

# BNB Networks LLC

Light Maintenance Service Provider



## FACILITY SUPPORT SOLUTIONS MAINTENANCE

Master Proposal

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BNB Networks LLC submit herewith our brochure that demonstrates qualifications to render all general maintenance services as requested.

# Submit A Maintenance Work Order Now



- Same-Day Service Guarantee
- Dispatch Techs 24/7
- Work Order Management Team
- Before and after Photos
- NTE (Not To Exceed) Assigned
- Same day and Net 15 payment Options for clients
- Submit WO requests via Email, Chat, Phone or Submitting request online

## BNB Networks LLC

Light Maintenance and Work Order Management service provider.

BNB Networks LLC is a facility support services provider. We help property and facility managers with all **Light Maintenance and Preventive Maintenance** service requests. We have over **50 maintenance** technicians available **24/7/365** to service your facility. All work orders are dispatched for FREE to our techs using BNB Networks Mobile app. Once we assess the service request a FREE estimate will be provided for approval, once approved, we will schedule. It's That Simple!

### Our Services include:

- Easy Submission of Maintenance Requests Online, By Phone, Chat or Email
- Setting an NTE (Not to Exceed) Amount for Each Work Order Request
- Dispatching our Network of Contractors within the service area
- Submitting Before and After photos after each job is completed
- Easy Billing Process: Pay-Per-Service, Credit Card, and Net 15 (ACH Direct Deposit Option)
- Service Properties 24/7 (Same Day and Emergency maintenance dispatching available as well)

To meet the scope of work deliverables, BNB Networks LLC and Affiliates shall provide contracted light maintenance services to support your properties upon request. We shall furnish all recurring and preventive maintenance services including labor, materials, tools, equipment, transportation, work order management system, and maintenance supplies required to provide the highest quality service.

## Scope of work:

- Interior/ Exterior Light Maintenance (does not include major plumbing, electrical, or roofing work)
- Drywall Repair
- Painting
- Deep Cleaning of Specific Areas
- Carpet Cleaning
- Debris Removal
- Pressure Washing
- Tree Trimming/ Tree Removal
- Exterior Services (Landscaping, Gutter Cleaning, Snow & Ice Management)

## Access:

Property Managers shall be assigned to each work order created and dispatched to our network of techs. Property Manager shall have the opportunity to download our mobile app and receive real time updates of the status for each work order.

## NTE (Not to Exceed)

Each work order shall be assigned an NTE amount. The NTE amounts range for \$100.00-\$500. Any maintenance work over \$500.00 BNB Networks shall submit an estimate to the property manager to review and approved before we dispatch the work to be completed.

## Quality Control/ Inspection

Upon completion of the assigned work order(s), BNB Networks shall provide before and after photos for each completed service request.

## Billing/ Payment

Customers have several payment options. You can pay for all maintenance work orders completed upon completion of the job (**pay-per-service**). As a pay-per-service customer, BNB Networks shall email an electronic invoice to be processed using a credit card. Retail and Commercial customers can also pay for all maintenance work orders **Net 15**; all work orders completed within 15 days can be paid via ACH Direct Deposit. An invoice will be email to client. Lastly, Clients can also opt-in to allot a maintenance budget each month to BNB Networks. Work orders will only be processed within the NTE (not to exceed) monthly budget assigned.

## Service Confirmation

BNB Networks shall provide before and after photos for every job completed. Maintenance customer will have access to our mobile app to monitor all work orders created within their portfolio.

All maintenance procedures shall be accomplished in accordance with the scope of work with the maintenance work order and service checklist.

## Quality Control Program:

BNB Networks shall establish a complete Quality Control Program (QCP) to manage all facility maintenance service levels and contract compliance requirements. Quality Control Program includes, but not limited to, inspecting before and after photos submitted by affiliates, dispatching field management team to inspect completed services, working with client or assigned personnel regarding scheduling services, ensuring workers and contractors abide by safety policies and protocols when addressing service concerns.

When rendering services identified within the scope of work, we warrant that executed services shall be in compliance with all local, state and county regulation guidelines.

## BNB Networks' Qualifications

Facility maintenance is an ongoing tenant experience. At BNB Networks, we work with facility managers to ensure services rendered adhere to the work order specifications. With over 12 years of industry experience across various property maintenance landscapes, our competitive advantage is having the ability to effectively dispatch our network of maintenance affiliates using a proprietary cloud-based work order management software that efficiently streamline light maintenance and preventive maintenance processes.

Taking a proactive, hands-on and comprehensive approach to property maintenance, we provide the highest level of service and personally oversee all maintenance projects.

Our sustainability is within our strategic approach. BNB Networks' corporate team shall manage and oversee all work order obligations, affiliate onboarding, facility training, billing, compliance, and safety trainings. Our Operations Team, Field Managers, Project Managers and Affiliates whom are highly skilled, knowledgeable experts shall take on light maintenance responsibilities using a highly coordinated process which includes, but not limited to, managing all contractors, schedule recurring maintenance services for the facility, review before and after photos of services rendered, schedule weekly site inspections, monitor and manage preventive services, coordinate schedules and meet with assigned personnel to review performance and service checklists.

By having access to an affiliate network, we aid property managers in their efforts to achieve their maintenance objectives within the allotted contracted timeframe.

Unrivaled by any other industry platform, our cloud-based property maintenance software is a computerized maintenance system that automates routine maintenance activities. We have the capacity to easily create work orders per the scope of work, track service requests in real-time, manage preventive maintenance inquires, proficiently assign work orders to Affiliates within our network, track service times and costs, run data-driven service reports and identify holdups and inefficiencies with

our live reporting dashboards, and quality inspection photo.

Our solution, industry expertise and buying power that saves clients' money and time while improving service performance, reducing inefficiencies, and improving building maintenance quality. Our advantage is offering our clients complete transparency, vendor quality, long-term cost efficiency, 24/7 maintenance management, and risk mitigation.

Property managers have complete visibility into BNB Networks' maintenance operations from initial work order assignment to project completion. Our in-house team of Dispatch managers ensure quality by sending the most adept maintenance professional to handle your facility services.

Our interior operations infrastructure was designed to improve the work order maintenance process. At BNB Networks, our clients get a high-level view of pending and completed work orders for any building or unit. Clients can easily request recurring work orders or preventive maintenance work order, they can request data-driven service reports, track periodic projects against contracted timeframes, and monitor work order progress from anywhere. This competitive advantage offers complete insight into our client's day-to-day

maintenance operations.

Our ability to successfully dispatch our network using a cloud-based work order management software has aided BNB Networks in expanding its operations to municipalities of similar size and projects. We are currently contracted to render janitorial services to multiple Boys and Girls clubs, Dave & Buster Facilities, Medical Facilities, and Apartment Home Communities.

## BNB Networks System Integration

Jerry Price, MBA- Chief Executive Officer (CEO), will assist by setting collaborative goals using measurable milestones and compliance reports with looped feedback. The CEO shall collaborate with the assigned property Manager to ensure all service requests and work order specifications identified within the scope of work are executed properly. Our leadership team will provide guidance and strategic support to all assigned personnel, provide cleaning support solutions 24/7, review all completed work orders and service frequencies to ensure we remain compliant.

## BNB Networks Sustainability Policy

We understand that your property maintenance strategies reflect your mission. To ensure the properties are properly maintained, we shall provide property maintenance services of the highest standards. Delivering professional solutions that help promote healthy, safe, and clean environments.

## Risk Mitigation

BNB Networks' indemnification is backed a Commercial General Liability Insurance with limits of \$1,000,000 per occurrence and \$2,000,000 aggregate for bodily injury, property damage, and personal and advertising injury.

BNB Networks LLC shall add **your company** as an additional insured. BNB Networks LLC also has Automobile Liability Insurance in an amount not less than \$1,000,000 Combined Single Limit per accident, Workers' Compensation Insurance which meets statutory requirements and Employer's Liability Insurance in the amount of \$500,000 each accident and \$500,000 each disease.

## Support Documents:

- **Before and After Photos Hyperlinks** to show when services are completed. Automated emails are forwarded to City maintenance director or commercial cleaning primary contact.

Work Order Number	1776- All County Property Management
Select Service Type	Commercial Cleaning Services
Site Address	109 Bentley Pkwy., Woodstock, GA 30188
Service Date	05/09/2022
Before Photos	<a href="#">Click Here for Before Photos</a>
After Photos	<a href="#">Click Here for After Photos</a>

Submit A Light Maintenance Work Order Today!  
<https://www.bnbnetworks.com/submitworkorders>