</a> |
| TAXPAYER ID NUMBER   | 99-0989796                                                                           |
|                      |                                                                                      |



**TOWN OF FOUNTAIN HILLS**  
**NOTICE OF REQUEST FOR PROPOSAL**

*PROPOSAL CONTENTS*

|                                   |    |
|-----------------------------------|----|
| COVER LETTER                      | 1  |
| VENDOR IDENTIFICATION INFORMATION | 2  |
| CONTRACT AND WORK HISTORY         | 3  |
| KEY PERSONNELL INFORMATION        | 8  |
| METHOD OF APPROACH                | 9  |
| PRICING                           | 13 |



Town of Fountain Hills, Arizona  
Contact: Kate, Procurement Department  
Address: Town of Fountain Hills  
Public Works Department  
16705 E. Avenue of the Fountains  
Fountain Hills, AZ 85268

## **Project Name : JOC Plumbing**

Thank you for the opportunity to present this plumbing services proposal for the Town of Fountain Hills, AZ. Our objective is to deliver a high-quality solution that meets your requirements while ensuring efficiency, scalability, and innovation. With over 24 years in the industry, Crawford Mechanical Services has the experience and resources needed to provide the highest level of service.

This proposal provides a comprehensive overview our organization, required documentation, pricing, fees and labor rates. We are committed to collaborating with you to achieve the desired outcomes within the specified timeframe and budget.

We appreciate the opportunity to provide this information, and welcome any questions you may have..

Sincerely,

**Patrick Iacono | Account Executive**  
480-622-1974 M | 480-722-1267 O  
408 S. Hamilton Ct. | Gilbert, AZ 85233  
[patrick.iacono@cmsaz.com](mailto:patrick.iacono@cmsaz.com) | [cmsaz.com](http://cmsaz.com)  
[quantumindustrial.com](http://quantumindustrial.com)





**TOWN OF FOUNTAIN HILLS**  
**NOTICE OF REQUEST FOR PROPOSAL**

**VENDOR INFORMATION**

| COMPANY NAME         | CRAWFORD MECHANICAL SERVICES, LLC                                                    |
|----------------------|--------------------------------------------------------------------------------------|
| ADDRESS              | 4088 S. HAMILTON CT., GILBERT, AZ 85233                                              |
| WEBSITE              | <a href="http://www.cms.com">www.cms.com</a>                                         |
| AUTHORIZED SIGNATURE |                                                                                      |
| NAME AND TITLE       | DAVE DESOUSA, VP OF SERVICE                                                          |
| CONTACT NAME         | PATRICK IACONO, ACCOUNT MANAGER                                                      |
| PHONE/EMAIL          | (480) 622-1974<br><a href="mailto:patrick.iacono@cms.com">patrick.iacono@cms.com</a> |
| TAXPAYER ID NUMBER   | 99-0989796                                                                           |
|                      |                                                                                      |



**TOWN OF FOUNTAIN HILLS  
NOTICE OF REQUEST FOR PROPOSAL**

**22 Years of Services & Solutions for Arizona's  
Largest and Most Complex Mechanical &  
Plumbing Projects**

Crawford Mechanical is a full-service commercial and industrial mechanical and plumbing contractor, celebrating 23 years of business in Arizona. We offer an extensive range of mechanical and plumbing services, including heating and cooling systems, refrigeration, piping, and plumbing.

As experts in our field with a diverse portfolio of some of the largest and most complex mechanical equipment and plumbing projects in the state, we are built upon a foundation of financial strength and a track record of success in the service and construction industry.



**PLANNED  
MAINTENANCE**



**SERVICE & REPAIR**



**INSTALLATION**



**TOWN OF FOUNTAIN HILLS  
NOTICE OF REQUEST FOR PROPOSAL  
EXPERIENCE AND QUALIFICATIONS**



**Client:** City of Phoenix

**Contact:** James Dickson

Building Equipment Supervisor

Facilities Management Division

Mobile: (602) 374-0705

james.dickson@phoenix.gov

**Active:** 2014 - Present

**Locations:** 113 Locations, including:

- Sky Harbor International Airport / Goodyear Airport
- City Hall / Public Transit / City Clerk / Municipal Court
- Police Academy / Stations / Precincts / Training & Support Facilities
- Fire Academy / Headquarters / Stations / Training & Support Facilities
- Libraries / Museums / Performing Arts Centers / Theatres

**Services:**

- Planned Maintenance
- Service & Repairs (valves, belts, pipes, heating assemblies, pumps, coils, etc)
- Installation (CRAHs, CRACs, boilers, chillers, air handlers, ultrasonic humidification, dehumidifiers, compressors, condensers, fan motors, demand plumbing services, etc.



**TOWN OF FOUNTAIN HILLS  
NOTICE OF REQUEST FOR PROPOSAL  
EXPERIENCE AND QUALIFICATIONS**



**Client:** City of Tempe

**Contact:** John Hagan

Field Supervisor

Mobile: (480) 250-5130

john\_hagan@tempe.gov

**Active:** 2004 - Present

**Locations:** 60 Locations, including:

- City Hall / Dept of Operations / Traffic & Transportation / Water Reclamation & Treatment Plants
- Police & SWAT Stations / Precincts / Training & Support Facilities
- Fire Stations / Training & Support Facilities
- Libraries / Museums / Performing Arts Centers
- Tempe Diablo Stadium / Tempe Sports Complex / Golf Courses / Parks & Recreation Centers

**Services:**

- Planned Maintenance
- Service & Repairs (valves, belts, pipes, pads, heating assemblies, pumps, coils, etc)
- Installation (CRAHs, CRACs, AHUs, mini splits, split systems, boilers, chillers, ultrasonic humidification, dehumidifiers, compressors, condensers, fan motors, blower motors, heat pumps, demand plumbing services, etc.



**TOWN OF FOUNTAIN HILLS  
NOTICE OF REQUEST FOR PROPOSAL  
EXPERIENCE AND QUALIFICATIONS**

**gilbert**



**Client:** Town of Gilbert

**Contact:** Nickriah Clark

Facilities Maintenance Technician

Parks and Recreation Division

Mobile: (480) 503-6632

[nickriah.clark@gilbertaz.gov](mailto:nickriah.clark@gilbertaz.gov)

**Active:** 2014 - Present

**Locations:** 28 Locations, including:

- Civic Center
- Cactus Yards Sports Complex
- Well Sites / Lindsay Reservoir / Water Treatment Plants

**Services:**

- Planned Maintenance
- Service & Repairs (valves, belts, pipes, heating assemblies, pumps, coils, etc)
- Installation (CRAHs, CRACs, AHUs, boilers, chillers, ultrasonic humidification, dehumidifiers, compressors, condensers, fan motors, demand plumbing services, etc.)



# TOWN OF FOUNTAIN HILLS

## NOTICE OF REQUEST FOR PROPOSAL

### KEY PERSONNEL



**Bobby Terra**  
Field Service Manager  
43 Years Experience

Bobby has 43 years of experience in the construction and HVAC service industry. As Field Service Manager, Bobby oversees the day-to-day operations of the field service team, offering advice and support where needed. Bobby's favorite aspect of his role is helping others. Bobby is extremely well rounded in his knowledge of HVAC systems and has received several certifications from HVAC and R trade schools, including but not limited to Carrier, EPA, City Multi, OSHA, and Rigging.



**Erick Ruiz**  
Inside Service Manager  
8 Years Experience

With a natural affinity for bringing positivity to others, mentoring technicians (new or seasoned), and celebrating coworker's wins, Erick excels at managing the daily operations of the service department. There is no limit to Erick's motivation and drive. He is a conscientious student, skilled and certified in all makes and models of equipment known throughout our trade, Erick's technical knowledge and empathy make him a great leader and dedicated to our client's needs.



**Cody Heffelfinger**  
Service Coordinator  
3 Years Experience

As the first point of contact for most of our Service customers, Cody makes use of his outstanding communication and analytical mindset to navigate each client's unique needs empathetically and constructively. Cody schedules and coordinates the day-to-day operations of our technicians and subcontractors and keeps our team on schedule and our clients needs met.





# **TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL**

## **METHOD OF APPROACH**

### **1. Plan to prioritize City's Work:**

- a.** Be diligent and organized, ensuring that tasks are addressed based on urgency and importance.
- b.** Effective communication with the City, understanding their needs and timelines, while managing expectations.
- c.** Be flexible, adapting to shifting priorities while maintaining a customer-centric approach.
- d.** Practice good time management while committing to quality service.

### **2. Plan to respond to emergency services and repairs:**

- a.** Follow normal business hour procedures:
  - i.** During regular business hours, customers can schedule service requests and repairs by emailing our designated email group managed by our scheduling team members and select managers, or by calling our service department. Email: [CrawfordSupport@cmsaz.com](mailto:CrawfordSupport@cmsaz.com)  
Phone: (480-722-1267)  
Customers will receive a response from CMS Dispatch confirming technician dispatch timeline and any other pertinent information.
  - ii.** Upon arrival of the technician, the customer will be notified via Portal (or call on-site personnel, based upon customer preference). Technician will then inspect/diagnose the system and provide feedback to the customer along with recommendations.



# **TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL**

## **METHOD OF APPROACH**

*(Continued from previous page)*

ii. Customer will then choose their preferred method to proceed: give approval to proceed with recommendations on a time and material basis while the technician is still on site, give approval to repair unit on a based upon repair quote written by technician while on site, or the technician will forward complex recommendations to our Service Department to provide an in-depth quote back to the customer to review and approve. Upon completion of repairs, the customer will receive notification via Portal where customer can verify work performed and approve closeout of the ticket. All findings and repairs will then become attached to the unit in question, so the customer has access to the equipment history at any time.

**b. Use established after-hours on-call procedures:**

i. Crawford Mechanical Services provides emergency services 24 hours a day, 7 days a week, 365 days a year. Crawford Mechanical Services is the premier Mission Critical Mechanical Service Provider in Arizona.

ii. Our Approach is simple: Call our office at 480-722-1267 and you will receive a live operator who will take down the information. You will then receive a phone call from one of Crawford's On-Call Supervisors who will gather all information pertaining to the issue.





# **TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL**

## **METHOD OF APPROACH**

*(Continued from previous page)*

The Supervisor will then dispatch the On-Call Technician to your emergency service call. Technician will arrive within the 2- or 4-hour window. If our live operator does not get a response from the On-Call Supervisor within 15 minutes, the operator will call again and then immediately call the On-Call Manager. Our backup system ensures that we will never miss a critical, potential lifesaving emergency. All aspects of the emergency service/afterhours call will be captured in the same manner as described in our Service and Repair method of approach.

- c.** Eliminate the emergency.
- d.** Shut off main valves.
- e.** Maintain and keep essential tools and supplies readily accessible.
- f.** Keep City contacts informed of progress.

### **3. Plan for Quality Control:**

- a.** Implement a comprehensive quality control plan by defining clear quality standards for our services. Field service management and our check-in check our procedure. Also, our comprehensive work acknowledgments are sent every time we leave. With pictures and video of work completed.
- b.** Continuous training of technicians in quality requirements and provide them with necessary tools.
- c.** Implement feedback loops to continuously improve quality. Our technicians check in with primary contact when they arrive and check out with primary contact before they depart.



# **TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL**

## **METHOD OF APPROACH**

*(Continued from previous page)*

- d.** Document and analyze data to service history and make informed decisions for ongoing quality improvements. Our software gives us the ability to track all service work per piece of equipment.
- e.** Assign qualified technicians to perform tasks. We have a range of technician levels from Journeymen to Apprentice.

#### **4. Plan to minimize cost of each project:**

- a.** Conduct regular cost analysis to identify areas of savings.
- b.** Develop detailed budgets, allocating resources efficiently.
- c.** Explore competitive bidding and negotiate with suppliers.
- d.** Emphasize effective project management to avoid delays and additional expenses.
- e.** Prioritize cost effective solutions without compromising quality or timelines.



TOWN OF FOUNTAIN HILLS  
NOTICE OF REQUEST FOR PROPOSAL

PRICING

| PLUMBING                                  |                           |
|-------------------------------------------|---------------------------|
| Reactive Service Rates:                   |                           |
| • Plumbing Straight Time Rate             | \$116.00                  |
| • Plumbing Overtime Rate                  | \$174.00                  |
| • Plumbing Double Time Rate               | \$232.00                  |
| • Travel Charge                           | \$75.00                   |
| • Auger 7-10 inch max 250 ft              | \$400.00                  |
| • Camera scope under 100 ft               | \$225.00                  |
| • Camera scope 101 - 150ft                | \$240.00                  |
| • Camera scope 151 -200 ft                | \$265.00                  |
| Flat Rate Services                        |                           |
| • Backflow 1st device per day (flat rate) | \$225.00                  |
| • Each additional device per day          | \$175.00                  |
| Materials Rates                           |                           |
| All Equipment Brands/ All Manufacturers   | 15-30% margin above cost. |
| All Parts and Materials                   | 25-50% margin above cost. |



# **TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL**

## **22 Years of Services & Solutions for Arizona's Largest and Most Complex Mechanical & Plumbing Projects**

Crawford Mechanical is a full-service commercial and industrial mechanical and plumbing contractor, celebrating 23 years of business in Arizona. We offer an extensive range of mechanical and plumbing services, including heating and cooling systems, refrigeration, piping, and plumbing.

As experts in our field with a diverse portfolio of some of the largest and most complex mechanical equipment and plumbing projects in the state, we are built upon a foundation of financial strength and a track record of success in the service and construction industry.



**PLANNED  
MAINTENANCE**



**SERVICE & REPAIR**



**INSTALLATION**



**TOWN OF FOUNTAIN HILLS  
NOTICE OF REQUEST FOR PROPOSAL  
EXPERIENCE AND QUALIFICATIONS**



**Client:** City of Phoenix

**Contact:** James Dickson

Building Equipment Supervisor  
Facilities Management Division  
Mobile: (602) 374-0705  
james.dickson@phoenix.gov

**Active:** 2014 - Present

**Locations:** 113 Locations, including:

- Sky Harbor International Airport / Goodyear Airport
- City Hall / Public Transit / City Clerk / Municipal Court
- Police Academy / Stations / Precincts / Training & Support Facilities
- Fire Academy / Headquarters / Stations / Training & Support Facilities
- Libraries / Museums / Performing Arts Centers / Theatres

**Services:**

- Planned Maintenance
- Service & Repairs (valves, belts, pipes, heating assemblies, pumps, coils, etc)
- Installation (CRAHs, CRACs, boilers, chillers, air handlers, ultrasonic humidification, dehumidifiers, compressors, condensers, fan motors, demand plumbing services, etc.



**TOWN OF FOUNTAIN HILLS  
NOTICE OF REQUEST FOR PROPOSAL  
EXPERIENCE AND QUALIFICATIONS**



**Client:** City of Tempe

**Contact:** John Hagan

Field Supervisor

Mobile: (480) 250-5130

john\_hagan@tempe.gov

**Active:** 2004 - Present

**Locations:** 60 Locations, including:

- City Hall / Dept of Operations / Traffic & Transportation / Water Reclamation & Treatment Plants
- Police & SWAT Stations / Precincts / Training & Support Facilities
- Fire Stations / Training & Support Facilities
- Libraries / Museums / Performing Arts Centers
- Tempe Diablo Stadium / Tempe Sports Complex / Golf Courses / Parks & Recreation Centers

**Services:**

- Planned Maintenance
- Service & Repairs (valves, belts, pipes, pads, heating assemblies, pumps, coils, etc)
- Installation (CRAHs, CRACs, AHUs, mini splits, split systems, boilers, chillers, ultrasonic humidification, dehumidifiers, compressors, condensers, fan motors, blower motors, heat pumps, demand plumbing services, etc.



**TOWN OF FOUNTAIN HILLS  
NOTICE OF REQUEST FOR PROPOSAL  
EXPERIENCE AND QUALIFICATIONS**



**Client:** Town of Gilbert

**Contact:** Nickriah Clark

Facilities Maintenance Technician

Parks and Recreation Division

Mobile: (480) 503-6632

[nickriah.clark@gilbertaz.gov](mailto:nickriah.clark@gilbertaz.gov)

**Active:** 2014 - Present

**Locations:** 28 Locations, including:

- Civic Center
- Cactus Yards Sports Complex
- Well Sites / Lindsay Reservoir / Water Treatment Plants

**Services:**

- Planned Maintenance
- Service & Repairs (valves, belts, pipes, heating assemblies, pumps, coils, etc)
- Installation (CRAHs, CRACs, AHUs, boilers, chillers, ultrasonic humidification, dehumidifiers, compressors, condensers, fan motors, demand plumbing services, etc.)





# TOWN OF FOUNTAIN HILLS

## NOTICE OF REQUEST FOR PROPOSAL

### KEY PERSONNEL



**Bobby Terra**  
Field Service Manager  
43 Years Experience

Bobby has 43 years of experience in the construction and HVAC service industry. As Field Service Manager, Bobby oversees the day-to-day operations of the field service team, offering advice and support where needed. Bobby's favorite aspect of his role is helping others. Bobby is extremely well rounded in his knowledge of HVAC systems and has received several certifications from HVAC and R trade schools, including but not limited to Carrier, EPA, City Multi, OSHA, and Rigging.



**Erick Ruiz**  
Inside Service Manager  
8 Years Experience

With a natural affinity for bringing positivity to others, mentoring technicians (new or seasoned), and celebrating coworker's wins, Erick excels at managing the daily operations of the service department. There is no limit to Erick's motivation and drive. He is a consonant student, skilled and certified in all makes and models of equipment known throughout our trade, Erick's technical knowledge and empathy make him a great leader and dedicated to our client's needs.



**Cody Heffelfinger**  
Service Coordinator  
3 Years Experience

As the first point of contact for most of our Service customers, Cody makes use of his outstanding communication and analytical mindset to navigate each client's unique needs empathetically and constructively. Cody schedules and coordinates the day-to-day operations of our technicians and subcontractors and keeps our team on schedule and our clients needs met.





# **TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL**

## **METHOD OF APPROACH**

### **1. Plan to prioritize City's Work:**

- a.** Be diligent and organized, ensuring that tasks are addressed based on urgency and importance.
- b.** Effective communication with the City, understanding their needs and timelines, while managing expectations.
- c.** Be flexible, adapting to shifting priorities while maintaining a customer-centric approach.
- d.** Practice good time management while committing to quality service.

### **2. Plan to respond to emergency services and repairs:**

- a.** Follow normal business hour procedures:
  - i.** During regular business hours, customers can schedule service requests and repairs by emailing our designated email group managed by our scheduling team members and select managers, or by calling our service department. Email: [CrawfordSupport@cmsaz.com](mailto:CrawfordSupport@cmsaz.com)  
Phone: (480-722-1267)  
Customers will receive a response from CMS Dispatch confirming technician dispatch timeline and any other pertinent information.
  - ii.** Upon arrival of the technician, the customer will be notified via Portal (or call on-site personnel, based upon customer preference). Technician will then inspect/diagnose the system and provide feedback to the customer along with recommendations.



# **TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL**

## **METHOD OF APPROACH**

*(Continued from previous page)*

ii. Customer will then choose their preferred method to proceed: give approval to proceed with recommendations on a time and material basis while the technician is still on site, give approval to repair unit on a based upon repair quote written by technician while on site, or the technician will forward complex recommendations to our Service Department to provide an in-depth quote back to the customer to review and approve. Upon completion of repairs, the customer will receive notification via Portal where customer can verify work performed and approve closeout of the ticket. All findings and repairs will then become attached to the unit in question, so the customer has access to the equipment history at any time.

**b. Use established after-hours on-call procedures:**

i. Crawford Mechanical Services provides emergency services 24 hours a day, 7 days a week, 365 days a year. Crawford Mechanical Services is the premier Mission Critical Mechanical Service Provider in Arizona.

ii. Our Approach is simple: Call our office at 480-722-1267 and you will receive a live operator who will take down the information. You will then receive a phone call from one of Crawford's On-Call Supervisors who will gather all information pertaining to the issue.



# **TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL**

## **METHOD OF APPROACH**

*(Continued from previous page)*

The Supervisor will then dispatch the On-Call Technician to your emergency service call. Technician will arrive within the 2- or 4-hour window. If our live operator does not get a response from the On-Call Supervisor within 15 minutes, the operator will call again and then immediately call the On-Call Manager. Our backup system ensures that we will never miss a critical, potential lifesaving emergency. All aspects of the emergency service/afterhours call will be captured in the same manner as described in our Service and Repair method of approach.

- c.** Eliminate the emergency.
- d.** Shut off main valves.
- e.** Maintain and keep essential tools and supplies readily accessible.
- f.** Keep City contacts informed of progress.

### **3. Plan for Quality Control:**

- a.** Implement a comprehensive quality control plan by defining clear quality standards for our services. Field service management and our check-in check our procedure. Also, our comprehensive work acknowledgments are sent every time we leave. With pictures and video of work completed.
- b.** Continuous training of technicians in quality requirements and provide them with necessary tools.
- c.** Implement feedback loops to continuously improve quality. Our technicians check in with primary contact when they arrive and check out with primary contact before they depart.



# **TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL**

## **METHOD OF APPROACH**

*(Continued from previous page)*

- d.** Document and analyze data to service history and make informed decisions for ongoing quality improvements. Our software gives us the ability to track all service work per piece of equipment.
- e.** Assign qualified technicians to perform tasks. We have a range of technician levels from Journeymen to Apprentice.

#### **4. Plan to minimize cost of each project:**

- a.** Conduct regular cost analysis to identify areas of savings.
- b.** Develop detailed budgets, allocating resources efficiently.
- c.** Explore competitive bidding and negotiate with suppliers.
- d.** Emphasize effective project management to avoid delays and additional expenses.
- e.** Prioritize cost effective solutions without compromising quality or timelines.



# TOWN OF FOUNTAIN HILLS NOTICE OF REQUEST FOR PROPOSAL

## PRICING

| <b>PLUMBING</b>                           |                           |
|-------------------------------------------|---------------------------|
| <b>Reactive Service Rates:</b>            |                           |
| • Plumbing Straight Time Rate             | \$116.00                  |
| • Plumbing Overtime Rate                  | \$174.00                  |
| • Plumbing Double Time Rate               | \$232.00                  |
| • Travel Charge                           | \$75.00                   |
| • Auger 7-10 inch max 250 ft              | \$400.00                  |
| • Camera scope under 100 ft               | \$225.00                  |
| • Camera scope 101 - 150ft                | \$240.00                  |
| • Camera scope 151 -200 ft                | \$265.00                  |
| <b>Flat Rate Services</b>                 |                           |
| • Backflow 1st device per day (flat rate) | \$225.00                  |
| • <i>Each additional device per day</i>   | \$175.00                  |
| <b>Materials Rates</b>                    |                           |
| All Equipment Brands/ All Manufacturers   | 15-30% margin above cost. |
| All Parts and Materials                   | 25-50% margin above cost. |



**Request for Taxpayer  
Identification Number and Certification**

Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

**Give form to the  
requester. Do not  
send to the IRS.**

**Before you begin.** For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

|                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Print or type.<br>See Specific Instructions on page 3.      | <b>1</b> Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)<br><br>Quantum Industrial Services, LLC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                    |
|                                                             | <b>2</b> Business name/disregarded entity name, if different from above.<br><br>Crawford Mechanical Services, LLC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                    |
|                                                             | <b>3a</b> Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.<br><br><input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate<br><input checked="" type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) . . . . . <b>P</b><br><b>Note:</b> Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.<br><br><input type="checkbox"/> Other (see instructions) _____ | <b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):<br><br>Exempt payee code (if any) _____<br><br>Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____<br><br>(Applies to accounts maintained outside the United States.) |
|                                                             | <b>3b</b> If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions . . . . . <input type="checkbox"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                    |
|                                                             | <b>5</b> Address (number, street, and apt. or suite no.). See instructions.<br><br>408 S. Hamilton Ct.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Requester's name and address (optional)                                                                                                                                                                                                                                                                            |
| <b>6</b> City, state, and ZIP code<br><br>Gilbert, AZ 85233 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                    |
| <b>7</b> List account number(s) here (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. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

|                                       |   |   |   |   |   |   |   |   |   |
|---------------------------------------|---|---|---|---|---|---|---|---|---|
| <b>Social security number</b>         |   |   |   |   |   |   |   |   |   |
|                                       |   |   | - |   |   |   | - |   |   |
| <b>or</b>                             |   |   |   |   |   |   |   |   |   |
| <b>Employer identification number</b> |   |   |   |   |   |   |   |   |   |
| 9                                     | 9 | - | 0 | 9 | 8 | 9 | 7 | 9 | 6 |

**Part II Certification**

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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.

|                  |                                                                                                                     |
|------------------|---------------------------------------------------------------------------------------------------------------------|
| <b>Sign Here</b> | <b>Signature of U.S. person</b>  |
|------------------|---------------------------------------------------------------------------------------------------------------------|

**Date** 3/27/25

**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](http://www.irs.gov/FormW9).

**What's New**

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

EXHIBIT B  
TO  
PROFESSIONAL SERVICES AGREEMENT  
BETWEEN  
THE TOWN OF FOUNTAIN HILLS  
AND  
QUANTUM INDUSTRIAL SERVICES, LLC D/B/A  
CRAWFORD MECHANICAL SERVICES, LLC

[Scope]

See following pages.

### **Scope of Work**

Plumbing contractors shall provide on-call plumbing services across various Town-owned facilities and public properties. Work will be performed on an as-needed basis and may include routine maintenance, repair of existing systems, installation of new fixtures and piping, emergency leak response, backflow testing, and compliance upgrades related to water and drainage infrastructure.

Services may be requested for administrative buildings, libraries, parks, law enforcement facilities, community centers, and other locations as designated by Town staff. The contractor must be familiar with commercial plumbing systems and demonstrate compliance with all applicable federal, state, and local codes, including permitting requirements and OSHA safety standards.

All services shall emphasize:

- Timely response to service calls, especially in emergency scenarios
- Skilled workmanship and quality control
- Clear cost documentation and invoicing procedures
- Coordination with Town departments, inspectors, and other contractors when applicable

### **Service Hours and Response Expectations**

Contractor shall be available to perform work during regular business hours (Monday–Friday, 8:30 AM to 5:00 PM ET). In addition, contractors must maintain 24/7 emergency service capability to respond to urgent requests such as major water leaks, sewer blockages, or public safety facility service interruptions.

Non-emergency work should commence within 48 hours of work order issuance unless otherwise scheduled

Emergency service calls must be acknowledged within 1 hour and responded to on-site within 4 hours of notification



EXHIBIT C  
TO  
PROFESSIONAL SERVICES AGREEMENT  
BETWEEN  
THE TOWN OF FOUNTAIN HILLS  
AND  
QUANTUM INDUSTRIAL SERVICES, LLC  
D/B/A  
CRAWFORD MECHANICAL SERVICES,  
LLC

[Quote or Work Order]

See following pages.