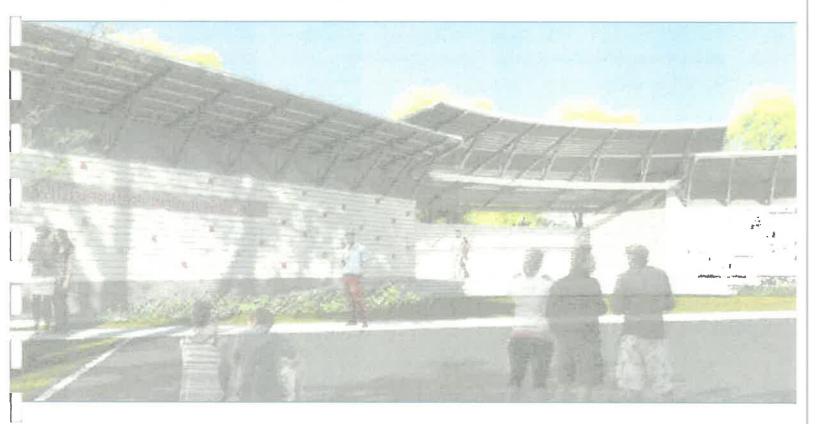
# Request For Qualifications RFQ #2021-01

## Owner's Representative Services for Healthy West Orange Pavilion





Submittal Date: October 8, 2021

Prepared for: The Rotary Club of Windermere, Inc. 501 Forest Street Windermere, Florida 34786





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## Required Forms

Certificate of Insurance



## A. TITLE PAGE

## **RFQ Subject and Number**

Owner's Representative Services for Health West Orange Pavilion

RFQ #2021-01

## **Proposer**

ZHA Incorporated

601 N. Magnolia Ave, Suite 100

Orlando, FL 32801

P: (407) 902-2560

F: (407) 422-7413

#### **Point of Contact**

Andrew L. Brooks, P.E.

**Executive Vice President** 

601 N. Magnolia Ave, Suite 100

Orlando, FL 32801

E: Andy.Brooks@zha-fl.com

## **Date of Submittal**

October 8, 2021



## B. LETTER OF TRANSMITTAL

October 8, 2021

The Rotary Club of Windermere, Inc.

501 Forest St

Windermere, FL 34786

RE: RFQ 2021-01

Owner's Representative Services for Healthy West Orange Pavilion

ZHA is pleased to have the opportunity to present our qualifications to provide Owner's Representative Services. ZHA is an Orlando based Owner's Representative firm specializing in assisting owners in conceptualizing and implementing their capital projects since our inception in 1983. We understand the design and construction process, and specifically the Orange County market.

## Type of Business and State of Formation

ZHA is a privately held Florida Subchapter S Corporation.

## **Headquarters and Office Locations**

ZHA Corporate Office ECP Airport Project Office

601 N. Magnolia Ave, Suite 100 5206 Johnny Reaver Rd

Orlando, FL 32801 Panama City, FL 32409

## Binding Authority for the Firm

Frederick J. Mellin Jr. Andrew L. Brooks, P.E.

President/CEO Executive Vice President/Treasurer

(407) 902-2550 | Rick.Mellin@zha-fl.com (407) 902-2560 | Andy.Brooks@zha-fl.com

## **Staff Performing Services**

Andrew L. Brooks, Sr. Project Manager

Micah Nordquist, Construction Observation

Darrel Brostrom, Design Management/Review

As you review our qualifications, we trust you will recognize that we are well qualified to provide owner's representative services and ready to assist you in successfully completing this community project.

Sincerely,

Andrew L. Brooks, P.E.

ndew L. Brook

Executive Vice President/Treasurer



## 1. Proposer Organization Description

**ZHA** is an Owner's Representative firm specializing in assisting owners in conceptualizing and implementing their capital projects. Since our inception on August 5, 1983, our only focus has been to represent owners.

ZHA has considerable experience performing Owner's Representative Services on all types and sizes of projects throughout Central Florida. During our 38-year history, we have worked on many of the high-profile projects that are economic generators to our community and are part of the infrastructure that makes this community what it is. We represented Orlando International Airport for over twenty years managing projects' scope, cost, quality and schedule requirements from inception through construction. As part of the program management team for the Orange County Public School's \$500 million renovations and repairs program, we managed the construction of large and small projects. We have regularly represented the cities of Inverness, Lake Mary, Winter Garden, Winter Park, Casselberry, Stuart and Cocoa as their Owner's Representative. As a long-term planning consultant for NASA, we developed their first 50-year Master Plan and created Area Development Plans to organize the 160,000+ acre site to be attractive and responsive to commercial aerospace development. We also developed a comprehensive Capital Improvement Planning tool to better organize their project development and funding process. This tool was ultimately rolled out to all 11 NASA facilities around the country. We represent Osceola County as their Owner's Representative on multiple capital projects, including the recently constructed Center for Neovation that is a collaborative partnership of government and private industry to bring high-tech, high-pay jobs to the region and The OC (NeoCity office building) that provides adjacent office space for the high-tech firms that utilize the Center.

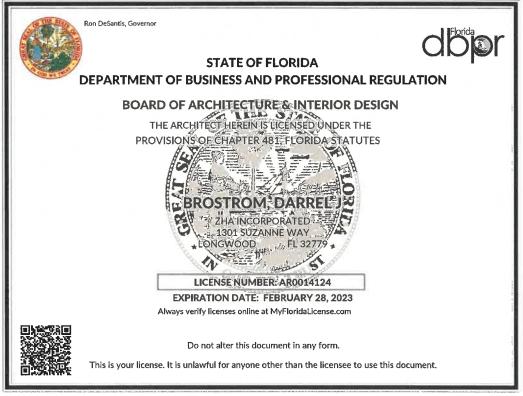
ZHA's philosophy is to represent our owner's interests above all else. We believe it is necessary to stay ahead of issues to allow for thoughtful and informed decision-making that does not negatively impact a project's scope, cost or schedule. As an owner's representative we understand that the owner's operating objectives take precedence in determining the appropriate design or construction solutions for a project. We understand that owners, design professionals, contractors and tenants may have different interpretations of what is being communicated and we strive to make sure each is understanding the other. We believe that communicating expectations early and often leads to better relationships and final products.

ZHA has a staff of 12 people that are key to the firm's success. This staff is comprised of individuals skilled in planning, development, architecture, engineering, and construction. With the extensively diverse experience of our staff, ZHA offers clients expertise on a variety of issues. We use this diversity to look at solutions for our owners from different perspectives, recognizing it is the owner's operational goals and requirements that take precedence in shaping the physical solution to be designed and constructed.

More information about our services and project experience is available on our website: www.zhaintl.com.









## 2. Previous Experience

## The OC - NeoCity Office Building

The NeoCity office building project (The OC) is a class B+ office building located in Kissimmee, Florida, adjacent to the Center for Neovation. The project is part of the 500-acre NeoCity master plan that is focused on becoming the most significant and comprehensive global center for smart sensor, photonics, and nanotechnology research and development. Key project features include a 250-space parking lot, a food court, an engaging landscaped courtyard connecting to the adjacent cleanroom facility, and a sleek skin design including curtainwall glazing systems and decorative metal screens. This technology-themed facility was conceived to attract tenants interested in research and manufacturing efforts planned for NeoCity.

#### **Features**

Four-story

100,000 square feet

250 parking spaces

Tilt-panel construction

Composite deck

Light gauge metal framing

## **Project Team**

Client Osceola County Government

Architect SchenkelSchultz Architecture

Contractor Moss Construction

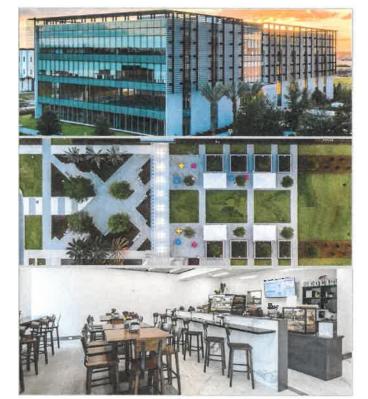
Project Cost: \$26.1 million

**Project/Construction Start:** April 2018

Completion Date: March 2020

The development of NeoCity is the key to create an economic generator for high-tech job growth in Osceola County. Following the opening of the Center for Neovation as the technological center piece of NeoCity, the County recognized the need to have office space available to support companies that utilize this core facility.

During the design process, ZHA helped shape the project program and budget, and negotiated the contracts to keep the project moving forward. As the Owner's Representative for Osceola County, ZHA provided coordination with various agencies, scheduling, cost estimating, performance specifications, technical reports, plan reviews, fee negotiations assistance, contract reviews, design management, construction overview, project overview, staff augmentation and other general consulting services requested by the County.





#### Center for Neovation

The Center for Neovation is a public and private entities collaborative project developed to create high-skill, high-pay jobs in Osceola County and the Central Florida community. The facility is a nanotechnology incubator for the advancement of manufacturing processes for smart sensor technology. This first phase of a 500-acre campus, owned by Osceola County, is a research and manufacturing facility to house both class 100 and class 10000 cleanrooms and includes a separate 3,224 SF RO/AWN building. Facility specifications include:

- Class 100 Cleanroom 26,527 SF with 26,469 SF subfab plus 26,527 SF interstitial space above
- Class 10000 Cleanroom 9,790 SF on elevated slab
- Six HPM rooms totaling 3,743 SF

#### **Features**

- 109,000-square-foot research and manufacturing facility
- State-of-art semiconductor R&D facility with focus on next generation smart sensors
- Waffle slab floor system
- Extensive Mechanical, Electrical & Plumbing support space
- Office and Laboratory (wet and dry) space

## **Project Team**

- Client Osceola County Government
- Architect HOK
- Cleanroom Architect Abbie Gregg, Inc.
- Contractor Skanska

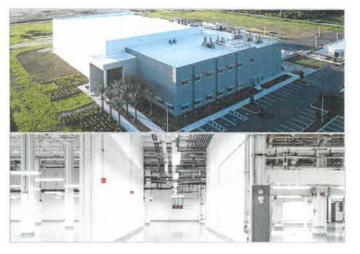
Project Cost: \$80 million

**Project/Construction Start:** December 2015

**Completion Date:** September 2017

SkyWater Florida will operate and utilize this

state-of-the-art 200 mm semiconductor manufacturing facility to rapidly address emerging commercial and government agency needs for U.S.-sourced electronics. As the Owner's Representative for Osceola County, ZHA was authorized to manage all of the activities for the County, design-builder, and the private industry partners to ensure the facility is completed with the defined budget.





## City of Ocoee New City Hall

The new City of Ocoee City Hall is a design-build, green-field project that will provide a three-story, 46,500-square-foot government facility designed to centralize the City services in one location.

#### **Features**

- 46,500 square feet design-build government facility
- Three-story building
- Multiple city services centralized into one facility

## **Project Team**

- Client City of Ocoee, Florida
- Architect HKS Architects
- Contractor Wharton-Smith, Inc.

Project Cost: \$21.5+ million

Project/Construction Start: January 2019

Completion Date: March 2022 (est.)

As the Owner's Representative for the City, ZHA is providing complete project design and construction management services.





## Osceola Heritage Park - Arena Concession Stands Upgrade

The project included renovation and upgrade of four concession stands in an operational Arena. Upgrades included new menu boards and exterior modifications to provide unique themes for each concession stand. The Silver Spurs Arena is one of many venues that reside on the 200+ acre Osceola Heritage Park entertainment complex.

#### **Features**

- Four specialized concession stands
- Four unique types of façades to attract customers

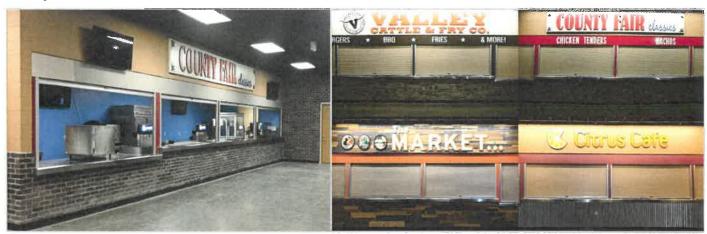
## **Project Team**

- Client Osceola County, Florida and ASM Global (Arena Management firm)
- Architect FHR KMF Architects, a Joint Venture
- Contractor Clancy & Theys Construction Company

**Project Cost:** \$490,000

Project/Construction Start: October 2014

Completion Date: March 2015



OHP is owned by Osceola County and managed by a private company who's responsible for attracting and staging events, shows and exhibits to generate tourism traffic in the County and to maintain the facilities. ZHA works an extension of staff for the County in developing identified capital projects that are integral to the marketability of the OHP. As the Owner's Representative for Osceola County, ZHA provides complete project design and construction management services. Tasks include development of project scopes, budgets, schedules, and conceptual plans, as well as oversight of design and construction to ensure the design criteria is met and the construction scope, cost and quality are achieved.



## Osceola Heritage Park - Heritage Club

The Heritage Club project included renovation and upgrade of an unfinished back-of-house storage area into a finished meeting space. The upgrade provided a high-end Club for VIP events complete with dining facilities, a bar, and fifteen televisions.

#### **Features**

- Meeting and dining area
- Full-service bar
- Fifteen televisions capable of broadcast TV or presentations
- State of art sound system
- Preparation kitchen for food service

#### **Project Team**

- Client Osceola County, Florida and ASM Global (Arena Management firm)
- Architect FHR KMF Architects, a Joint Venture
- Contractor Clancy & Theys Construction Company

**Project Cost:** \$800,000

Project/Construction Start: January 2013

**Completion Date:** August 2013



OHP is owned by Osceola County and managed by a private company who's responsible for attracting and staging events, shows and exhibits to generate tourism traffic in the County and to maintain the facilities. ZHA works an extension of staff for the County in developing identified capital projects that are integral to the marketability of the OHP. As the Owner's Representative for Osceola County, ZHA provides complete project design and construction management services. Tasks include development of project scopes, budgets, schedules, and conceptual plans, as well as oversight of design and construction to ensure the design criteria is met and the construction scope, cost and quality are achieved.



#### 3. References

## Osceola County Government

Frank Raymond

Asset & Construction Management Director

1 Courthouse Square, Suite 3100

Kissimmee, FL 34741

P: (407) 742-0662

E: frank.raymond@osceola.org

Project(s): The OC - NeoCity Office Building; Center for Neovation

## City of Ocoee, Florida

Jamie Croteau

**Utilities Director** 

1800 A. D. Mims Road

Ocoee, FL 34761

P: (407) 905-3159

E: jcroteau@ocoee.org

Project(s): New City of Ocoee City Hall

## ASM Global - Orlando Heritage Park

Robb Larson

General Manager

1875 Silver Spur Lane

Kissimmee, FL 34744

P: (321) 697-3320

E: rjlarson@ohpark.com

Project(s): Arena Concession Stands Upgrades; Heritage Club



## C. QUALIFICATIONS

## 4. Key Personnel

Andrew L. Brooks, PE, LEED AP

Sr. Project Manager

#### YEARS EXPERIENCE

29 years at ZHA | 14 years at other firms

#### **REGISTRATION/ CERTIFICATION**

Professional Engineer: Florida #42922, Michigan #6201032018; LEED Accredited Professional

#### **EDUCATION**

Master of Science, Civil Engineering, University of Florida; Bachelor of Science, Civil Engineering, University of Florida

#### PROFESSIONAL AFFILIATIONS

Professional Member, Construction Specifications Institute

#### **EXPERIENCE SUMMARY**

With more than 43 years of engineering, construction, and management experience, Mr. Brooks has supervised all facets of large multidisciplinary, fast-paced, diverse projects, including project planning, programming, design, construction, occupancy, and contract administration. Mr. Brooks has a proven track record of successfully managing, coordinating, and communicating with all members of the project team, focusing on meeting the expectations of owners by completing projects on time, within budget, and without claims. Mr. Brooks' experience, beginning with programming and project controls, coupled with his field experience of managing construction projects, equips him with unique credentials and the ability to oversee and successfully complete capital improvement projects.

## **RELEVENT PROJECTS**

New City Hall, City of Ocoee, FL — Owner's Representative/Sr. Project Manager | Provide professional construction management services for the design and construction of the new city hall. The city hall design-build project is a 46,500-square-foot, 3-story building that will centralize multiple city services into one facility. Project value: \$21.5+ million

Continuing Construction Project Management Contract, Osceola County, FL — Owner's Representative/Project Executive | Provide overall project management for various capital projects including municipal buildings, parking facilities, health facilities, and roadway projects. To date, ZHA has managed more than 40 individual capital projects totaling approximately \$40 million in value.



## Andrew L. Brooks, PE, LEED AP

Resume continued

**Continuing Project Management Services, Seminole County, FL** — On-site Owner's Representative/Project Executive | ZHA successfully completed the following projects for Seminole County.

- On-call OAR/Project Management Provided design and construction oversight for various capital projects including fire stations, parks, and other municipal facilities.
- \$43 million Criminal Justice Center, CM-at-Risk A new courthouse project that included 10 courtrooms, judges' chambers, offices for the public defender, state's attorney, clerk of the court, and other court related facilities all with the latest technology and infrastructure for future technology.
- \$4.2 million Juvenile Justice Center, Design-Build An expansion and renovation project that provided a 20,000-square-foot expansion to an existing 10,000-square-foot facility, adding two new courtrooms and support spaces, and allowing consolidation of court operations which were previously displaced due to space constraints.

Orlando Orange County Expressway Authority, Administration and Operations Center, Orlando, FL — Owner's Representative | Provided full-time, on-site project coordination as an extension of the owner's staff for the construction of a \$28 million agency headquarters building.

Lake-Sumter State College, FL — Owner's Representative/Project Executive

- \$3 million Softball Complex The project provided three recreational fields, one stadium field on a raised grade, and a concession stand and press box facility with restrooms. Provided oversight and project management during design and construction of the project.
- \$18 million Joint Use Library (Planning and Design)



## C. QUALIFICATIONS

## Micah Z. Nordquist, PMP

**Construction Observation** 

#### YEARS EXPERIENCE

2 years at ZHA | 14 years at other firms

#### **REGISTRATION/ CERTIFICATION**

Project Management Professional (PMP), the Project Management Institute; Master's Certificate in Project Management, Villanova University

#### **EDUCATION**

Bachelor of Science, Engineering, U.S. Military Academy at West Point

#### **PROFESSIONAL AFFILIATIONS**

Central Florida's West Point Alumni Society, Member

#### **EXPERIENCE SUMMARY**

Mr. Nordquist has more than 15 years of experience in commercial and residential construction projects. He has provided project management, programming and facilities assessment services for aviation, education, governmental, healthcare and public use facilities. Mr. Nordquist began his construction career during his time in the military and continued to provide project management and construction management services to public and private sector clients after his military service. He has earned a Project Management Professional designation from the Project Management Institute and is currently pursuing Florida General Contractor's licensing.

## **RELEVENT PROJECTS**

**Washington Square Activity Center, Titusville, FL** — Owner's Representative/Project Manager | Provide professional services for the construction of a 6,000-square-foot multiuse center as part of an assisted living facility for individuals with special needs. The center will also have a garden and green space and parking. Project construction: \$2.5 million

New City Hall, City of Ocoee, FL — Owner's Representative/Construction Observation | Provide professional construction management services for the design and construction of the new city hall. The city hall design-build project is a 46,500-square-foot, 3-story building that will centralize multiple city services into one facility. Project value: \$21.5+ million

Continuing Construction Project Management Contract, Osceola County, FL — Owner's Representative/Assistant Project Manager | Provide overall project management for various capital projects including municipal buildings, parking facilities, health facilities, and roadway projects. Total construction value to date: \$40 million (over 40 individual capital projects)



## C. QUALIFICATIONS

#### Darrel J. Brostrom, AIA, LEED AP

Design Management/Review

#### YEARS EXPERIENCE

7 years at ZHA | 35 years at other firms

#### **REGISTRATION/ CERTIFICATION**

Registered Architect – Florida #AR0014124; NCARB Certified

#### **EDUCATION**

Master of Business Administration, University of Nebraska; Bachelor of Science, Construction Engineering, Iowa State University; Bachelor of Architecture, Iowa State University

#### **PROFESSIONAL AFFILIATIONS**

American Institute of Architects (AIA) Member

#### **EXPERIENCE SUMMARY**

Mr. Brostrom has over 42 years of experience providing project planning, management, design, construction administration, and building evaluation services to various government agencies and private clients. These include asset development, management and the analysis of over 500 structures for factors such as current conditions, damage, life expectancy, energy audits, ADA code upgrades, and adaptability to alternate uses. His experience is based on a well-rounded background of education and training in Design, Construction and Management. He was selected to be a Peer Reviewer by the American Institute of Architects and American Consulting Engineers Council to evaluate the professional practices and procedures of their members.

## **RELEVENT PROJECTS**

**Lockheed Martin F-35 Lightning II Program** — Project Executive | On a global level, provide owner's representative services, planning and design conceptualization and relationship development, design management to provide technical facilities knowledge and support to help create curriculums and resulting facilities for the educational facilities where pilots and maintainers will learn to operate and maintain this advanced platform. To date we have worked on over two dozen training and simulation centers, the sizes of and component make up of each facility differs based on the student throughput and added functionality desired by each military service or government. Permanent facilities generally begin at 40,000 GSF and a few exceed 225,000 GSF. Projects encompass locations in 10 states and 10 nations with more to be added in 2022.



## C. QUALIFICATIONS

## Darrel J. Brostrom, AIA, LEED AP

Resume continued

The OC—NeoCity Office Building, Osceola County, FL — Sr. Project Manager | Provide owner's representative services and construction oversight of a four-story, 100,000-square-foot office building located in Kissimmee, Florida, adjacent to the "Center for Neovation". The project is part of the 500-acre NeoCity master plan that is focused on becoming the most significant and comprehensive global center for smart sensor, photonics, and nanotechnology research and development. Key project features include a, an engaging landscaped courtyard connecting to the adjacent laboratory/cleanroom facility, a food court and a sleek skin design including curtainwall glazing systems and decorative metal screens.

The Center for Neovation (Florida Advanced Manufacturing Research Center) – Osceola County, FL — Sr. Project Manager | Provide owner's representative services and construction oversight of a two-story, 109,000-sf secure semiconductor smart sensor nanotechnology research/manufacturing facility on approximately 10 acres in Osceola County. The project is a high-tech facility with build-out of Class 100 and Class 10000 clean rooms, laboratories, offices, utility and building support areas, and site development.

Lockheed Martin's Missile and Fire Control Division, United States — Project Executive | Prepare Contracts, Scopes of Work and assist with the selection of Design and Construction teams for the modifications and expansion of Lockheed Martin's Missile and Fire Control Division. Establish task order system. Contract term: 10 years



## C. QUALIFICATIONS

#### 5. Conflict of Interest

Neither the firm nor its affiliates, nor anyone associated with them, have any potential conflict of interest due to any other clients, contracts, or property interests in this solicitation or the resulting project.

## 6. Legal

On December 7, 2018, the City of Panama City alleged that work performed by ZHA, pursuant to a contractual agreement with the City, and additional work required therefrom by other contracting entities, resulted in unforeseen costs and expenses by the City of Panama City for which the City intends to recoup from ZHA and potential additional entities. ZHA's position is the unforeseen costs were previously identified and proposed efforts to mitigate the costs were ignored by the City. The City has requested to schedule depositions and a list of potential individuals have been identified. No depositions have been scheduled.



## 7. Scope of Services - Project Approach

#### **Core Business**

ZHA's core business is Owner's Representative services.

ZHA's sole function, since its inception in 1983, has been to represent Owners in the development of their capital projects, from inception through operations. While we have done so around the world, most of our assignments have been in Central Florida – helping to create many of the most notable projects in our community. Many of these projects have been economic drivers for the region. Functioning as an Owner's Representative (OR) exclusively, we have developed a keen understanding of the owner's obligations, the importance of the role of an OR and what it takes to create successful projects.

ZHA's primary responsibility as an OR is to always protect the interests of the Rotary Club of Windermere by managing the project's scope, schedule, and budget, and maximizing the quality of the final product.

#### **Detailed Services**

ZHA is very experienced in managing the various contracts and disciplines required for the development of comprehensive projects and has assisted cities, counties, school districts, hospitals, airports, and private developers in completing all types of projects under various delivery methods. Based on this collective knowledge, we have outlined the specific services that will be provided through the duration of the project.

The specific services proposed are as follows:

## Program, Planning and Budget Verification

Understanding the program scope, budget and schedule is critical to setting and maintaining expectations throughout the project. During this initial phase of the Project, ZHA will:

- Confirm the overall development program objectives and requirements;
- Evaluate Owner's program, budget, and schedule;
- Review and understand the Rotary and Town of Windermere requirements;
- Assist in establishing design guidelines;
- Identify issues that may impact the project's schedule, cost, scope, or quality; and
- Assist the Owner in evaluating and selecting the most appropriate design and construction delivery method.

## <u>Design</u>

ZHA's tasks will likely include:

- Act as Owner's Representative role during design.
- Write Project-Specific Requests for Qualifications for designer or design-builder selection.



- Assist with evaluation of qualifications of proposals.
- Participate in interviews.
- Assist in negotiating contract terms, fees, and costs.
- Convey Program requirements to design or design-builder team.
- Provide review of design documents during progression of design phase to advise the Rotary on conformance with:
  - · Project scope,
  - · Project budget,
  - · Construction phasing,
  - Coordination, and
  - Constructability.
- Identify value engineering opportunities. This will include providing the Rotary with clear, concise information regarding all qualitative impacts caused by the proposed VE item, plus any cost increases in other portions of the work resultant of same, prior to any decision on acceptance.
- Consult with the Project Architect or Design-Builder regarding the Project design.
- Assist the Rotary in evaluating contract changes, modifications, and change orders submitted, if any.
- Review and make design recommendations to accommodate project phasing.
- Review and make site planning recommendations for future developments.
- Review all submissions for conformance with the deliverable requirements.
- Review and make recommendations regarding the Life-cycle cost analysis of building systems.
- Review and recommend payment of Designer's invoices based on progress and overall accomplishment.
- Interface, at the direction of and in conjunction with the Rotary, with user groups, local government / business associations, etc. as requested, informing the parties of plans and progress of project activities. This will include working with the Town of Windermere and the Rotary by preparing documents necessary to host two (2) workshops for the residents to voice their opinions and concerns about the look and size of the proposed pavilion.

#### Construction

Depending on the project, construction phase tasks will likely include:

 Serve as the Owner's Representative on behalf of the Rotary to communicate with the Contractor and Architect, and report to the Rotary on matters concerning the Project.



- Consult with the Rotary on conflicts between the Town, Architect, and Contractor that arise during construction.
- Write Project-Specific Requests for Qualifications for contractor selection or Invitation to Bid for contractor bidding.
- Assist with evaluation of qualifications of contractor proposals or bids.
- Participate in contractor interviews.
- Assist with presentation for Board recommendation of approval.
- Assist in negotiation of contract(s) for Contractor or Design-build firm, including contract terms, fees, and costs.
- Review and make recommendations to the Contractor's:
  - Construction bid packaging to facilitate an effective construction process,
  - Proposed construction sequencing schedule,
  - Proposed suppliers and subcontractors,
  - Proposed staging and safety plan,
  - · Qualifications and assumptions, and
  - · Alternatives.
- Review and make recommendations on Contractor's proposed Schedule of Values breakdown.
- Review and make recommendations regarding Contractor's Maintenance of Traffic program.
- Develop preconstruction conference checklists and participate in conference.
- Assist in securing building and environmental permits and approvals for construction.
   This includes State of Florida, and Federal permits as specifically required for the project.
- Monitor permitting process.
- Assist in determining, as required, the extent of hazardous materials within job site, and perimeter, and development of actions to be taken regarding disposal.
- Provide on-site construction oversight, including 2-4 site visits to the Project site per month or as needed, with one at or near the time that each request for disbursement of funds is received, to evaluate the progress of the Project and confirm conformance and compliance with the construction drawings and specifications submitted, and to meet with the Contractor, Architect, and the Town at the Project Site to discuss the status of the Contractor's work.
- After each site visit, ZHA will prepare an email report which will include:
  - an estimate of the percentage of overall completion of the Project with comments on the request for disbursement of construction funds for each draw period,



- a comparison of construction advancement to the Contractors construction progress schedule,
- a list of any construction deficiencies,
- photographic documentation of the work as it progresses and any specific deficiencies and provide recommendations for corrections, and
- a list and update of any change orders.
- Monitor the construction work for compliance with the contract and construction documents.
- Participate in regular Job Coordination Meeting (JCM's).
- Assist in reviewing daily quality control inspection reports to ensure all tests required by the plans, specifications and codes are performed. This will also include:
  - Assembling a list and schedule of all testing and consulting that is the Rotary's or Town's responsibility, independent of the Contractor, and
  - Proposing any additional testing and/or consulting deemed prudent.
- Assist in determining if the Contractor has contacted, with sufficient forewarning, all affected utilities to:
  - · Arrange for inspection,
  - Arrange for acceptance of construction work, and
  - · Coordinate utility outages, closures, changeovers, disconnects and reconnects, etc.
- Assist in determining that all building code inspections are conducted in a timely and efficient manner.
- Monitor the processing of shop drawings to ensure that:
  - it follows the schedule submitted by the Contractor, and
  - the Architect/Engineer reviews the shop drawings in a timely manner.
- Recommend to the Rotary issuance of Notice of Non-Conformance to correct nonconforming and/or defective work.
- Recommend rejection of all construction work or materials that do not comply with the contract requirements.
- Recommend to the Rotary to order corrective actions in writing if the Contractor fails to promptly remove, correct, or replace rejected construction work or materials.
- Analyze construction progress and compare each project's progress to the Contractor's proposed invoice and make recommendation of payment to the Contractor.
- Review pay requests for work by the Contractor and make recommendations to the Rotary for approval of payment or partial payment.
- Review and approve materials and equipment that are under an allowance to avoid delays in work.



- Monitor Contractor's material testing.
- Review and recommend actions to the Rotary on proposed design and construction changes, including assessing impact, if any, on project budget and/or schedule.
- Provide cost estimates and/or reconciled cost estimates provided by the Contractor, as directed by the Rotary.
- Review change orders requested by the Rotary or prepared by the Contractor or Architect and present to the Rotary for discussion and approval. Also provide comment on the general impact the change orders may have on the Project schedule and Project cost. Provide recommendations during construction for potential changes to the Work.
- Monitor Contractor buy-out and contingency utilization.
- Comment on the type and quantity of materials stored on-site.
- Support Owner Direct Purchase Program (ODP), if implemented.
- Review Contractor monthly progress report.
- Generate and distribute Owner's Representative report on overall project status and coordination with utility providers.
- Coordinate the interests of Owner and Tenant in FF&E funding, spending, scheduling and installation.
- Schedule Owner and Tenant activities in start-up and follow up with review of associated results and reporting.
- Interface, at the direction of and in conjunction with the Rotary, user groups, local government / business associations, etc. as required informing participants of upcoming construction activities.
- Maintain records, photographs, files, and reports pertaining to the history of the project, including but not limited to, correspondence and documentation related to:
  - Contracts
  - Subcontracts
  - Consultants
  - Testing
  - Shop Drawings
  - Budget and Cost data
  - Daily reports
  - Owner Direct Purchase
  - Plans and specifications
  - Modifications, including but not limited to RFC's, RFI's, ASI's, CAR's
  - All records, photographs and documents will be turned over, in digital format, upon Project Completion as directed by the Rotary or the Town's staff.



#### **Close-Out Phase**

During this phase of the Project ZHA will:

- Clarify with the Contractor the expected level of completion prior to:
  - · Pre-final inspection,
  - Final inspection,
  - · Substantial Completion and
  - Final acceptance.
- Advise when the work has achieved substantial completion and conduct a substantial completion inspection with Rotary, Town, Architect, and Contractor.
- Assist with Contractor's preparation of a punch list and determine an estimate of the dollar amount of the work necessary to complete the punch list in order that the estimated cost of punch list work may be withheld from funding until all punch list items are satisfactorily completed.
- Assist the Rotary, Town, Architect, and Contractor in the preparation and review of punch lists, pre-final and final inspections, and monitor performance of the punch list work.
- Monitor FF&E installation.
- Receive, review, and transmit:
  - As-built documents,
  - Record drawings,
  - Operation and Maintenance Manuals, and
  - Warranties.
- Coordinate turnover of the Project, including final inspection by the Building Official.
- Coordinate Final Inspection and Final Acceptance.
- Advise when the work has achieved final completion and conduct a final completion inspection with Rotary, Town, Architect, and Contractor. Advise Rotary and Town on Project close out documentation.
- Monitor and assist in the schedule of tenant equipment move-in.
- Provide other services as deemed appropriate by the Rotary.

## Project Approach

Our approach is very straightforward:

- Understand the owner's objectives
- Assemble a team that is best suited for the program
- Communicate the program expectations consistently to all participants
- Provide technical expertise to accomplish all required program services



- Execute the services effectively and efficiently
- Manage the overall project budget and schedule

#### Understand the owner's objectives

The Rotary Club of Windermere, Inc. is leading the project to construct the new Healthy West Orange Pavilion in the Town of Windermere. The Project will include an outdoor covered stage, retractable projection screen with lighting and sound, restrooms, and a concession stand with an equipped kitchen. The selected site has an existing community building which will be demolished in preparation for the new construction. Other work on the site will include a new septic drainfield and tank, landscaping, a possible redesign of the parking area, and repaving and refurbishing of basketball courts may be necessary. The Project will also be surrounded by a pocket park.

As the owner's representative, ZHA will endeavor to clearly understand the project's objectives and the physical and financial requirements of those objectives. We have extensive experience in managing projects in Central Florida, we understand the relationships of the various professionals involved and the responsibilities of the Owner to provide directions and decisions at different junctures throughout the project's design and construction. Our goal is to provide high level, hands-on support to help guide and manage the process of creating a community venue that will support the Town in meeting the goals of Healthy West Orange.

## Communicate the program expectations consistently to all participants

We believe that a critical component of a successful project and a critical role for the OR is to facilitate clear, concise, and timely communication between all parties associated with the project. Communication is critical –critical from inception through completion of the project – and critical that it be clear, concise, and timely between all parties. This includes the communication of the project's objectives and requirements to all partners, stakeholders, designers, and contractors for timely input and decision making. ZHA will facilitate and coordinate this communication by establishing clear lines of communication and authority, holding regular coordination meetings, and other means at our disposal.

ZHA will be available for and participate in meetings and conferences with the Rotary, Town, Architect, and/or Contractor as needed or as requested by the Rotary or Town or the Town's representatives. In addition, ZHA will prepare reports for the District, Town and Rotary as required (e.g., at 50% completion and final completion).

ZHA has successfully managed hundreds of projects, of all types and complexities, for owners in Central Florida. We understand the contractual obligations and relationships that exist between the various parties and under all the different design and construction delivery methods available. The primary obligations of the Rotary are to set the program and budget, and make timely decisions regarding program implementation. ZHA will focus on anticipating issues and decision requirements, and providing the information for the Rotary to evaluate and make decisions with knowledge of any impacts to the project scope, budget, or schedule.



### Provide technical expertise to accomplish all required program services

ZHA is comprised of developers, architects, engineers, contractors, and other project development specialists skilled in managing design and construction projects. We have managed projects ranging from aviation to aerospace, public assembly to cultural access, education to government facilities, and hospitals and cleanroom research and development facilities.

Our full-time staff understands what it takes to manage these types of projects on behalf of our owners. For this project, we propose a Project Manager who has more than 43 years of engineering, construction, and management experience.

Our technical expertise is always focused on what should be done to achieve the owner's objectives and what issues need to be considered in making decisions regarding the program implementation.

#### Execute the services effectively and efficiently

At ZHA, we are proud of on our attention to detail – and our hands-on approach to addressing issues that may have an impact on the project's scope, schedule and/or cost. We couple this attention to detail with an ability to provide solutions to issues that arise during a project's development – knowing when to utilize traditional methods and when to challenge commonly accepted approaches to develop the best solutions for our clients.

Constant and consistent attention to detail is critical because we believe the project environment is cumulative in nature; every task is dependent on the quality of the tasks preceding it. Invalid assumptions during the planning process will have a profound effect on the design process. Incomplete or ill-defined design documents will affect the project's cost and quality. Uncoordinated permitting will affect the construction schedule and cost. Poor workmanship and non-conforming work will affect the maintainability and the ultimate life of the asset. These deficiencies in project quality are controllable with proper foresight and experienced oversight. ZHA will provide the proper foresight and experienced oversight.

#### Manage the Overall Project Budget and Schedule

Monitoring the overall project's budget and schedule is critical to the project's success. With a focus on the Rotary's requirements, the project's phased approach, and the critical importance of maintaining the project budget and schedule, ZHA's Project Manager will be responsible for ZHA's Project Controls. He, along with project controls support staff, will provide a consistent critical evaluation of the project's budget and schedule from the beginning to the end. They will have intimate knowledge of how the project is structured and performing. The Project Controls staff will assist in generating the Owner's Project Budget (OPB) and Owner's Project Schedule (OPS) and evaluating the Design documents for appropriate scope definition and the Contractor's budget and schedule, as well as proposed construction changes. The Project Manager will meet with Rotary to review the OPB and OPS, along with the project budget and schedule. Having different people review and evaluate the budgets and schedules promotes buy-in and provides superior quality control over both.



Additionally, the information generated from these tiered reviews will be used to effectively communicate the project status and issues on levels appropriate to the audience being communicated to.

#### **Project Budget**

ZHA has provided overall budget oversight and cost estimating services to a wide array of owners, focusing our expertise on each project's estimated cost and budget requirements as well as any funding restrictions that may accompany any grant funding. ZHA will use our expertise to develop and maintain an overall Owner's Project Budget (OPB), the project's total costs not just Contractor's cost. The OPB will include design, permitting, testing and inspections, FFE, offsite utilities, impact or connection fees and the project contingency. We will identify potential issues that could adversely impact the project's costs and use our expertise to make recommendations to ensure the delivery of a project that meets the Rotary's scope and budget objectives.

ZHA is successful in overseeing projects that were completed within their budgets because of our 38 years of experience developing and managing budgets for our owners. Our success is founded upon our ability to provide personnel and a team experienced in the Central Florida marketplace and with the anticipated facility types. We have been and continue to be involved with current projects throughout Central Florida and we maintain a detailed database of project cost information from our hundreds of projects throughout the region.

Putting together an accurate budget requires that all soft cost components of the budget be accounted for, including but not limited to the cost of testing, permits, furniture, fixtures, and equipment (FF&E), inspections, building commissioning, equipment delivery and installation and other costs that will be reasonably incurred during the completion and occupancy of this facility. ZHA and our team have years of experience quantifying these soft costs.

Following are some specific budget control activities that will be performed:

- Establish a detailed overall Owner's Project Budget (OPB).
- Review and monitor the OPB and recommend actions to maintain established budget throughout the project duration.
- Prepare and/or reconcile independent cost estimates for budgeting purposes.
- Prepare and/or reconcile independent cost estimates for facility systems and components for value engineering purposes.
- Prepare and/or reconcile cost estimates and assist in negotiations with construction proposals.
- Review and make recommendations regarding proposed project changes and change orders.
- Reconcile the final project costs and oversee, if required, the completion of an independent audit of appropriate contracts.



#### **Project Schedule**

ZHA will use our expertise to develop and maintain an overall Owner's Project Schedule (OPS); the project's total schedule of activities and milestones, not just design and construction schedules. The OPS will identify and track the status of the other contracts and services related to the completion of the permitting, infrastructure, building pad and off-site utilities. We will identify potential issues that could adversely impact the project's schedule and use our expertise to make recommendations to ensure the delivery of a project that meets the Rotary's schedule objectives.

ZHA will aggressively monitor the design professional's compliance with the design schedule and deliverable completion. We will monitor the contractor's construction schedule and evaluate their ability to meet the completion milestones that have been contracted. We will monitor and make recommendations, if required, regarding the adequacy of the job site staffing to maintain the agreed upon schedules. ZHA will also monitor and review all responses to Request for Clarification (RFC's), responses to Request For Information (RFI's), as well as any other supplemental instructions to identify potential impacts to the project's cost and/or schedule and/or scope.

Following are some specific schedule control activities that will be performed:

- Monitor and update overall Owner's Project Schedule (OPS) recognizing time is of the essence to deliver an operating facility.
- Monitor and update OPS milestones for major decisions, reviews, and delivery of services outside of the design and construction contracts.
- Review and monitor the design schedule to ensure adequate progress is being achieved to attain each project's objectives.
- Review and make recommendations regarding construction packaging and phasing for purposes of bidding to facilitate an effective construction process.
- Review and make recommendations, as appropriate, to the contractor's proposed construction sequencing schedule.
- Review and monitor the construction schedule for on-time completion of each project's milestone dates.
- Notifying designer or contractor of any milestone shown as not being completed in compliance with each project's requirements and requesting immediate corrective action.

#### Why ZHA?

There are companies capable of providing the requested services, but few, if any, are as qualified as ZHA to deliver the requested services and ensure the Healthy West Orange Pavilion is successfully developed to meet the Rotary's goals and objectives.



What sets us apart from everyone else?

- **★** Owner's Representation is the only thing ZHA has done in our 38 years of existence. **We know what it takes to faithfully represent our Owners' interests.**
- ★ ZHA has successfully completed many of the highest profile, economic generators in the Central Florida region. **Our public leaders trust us to guide their projects to successful completion.**
- ★ Our philosophy of utilizing highly skilled people in the appropriate lead positions and supplementing with technical expertise as needed is extremely cost efficient. **We get more done with fewer people at less cost.**
- ★ Our Project Approach is focused on understanding the owner's objectives, developing a team and a plan to meet those objectives, and implementing the plan competently. **This approach has proven to be effective time and time again, so our clients hire us time and time again.**
- ★ We have worked for Orange County and throughout Central Florida. Our local knowledge and strong community relationships are deeply rooted.

So why ZHA? ZHA will deliver what you want—a Healthy West Orange Pavilion!



## RFQ 2021- 01 OWNER'S REPRESENTATIVE SERVICES FOR HEALTHY WEST ORANGE PAVILION

RESPONSE TO: RFQ 2021-01 Owner's Representative Services for Healthy West Orange Pavilion THE ROTARY CLUB OF WINDERMERE INC 501 FOREST ST. WINDERMERE, FL 34786							
I acknowledge receipt of any/all Addenda: _A	ndrew L. Brooks, P.E.						
I have included:							
<ul> <li>Hold Harmless Agreement</li> <li>Certificate of Insurance</li> <li>Non Collusion Affidavit</li> <li>Drug Free Workplace Form</li> </ul>							
Mailing Address:							
ZHA Incorporated	TELEPHONE 407-902-2560						
601 N. Magnolia Ave, Suite 100	FAX:_407-422-7413						
Orlando, Florida 32801	DATE_09/28/2021						
	ertifying that (a) I am a citizen of the United States; and Fown or a member of the Rotary Club of Windermere, Inc.						
Arcaw K. Brosc Signature of Proposer	Witness						
STATE OF FLORIDA COUNTY OF ORANGE							
THE FOREGOING INSTRUMENT was acknowled online notarization, this	, a Florida Corporation , on behalf thereof, who						
CLUDEEN A. ROUN MY COMMISSION & G EXPIRES: June 13 Bonded Thru Motory Public	Notary Public Signature						

## RFQ 2021- 01 OWNER'S REPRESENTATIVE SERVICES FOR HEALTHY WEST ORANGE PAVILION

## **HOLD HARMLESS AGREEMENT**

Andrew L. Brooks, P.E. (Proposer) agrees to indemnify and hold harmless the Rotary Club of Windermere Inc and the Town of Windermere, Florida, and any of its respective employees and agents from liabilities, damages, losses, and costs, including, but not limited to, reasonable attorneys' fees, to the extent caused by the negligence, recklessness, or intentionally wrongful conduct of the Proposer and other persons employed or utilized by the Proposer in the performance of the contract contemplated by this RFQ.
In the event the completion of the Project awarded pursuant to this RFQ (to include the work of others) is delayed or suspended as a result of the Proposer's failure to purchase or maintain the required insurance, the Proposer shall be responsible to reimburse the Town for all increased expenses resulting from such delay.
Andwar And Witness  Signature of Proposer  Witness
TATE OF FLORIDA OUNTY OF ORANGE
HE FOREGOING INSTRUMENT was acknowledged before me by means of physical presence or nline notarization, this day of September, 2021, by Andrew L. Brooks, P.E., as executive Vice President of ZHA Incorporated, a Florida Corporation, on behalf thereof, who is personally known to me, or produced as identification.
CLUDEEN A. ROUNDTREE MY COMMISSION # GG 960287 EXPIRES: June 13, 2024 Bonded Thru Notary Public Underwriters My commission expires: June 13, 2024 My commission expires: June 13, 2024

## RFQ 2021- 01 OWNER'S REPRESENTATIVE SERVICES FOR HEALTHY WEST ORANGE PAVILION

## **NON-COLLUSION AFFIDAVIT**

Andrew L. Brooks, P.E. (Proposer) of the firm of _2	ZHA Incorporated (Proposer Firm Name)
responded to the RFQ for Owner's Representative Servi Rotary Club of Windermere Inc. Our response has been response has been arrived at independently without colagreement for the purposes of restricting competition, responses of any other responder or with any competite made by the Proposer to induce any other person, partisubmit, a response for the purpose of restricting competitions.	ces for Healthy West Orange Pavilion for The executed with full authority to do so. This llusion, consultation, communication or as to any matter relating to qualifications or or, and no attempt has been made or will be nership or corporation to submit, or not to
The Statements contained within this affidavit are true as The Rotary Club of Windermere Inc relies upon the truth awarding contracts for said Services.	
Andw X. And Signature of Proposer	<u>Name Brown</u> Witness
STATE OF FLORIDA COUNTY OF ORANGE	
is personally known to me, or produced	re me by means of physical presence or 2021, by Andrew L. Brooks, P.E. as Florida Corporation , on behalf thereof, who as identification.
CLUDEEN A. ROUNDTREE MY COMMISSION # GG 960287 EXPIRES: June 13, 2024 Bonded Thru Notary Public Underwriters	Notary Public Signature  Print Notary Name: Church A Round REA  My commission expires: Thurs 13, 2024

## RFQ 2021- 01 OWNER'S REPRESENTATIVE SERVICES FOR HEALTHY WEST ORANGE PAVILION

#### DRUG FREE WORKPLACE CERTIFICATION

In order to have a drug-free workplace program, a business shall:

- 1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against an employee for violations of such prohibition.
- 2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug free workplace, available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees from drug abuse violations.
- 3. Give each employee engaged in providing the commodities or contractual services that are under this solicitation a copy of the statement specified in subsection (1) above.
- 4. In the statement specified in subsection (1), notify the employees that, as a condition of working in the commodities or contractual services that are under this solicitation, the employee will abide by the terms of the statement and will notify the employee of any conviction of, or plea of guilty or nolo contender to, any violation of Chapter 893 or of and controlled substance law of the United States or any state, for a violation occurring in the work place no later than five (5) days after such conviction.
- 5. Impose a sanction on, or require the satisfactory participation in, a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- 6. Make a good faith effort to continue to maintain a drug-free workplace though implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Signature of Proposer

Andew L. Knot

Witness

Daul Brox from



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 8/20/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed.

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Alt	amo	nte Springs Fl	L 32	2714				E-MAIL ADDRES	s: Certificate	es@sihle.con	n		
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NSURED ZHAINCO-01										ogy Insurance			42376
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For Proposal Purposes Only						AUTHORIZED REPRESENTATIVE							

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