

THIS AGREEMENT, made and entered into this 15 day of August, 2011, is by and between the City of Fort Lauderdale, a Florida municipality, ("City"), whose address is 100 North Andrews Avenue, Fort Lauderdale, FL 33301-1016, and Bermex, Inc. a Michigan corporation authorized to transact business in the State of Florida, ("Contractor" or "Company"), whose address and phone are 37244 Groesbeck Highway, Suite A, Clinton Township, MI 48036, Phone: 586-461-2051, Fax: 586-461-2054

WHEREAS, the City issued Request for Proposal Number 415-10703 ("RFP"), and the Contractor submitted a proposal in response to the RFP; and

WHEREAS, on May 17, 2011, the City Commission of the City of Fort Lauderdale approved an agreement with Contractor for the goods or services described in the RFP (Pur-10, CAR No. 11-0691),

NOW, THEREFORE, for and in consideration of the mutual promises and covenants set forth herein and other good and valuable consideration, the City and the Contractor covenant and agree as follows:

1. The Contractor agrees to provide to the City water meter reading services in accordance with and in strict compliance with the specifications, terms, conditions, and requirements set forth in the RFP and any and all addenda thereto beginning October 1, 2011, and ending September 30, 2014.

2. This contract form G-110 Rev. 01/10, the RFP, any and all addenda to the RFP, and the Contractor's response thereto, and the Contractor's proposal in response to the RFP are integral parts of this Contract, and are incorporated herein.

3. In the event of conflict between or among the contract documents, the order of priority shall be as follows:

- First, this contract form, G-110 Rev. 01/10;
- Second, any and all addenda to the RFP in reverse chronological order;
- Third, the RFP;
- Fourth, the Contractor's response to any addendum requiring a response;
- Fifth, the Contractor's response to the RFP.

4. The Company warrants that the goods and services supplied to the City pursuant to this Contract shall at all times fully conform to the specifications set forth in the RFP and be of the highest quality. In the event the City, in the City's sole discretion, determines that any product or service supplied pursuant to this Contract is defective or does not conform to the specifications set forth in the RFP the City reserves the right unilaterally to cancel an order or cancel this Contract upon written notice to the Contractor, and reduce commensurately any amount of money due the Contractor.

5. The Contractor shall not present any invoice to the City that includes sales tax (85-8012514506C-7) or federal excise tax (59-6000319).

6. Contractor shall direct all invoices in duplicate for payment to Finance Department, City of Fort Lauderdale, 100 N. Andrews Avenue, 6th Floor, Fort Lauderdale, FL 33301. Any applicable discount MUST appear on the invoice.

7. Any and all references in the Contractor's response to the RFP suggesting that any portion of the Contractor's response to the RFP is "Proprietary Information" are deleted.

IN WITNESS WHEREOF, the City and the Contractor execute this Contract as follows:

CITY OF FORT LAUDERDALE

By: [Signature]
Director of Procurement Services

Approved as to form:

[Signature]
Senior Assistant City Attorney

ATTEST

[Signature]
Print Name: TERESA L KALTZ
Secretary

CONTRACTOR

By: [Signature]
President
HENRY G. MELLO

(CORPORATE SEAL)

STATE OF MICHIGAN
COUNTY OF MACOMB

The foregoing instrument was acknowledged before me this 5th day of August, 2011, by Henry Mello as president for Bermex, Inc. a Michigan corporation authorized to transact business in the State of Florida.

(SEAL)

[Signature]
Notary Public, State of MICHIGAN
(Signature of Notary)

(Print, Type, or Stamp Commissioned Name of Notary Public)

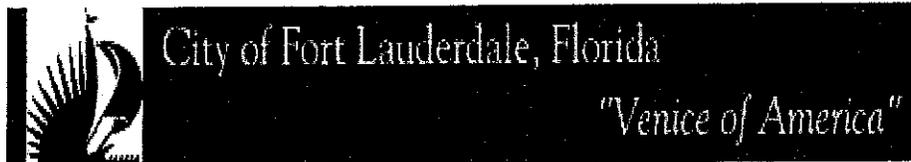
NANCY ANN DIXON
NOTARY PUBLIC, STATE OF MI
COUNTY OF MACOMB
MY COMMISSION EXPIRES Feb 8, 2014
ACTING IN COUNTY OF MACOMB

Personally Known OR Produced ID _____
Type of ID Produced _____

CONTRACT
COPY



Proposal to



RFP – 415-10703

For

Water Meter Reading Services
(Annual Contract)



KNOW ALL MEN BY THESE PRESENTS, that we, the undersigned, Bermex, Inc.

hereinafter called Principal, and THE HANOVER INSURANCE COMPANY, a corporation established under the laws of the State of New Hampshire, and/or MASSACHUSETTS BAY INSURANCE COMPANY, a corporation established under the laws of the State of New Hampshire and having their principal office in Worcester, Massachusetts, as Surety, hereinafter called Surety, are held and firmly bound unto City of Ft. Lauderdale, Florida

as Obligee, in the penal sum of FIVE PERCENT OF TOTAL AMOUNT BID------(5%)----- Dollars for the payment of which, well and truly to be made, we hereby jointly and severally bind ourselves, our heirs, executors administrators, successors and assigns.

The condition of the above obligation is such that whereas the Principal has submitted to the City of Ft. Lauderdale, Florida

a certain Bid, attached hereto and hereby made a part hereof, to enter into a contract in writing for Meter Reading

NOW, THEREFORE,

- (a) If said Bid shall be rejected, or in the alternate
- (b) If said Bid shall be accepted and the Principal shall execute and deliver a contract in the Form of Contract attached hereto (properly completed in accordance with said Bid) and shall furnish a bond for his faithful performance of said contract, and for the payment of all persons performing labor or furnishing materials in connection therewith, and shall in all other respects perform the agreement created by the acceptance of said Bid,

Then this obligation shall be void, otherwise the same shall remain in force and effect; it being expressly understood and agreed that the liability of the Surety for any and all claims hereunder shall, in no event, exceed the penal amount of this obligation as herein stated.

The Surety, for value received, hereby stipulates and agrees that the obligations of said Surety and its bond shall be in no way impaired or affected by an extension of the time within which the Owner may accept such Bid; and Surety does hereby waive notice of any such extension.

SIGNED, SEALED AND DATED this 15th day of March, 2011

BERMEX, INC.
BY [Signature] (Principal) 15-MAR-2011 (Seal)

MASSACHUSETTS BAY INSURANCE COMPANY

BY _____ (Attorney-in-fact) (Seal)

THE HANOVER INSURANCE COMPANY
BY J.M. Laurencelle (Attorney-in-fact) (Seal)

THE HANOVER INSURANCE COMPANY
MASSACHUSETTS BAY INSURANCE COMPANY
CITIZENS INSURANCE COMPANY OF AMERICA

POWERS OF ATTORNEY
CERTIFIED COPY

KNOW ALL MEN BY THESE PRESENTS: That THE HANOVER INSURANCE COMPANY and MASSACHUSETTS BAY INSURANCE COMPANY, both being corporations organized and existing under the laws of the State of New Hampshire, and CITIZENS INSURANCE COMPANY OF AMERICA, a corporation organized and existing under the laws of the State of Michigan, do hereby constitute and appoint
Brenda C. Wilson, J.M. Laurencelle, Richard E. Seaman and/or Angie Greenstade

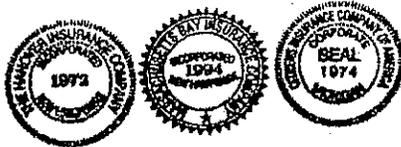
of Southfield, MI and each is a true and lawful Attorney(s)-in-fact to sign, execute, seal, acknowledge and deliver for, and on its behalf, and as its act and deed any place within the United States, or, if the following line be filled in, only within the area therein designated

any and all bonds, recognizances, undertakings, contracts of indemnity or other writings obligatory in the nature thereof, as follows:
Any such obligations in the United States, -in any amount-

and said companies hereby ratify and confirm all and whatsoever said Attorney(s)-in-fact may lawfully do in the premises by virtue of these presents. These appointments are made under and by authority of the following Resolution passed by the Board of Directors of said Companies which resolutions are still in effect:

"RESOLVED, That the President or any Vice President, in conjunction with any Assistant Vice President, be and they are hereby authorized and empowered to appoint Attorneys-in-fact of the Company, in its name and as its acts, to execute and acknowledge for and on its behalf as Surety any and all bonds, recognizances, contracts of indemnity, waivers of citation and all other writings obligatory in the nature thereof, with power to attach thereto the seal of the Company. Any such writings so executed by such Attorneys-in-fact shall be as binding upon the Company as if they had been duly executed and acknowledged by the regularly elected officers of the Company in their own proper persons." (Adopted October 7, 1981 - The Hanover Insurance Company; Adopted April 14, 1982 - Massachusetts Bay Insurance Company; Adopted September 7, 2001 - Citizens Insurance Company of America)

IN WITNESS WHEREOF, THE HANOVER INSURANCE COMPANY, MASSACHUSETTS BAY INSURANCE COMPANY and CITIZENS INSURANCE COMPANY OF AMERICA have caused these presents to be sealed with their respective corporate seals, duly attested by a Vice President and an Assistant Vice President, this 27th day of December 2010.

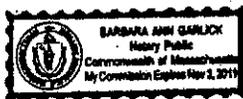


THE HANOVER INSURANCE COMPANY
MASSACHUSETTS BAY INSURANCE COMPANY
CITIZENS INSURANCE COMPANY OF AMERICA

Mary Jeanne Anderson
Mary Jeanne Anderson, Vice President
Robert K. Grennan
Robert K. Grennan, Assistant Vice President

THE COMMONWEALTH OF MASSACHUSETTS)
COUNTY OF WORCESTER) ss.

On this 27th day of December 2010, before me came the above named Vice President and Assistant Vice President of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, to me personally known to be the individuals and officers described herein, and acknowledged that the seals affixed to the preceding instrument are the corporate seals of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, respectively, and that the said corporate seals and their signatures as officers were duly affixed and subscribed to said instrument by the authority and direction of said Corporations.



Barbara A. Garlick
Notary Public

My commission expires on November 3, 2011

I, the undersigned Assistant Vice President of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America, hereby certify that the above and foregoing is a full, true and correct copy of the Original Power of Attorney issued by said Companies, and do hereby further certify that the said Powers of Attorney are still in force and effect.

This Certificate may be signed by facsimile under and by authority of the following resolution of the Board of Directors of The Hanover Insurance Company, Massachusetts Bay Insurance Company and Citizens Insurance Company of America.

"RESOLVED, That any and all Powers of Attorney and Certified Copies of such Powers of Attorney and certification in respect thereto, granted and executed by the President or any Vice President in conjunction with any Assistant Vice President of the Company, shall be binding on the Company to the same extent as if all signatures therein were manually affixed, even though one or more of any such signatures thereon may be facsimile." (Adopted October 7, 1981 - The Hanover Insurance Company; Adopted April 14, 1982 Massachusetts Bay Insurance Company; Adopted September 7, 2001 - Citizens Insurance Company of America)

GIVEN under my hand and the seals of said Companies, at Worcester, Massachusetts, this 15th day of March, 2011

THE HANOVER INSURANCE COMPANY
MASSACHUSETTS BAY INSURANCE COMPANY
CITIZENS INSURANCE COMPANY OF AMERICA

Stephen L. Braut
Stephen L. Braut, Assistant Vice President

PART VII - PROPOSAL PAGES - COST PROPOSAL

The Proposer shall indicate the charge per meter read and GPS marking performed.

The City estimates that - 62,178 meters will be read per month for an estimated annual reading of - 746,136 meters.

The City estimates that 500 GPS marks will be made per month for an annual estimate of 6,000 marks.

1.	<u>Estimated Annual Reads</u>	<u>Cost per Read</u>	<u>Total Annual Cost</u>
	746,136	\$ 0.63	\$ 470,065.68
2.	<u>Estimated Annual GPS "marks"</u>	<u>Cost per GPS "mark"</u>	<u>Total Annual Cost</u>
	6,000	\$ 0.15	\$ 900.00
		GRAND TOTAL	\$ 480,965.68

(The grand total will be used in calculating the cost points discussed in Part V above.)

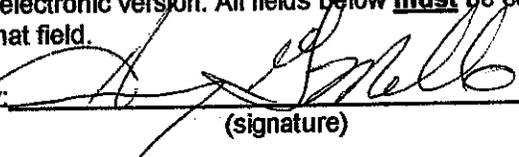
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How to submit bids/proposals: It is preferred that bids/proposals be submitted electronically at www.bidsync.com, unless otherwise stated in the bid packet. However, in this case a hard copy is required. It will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Department, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this bid/proposal.

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked by the bidder in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

Submitted by:  (signature) 15-MAR-11 (date)

Name (printed) Henry G. Mello Title: President

Company: (Legal Registration) Bermex, Inc.

CONTRACTOR, IF FOREIGN CORPORATION, MAY BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUTE §607,1501 (visit <http://www.dos.state.fl.us/>).

Address: 37244 Groesbeck Highway Suite A

City Clinton Township State: MI Zip 48036

Telephone No. 5864612051 FAX No. 5864612054 Email: hmello@bermexinc.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): Immediate

Payment Terms (section 1.03): Net 30 days Total Bid Discount (section 1.04): N/A

Does your firm qualify for MBE or WBE status (section 1.08): MBE N/A WBE N/A

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No. #1 *HM* Date Issued 01-Mar-2011 *HM*
Questions 1-4 (see page 38) March - 01, 08, 11, 11 -2011

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. **HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS.** If this section does not apply to your bid, simply mark N/A in the section below.

Variations: N/A

NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and free from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

<u>NAME</u>	<u>RELATIONSHIPS</u>
N\A	N\A
_____	_____
_____	_____
_____	_____
_____	_____

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.



11-Mar-2011

To: The City of Fort Lauderdale Evaluation Committee
RE: Water Meter Reading Services (Annual Contract) RFP#415-10703

Dear Committee members:

Bermex, Inc. started to provide Water Meter Reading Services to the city of Fort Lauderdale on 01-Oct-94 and has continued to be awarded subsequent contracts, which has resulted in our continued reading of the City's meters to date. We are pleased to be included as a potential contractor for this 2011 RFP. If awarded the contract Bermex, Inc. will continue to be fully committed to performing the services outlined by the City of Fort Lauderdale.

Over the past sixteen-year period our staff and the staff at the City of Fort Lauderdale have developed a professional relationship that has benefited both the City and Bermex. Our open lines of communication have helped to identify concerns and the subsequent corrective actions that provide outstanding service to the residents of Fort Lauderdale. Bermex personnel have gained the knowledge of the system to perform ongoing operations in an efficient and orderly manner. Our knowledge of your system makes us uniquely qualified to continue as your contract meter-reading source.

Again thank you for your consideration of Bermex, Inc. and we look forward to a continuing partnership if awarded this contract.

Best regards,

Henry G. Mello
President
Bermex, Inc.
37244 Groesbeck Hwy. Suite A
Clinton Township, Michigan 48036
Phone 568346132051 X 203
Fax 586.461.2054
Mobile 586.260.9704
E-Mail hmello@bermexinc.com

Copy: File

Bermex has been a leader in manual meter reading for the span of its existence. Water meter reading is part of our core business and one we have developed not only a strong commitment to but one in which our quality performance has been to contractual specification. Current customers have been with us through a number of bid cycles and we continue to win new contracts. Our operating teams have met and exceeded our customers' goals in the areas of phased transitions from in-house to outsourced services. We take great pride in the focus on customer service, attention to quality, and timely delivery of expected services. Bermex currently reads 22,457,000 meters annually. (8,590,000 water meters, 10,630,000 gas meters and 3,732,000 electric meters).

Bermex Managers and Supervisors in every office hold scheduled safety meetings covering such subjects as driving safety, weather awareness and safety, animal safety, slips and falls, as well as health and fitness. In addition, safety information is communicated through written hand-outs, Safety Team meetings, and postings within the office. Bermex management performs a review of driver's licenses every six months.

TRAINING

Bermex is in a unique position to provide trained meter reading and field services personnel. Using an internally developed training program Bermex will be responsible for the on-going training of our employees.

Trainees' complete classroom and field training in which several instructional methods are utilized; audio and video training, hands-on instruction, and question and answer sessions. Trainee performance undergoes intense scrutiny and appropriate comments are relayed back to the trainee.

Included is an orientation to Bermex as a company, our role as a contractor, personnel policies, and the general company philosophies. Bermex also includes instruction in safety procedures, rules and regulations, and customer service relations and of course those areas of service as dictated by the customers contract. At the completion of classroom instruction, successful trainees proceed into field training. Bermex solicits comments and provides feedback to the employee. Continuous evaluation of the employee is undertaken. This procedure allows corrective action to be immediately implemented and helps ensure that Bermex is delivering "World Class" customer service. Training materials include workbooks, VHS video on meter reading, handouts on safety and dogs, and recording read data.

Training Schedule Sample Outline

Day One

- Who is Bermex and why are we in business, explanation of company logo
- Company policy, drug training, drug/alcohol manual, collection site memo, chain of custody, background consent form, and curb stoning
- Training agreement, time sheet, vehicle responsibility (valid driver's license/registration/proof of insurance), maintenance of Company/Personal vehicles, verification of driver's license every six-(6) months

Day Two, Three and Four

- Meter reading dial training
- In-field training - trainer reads route and enters information into hand held, trainee acclimates to walking and pace to set.
- Hand-held device training
- Route structure, customer keys, meter location

Day Five

- Safety handbook, dog training/video, slip/fall/ video
- Testing/feedback/retraining via written examinations
- Testing/feedback/retraining via computerized simulation
- Overview of hand-held device
- Route structure, customer keys, meter location

Day Six, Seven and Eight

- Meter reading dial training
- In-field training - trainer reads route and enters information into hand held, trainee acclimates to walking and pace to set.
- Hand-held device training
- Route structure, customer keys, meter location

Bermex, Inc. is committed to continually coaching and training all personnel, and constantly evaluates them to determine their desire and ability to perform the services required. Personnel are awarded monetary performance based incentives for behavior above set standards. In all, these programs are designed to maintain a workforce that is willing and capable of providing the services required by the contract.

Our current contracts for Water Meter Reading Services with approximate annual volumes are:

City of Fort Worth TX	2,880,000	Since 1993
Cobb County	2,100,000	Since 1998
City of Sunrise FL	840,000	Since 2010
Cherokee County GA	797,000	Since 1999
City of Fort Lauderdale FL	756,000	Since 1994
Norfolk VA	724,000	Since 1997
Deerfield Beach FL	156,000	Since 1997
Suffolk VA	153,000	Since 2001
Town of Davie FL	108,000	Since 2002
Marysville OH	76,000	Since 1997

So the volume of the reading required with the City of Fort Lauderdale fits well within our capabilities.

Bermex contracts with Enterprise Fleet Services for our fleet transportation needs. We have easy access to any type of vehicle. Our standard fleet vehicle is late model, light duty pickup truck. Our standard vehicle lease coincides with our contract terms and we typically re-lease upon contract renewal. Our present fleet serving Cobb County Water, Cherokee County Water, City of Fort Lauderdale, and the City of Sunrise is presently at approximately 40 vehicles. This includes extra vehicles while we cycle our vehicles for maintenance. We utilize extended warranties on most leases since the mileage we incur is high as we near the lease expiration date which is typically beyond the manufacturers' warranty.

In event of a vehicle being un-drivable for any reason Bermex and Enterprise Fleet Services would provide a comparable temporary vehicle for that period of time. We also have easy access to permanent replacement and add on vehicles at any time

We utilize local sources for general maintenance and repair that is non-warranty. Similarly we have an arrangement with multiple fuel fleet services for gasoline allowing all of our personnel flexibility.

Bermex Mission

Bermex is passionately committed to exceeding our customer's expectations, operating with integrity, and creating a fun team environment, while growing profitably.

Bermex Vision

- Deliver high quality customer service and value to the utility industry
 - Embrace change as a driver of progress
 - Maximize thruput through root cause analysis and implementation of permanent corrective action
 - Measure ourselves to world class standards
 - Value people as individuals
-

COMPANY PROFILE

Legal Name: Bermex, Inc.

Address: 37244 Groesbeck Highway
Suite A
Clinton Township, Michigan 48036

Telephone Number: 586.461.2051

Fax Number: 586.461.2054

E-mail address: hmello@bermexinc.com

Web Page address: <http://www.bermexinc.com/>

Bermex was founded in 1972 to provide inspection and repair specifications for low-income, single family dwellings in the metropolitan Detroit area.

Bermex began providing energy conservation services in 1981, with the inception of federally mandated energy conservation programs. Bermex has provided major utilities and rural electric cooperatives with all of the necessary hardware and software, tools, personnel and supervision to perform services, including: Advertising and promotion, program eligibility determination, scheduling, CIS data entry, on-site audit with the necessary explanations to the customer, computerized processing of audits, pre- and post- installation inspections, preparation of the customer bid and credit applications, staffing of toll-free hotlines to answer technical inquiries, quality assurance follow-up, complaint investigation, and all necessary record keeping and reporting.

In 1983, Bermex became the first company to provide meter reading services to a major utility. Bermex has read millions of meters for gas, electric, and water utilities, investor owned and municipal, throughout the Midwest, Northeast, South, and Southeast.

**PERMANENTLY ASSIGNED STAFF
TO THE FORT LAUDERDALE**

Richard Lorenzo	Supervisor	12-Jun-1992
Sandra Agudelo	Lead Meter Reader	05-Jan-2009
Gabriel Jean	Meter Reader	17-Feb-2004
Ciro Arrendondo	Meter Reader	03-Nov-1999
George Cigma	Meter Reader	03-Nov-1999
David Heird	Meter Reader	26-Feb-2007
Eddie Reyes	Meter Reader	08-Feb-2010
Jivan Ramlochan	Meter Reader	01-Apr-1995

E

CEO\Owner	Ms. Teresa Kaltz
President	Mr. Henry G. Mello
Controller	Ms. Nancy German
H.R. Mgr.	Ms. Nancy Dixon

**QUALIFICATIONS BRIEF
RICHARD LORENZO**

Bermex, Inc.

Participate in new operation start-ups for meter reading, field services, and customer service contracts which involve hiring and training personnel, purchasing uniforms and tools, establishing record keeping procedures and client relations.

Position: Supervisor - 14 years

Responsible for the daily operation of division field office. Distribute work load, supervise all meter readers, monitor meter reader production and quality (including route completion, misreads, no reads, re-reads, safety, attendance, and customer complaints), discipline employees if required, investigate and reconcile customer complaints, and compile management information reports. Perform field verifications to ensure quality of services.

Florida Power & Light

Position: Meter Reader

Obtain meter data on customer's premises in a professional and courteous manner. Daily contact with customers. Responsible for maintaining performance standards regarding misreads and skips, identify suspected meter tampering and/or irregular situations.

Florida Medical Management Consultants

Position: Computer Operator

Responsible for software installations and maintenance. Responsible for input on a Novell network of all accounts receivable and payables. Editor of quarterly company newsletter.

Hillman's Distributing

Position: Front Office Clerk

Responsible for daily inventory of all purchases invoices and data entry on IBM System 5251. Compile and distribute daily, weekly and monthly reports.

EDUCATION:

University of Houston - coursework in liberal arts and Spanish.

Massy Business College - coursework in mainframe and computer programming.

Interamerican University - coursework in general business and Spanish.

Bilingual in English and Spanish.

**QUALIFICATIONS BRIEF
NANCY DIXON**

Bermex, Inc.

Position: ~~Manager Human Resources - 14 years~~

Responsible for the design, implementation, and interpretation of company policies and procedures, including manpower planning, management development, employee relations, and wage, salary and benefits administration. Develop, design and conduct seminars to enhance employee skills, as well as coordinate employee participation at external seminars. Management of the Injury & Illness Prevention Program. Overall responsibility for administration of the Anti-Drug Program.

Member of the Project Implementation Team. Involvement in employee recruitment, screening, interviewing, and training.

Comcast Cablevision

Position: Human Resources Manager

Responsible for planning and directing the employee function, employee relations, and maintenance of all employee records for more than 300 employees in 5 systems. Responsible for employee recruitment, selection, and training; employee safety programs; and wage and salary administration. Implementation of Drug/Alcohol policy and the Employee Assistance Program. Chairperson of Safety Committee, Employee Council, and Quality Circle.

Marposs Gauges Corporation

Position: Personnel Manager

Responsible for initiation and administration of company policies for employee selection, placement, training, and wage and salary administration. Managed a fleet of 80 automobiles. Administered the Equal Opportunity Program.

Advance Mortgage Corporation

Position: Corporate Recruiter

Responsible for both exempt and non-exempt employee selection. Responsible for on campus recruiting, and the administration of the job posting function. Involved in the employee function for more than 850 employees.

Florist's Transworld Delivery Association

Position: Personnel Administrator

Responsible for maintaining employment records, including the adjustment of records to reflect changes in employee status. Responsible for the selection of non-exempt personnel. Responsible for unemployment and disability compensation.

Booz-Allen Applied Research

Position: Assistant to the Director of Engineering and Personnel Manager

Major duty involved maintaining personnel files. Held Secret Clearance.

QUALIFICATION BRIEF
NANCY A. GERMAN

Bermex Inc.

Position: Controller- 6 years

Responsible for the financial activity in the organization. Formulates and recommends policies on banking, receipt and distribution of funds, fiscal and accounting matters. Responsible for the development of standard accounting, analysis and reporting procedures, insurances, and for the exercise of over-all financial control.

JARC

Position: Accountant

Responsible for all general ledger accounting functions: analysis and reconciliation, chart of accounts and financial statement layouts. Responsible for budget preparation and performance analysis. Supervised accounts payable and corresponding activities. Conduct all accounting functions for three affiliate companies. Responsible for daily cash flow analysis.

Burger King Corporation

Position: Senior Accounting Clerk

Responsible for maintaining fix assets, prepare reconciliation schedules and depreciation accruals and conduct store inventory audits. Reconciled balance sheet accounts and submit quarterly analysis to corporate. Participated in the development, implementation and training of personnel for a new A/P, Project Tracking and Purchase Order Systems. Prepared monthly property/cost summaries for all ongoing construction projects. Assisted management with budget process. Responsible for budget, cost reporting and project maintenance and reporting for the marketing department.

Education:

Bachelor of Accountancy Degree

Associates of Science Degree - Accounting

QUALIFICATION BRIEF HENRY MELLO

Bermex

President – 6 years

Provider of various contract services to the utility industry. Business strengths: Operations management, cost reduction, employee motivation, business start-up, budgeting and planning.

Baker Electrical Products

Position: Plant Manager

Manufacturer of wire harnesses, cables and elector-mechanical sensors. Responsible for cost containment, negotiations, Just in Time inventory management skills, Total Quality Management, and team building. Responsible for the development and implementation of QS-9000\ISO-9000 procedures and work instructions relative to the materials department.

Baker Electrical Products

Position: Customer Service Manager

1987-1999

Responsible for all raw material, MRO, and capital equipment purchases. Liaison between customer materials group and Baker Electrical Products to maintain on time shipment of product. Developed procedures for purchasing to comply with QS-9000 standards. Negotiated cost savings in excess of \$1,200,000.

U.S. Manufacturing

Position: Production Control Manager

Responsible for material releasing, shipping, receiving, and stock movement in plant in environment with \$12,000,000 annual raw material purchases.

Travco Corporation

Position: Production Manager

Responsible for daily production scheduling of on assembly line producing van conversions.

Bermex, Inc as the current contractor for this job would have no startup concerns or timetables. The award of this contract to Bermex would result in a continuation of services currently rendered.

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 - 954-831-4000
 VALID OCTOBER 1, 2010 THROUGH SEPTEMBER 30, 2011

DBA: **Business Name: BERMEX INC**
 Receipt #: 327-11691
 Business Type: BUSINESS/FINANCIAL/CONSULTING (CONTRACT SERVICES)

Owner Name: FUNDS GEORGE D / BERMEX INC
 Business Location: 2880 W OAKLAND PK BLVD 114 FT LAUDERDALE
 Business Phone: 586-461-2051
 Business Opened: 04/26/1995
 State/County/Cert/Reg: NONEXEMPT
 Exemption Code: NONEXEMPT

Rooms: _____ Seats: _____ Employees: 20
 Machines: _____ Professionals: _____

Tax Amount	Number of Machines:				For Vending Business Only		Vending Type:		Total Paid
	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost				
150.00	0.00	0.00	0.00	0.00	0.00			150.00	

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:
 FUNDS GEORGE D / BERMEX INC
 37244 GROESBECK HWY STE A
 CLINTON TOWNSHIP, MI
 48036

Receipt # MW-09-00426517
 Paid 09/01/2010 150.00



CERTIFICATE OF LIABILITY INSURANCE

OP ID CC

DATE (MM/DD/YYYY)

06/07/10

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 be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Consolidated Underwriting Alli 37715 Pembroke Livonia MI 48152 Phone: 734-402-2430	CONTACT NAME: PHONE: (A/C, No, Ext): E-MAIL: ADDRESS: PRODUCER CUSTOMER ID #: BERME-1	FAX: (A/C, No):
	INSURER(S) AFFORDING COVERAGE	
INSURED Bernex, Inc. 37244 Grosbeck Hwy. Suite A Clinton Township MI 48036	INSURER A: Hanover Insurance Co.	NAIC #
	INSURER B: Accident Fund of Michigan	10166
	INSURER C: Citizens Insurance Company	
	INSURER D:	
	INSURER E:	
	INSURER F:	

CERTIFICATE NUMBER:

REVISION NUMBER:

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD. REGARDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS POLICY MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, CONDITIONS AND LIMITS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

COVERAGE	ADDITIONAL INSURANCE	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
GENERAL LIABILITY <input checked="" type="checkbox"/> OCCUR APPLIES PER: <input type="checkbox"/> LOC	X	ZHH5830787	07/22/10	07/22/11	EACH OCCURRENCE \$ 1000000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1000000 MED EXP (Any one person) \$ 10000 PERSONAL & ADV INJURY \$ 1000000 GENERAL AGGREGATE \$ 2000000 PRODUCTS - COMPROP AGG \$ 2000000 Emp Ben. \$ 1000000
ALL OWNED AUTOS SCHEDULED AUTOS RENTED AUTOS NON-OWNED AUTOS		AHB5836410	07/22/10	07/22/11	COMBINED SINGLE LIMIT (Ea accident) \$ 1000000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
C <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DEDUCTIBLE <input checked="" type="checkbox"/> RETENTION \$ 10000		U7B5948511	07/22/10	07/22/11	EACH OCCURRENCE \$ 1000000 AGGREGATE \$ 1000000 \$ \$
B WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in MI) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	WCV6058061	07/22/10	07/22/11	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1000000 E.L. DISEASE - EA EMPLOYEE \$ 1000000 E.L. DISEASE - POLICY LIMIT \$ 1000000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
 Certificate Holder is Additional Insured, City Of Fort Lauderdale, for General Liability ATIMA specifically regarding operations of the Named Insured.

CERTIFICATE HOLDER

CANCELLATION

C/OFFICE

City Of Fort Lauderdale
 Purchasing Division
 100 North Andrews Avenue
 Fort Lauderdale FL 33301

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Barry S. Mahler

Commercial Ins. Services Group

Bermex, inc. tracks individual, office and district performance based upon the individual standards of performance for each agreement. For example, we typically track errors, unread meters by day and route, on-time performance to schedule, and other factors for each employee and office. We encourage every employee to track their performance to standard as an effort toward continuous improvement. The office tracking is also part of a broad contract compliance and customer satisfaction tracking mechanism. Employee evaluations and company incentives are based upon performance to contractual standards and exceeding customer expectations. A sample follows for error tracking by office and state for an existing operation. Since we track so much data, we are providing just a sample due to the large volume available. Most data for tracking is available through existing utility data systems for example Itron MRVS. However, Bermex has developed a tracking system for employee and operational performance that can be customized for our client/partner needs.

OMS Overview (Operations Management System)

There are four main databases used in our Microsoft Access program, "OMS" along with several 'lesser' databases and information screens. These would include areas where changes can be made in such items as Purchase Order numbers or input can be made regarding unusual events like injury descriptions. The four basic databases are:

Daily Input – As the name indicates this is the database where all the work we do each day is input. The number of routes, reads, skips, stopped meters, hours, etc. that each employee did each day goes here. Although the OMS program is generic, it permits several of these and other fields throughout the program to be customized to suit the individual contract.

Error Data Input – When information is discovered regarding inaccurate readings that data is entered here.

Employee – This is updated only when an employee is hired, separated, or changes are made (i.e.; promotion, salary increases, etc.)

Route – This is a listing of each route we read with data such as the number of meters, miles, walking vs. driving, etc. It is updated only when a unique occurrence mandates (i.e.; change in route number, new route added, etc.)

From these databases a variety of reports are generated tracking both individual and collective performance. Individual reports would include:

Employee Performance – This tracks such things as an individual employee's actual routes read, skip rate, reads per hour, etc. over whatever time period is desired.

Errors by Employee – This tracks the number of accuracy mistakes made by an individual employee over a desired time frame.

~~Collective Data and Performance reports would include:~~

Read Error Summary Report – This tracks the entire department's inaccurate reading totals per month/per employee over a selected calendar year.

Error by Month – This tracks and details each inaccurate reading for all employees over a selected time frame.

Route Summary Report – This tracks all routes read by all employees over a selected time frame and produces information such as skips, meter counts, hours, stopped meter tallies, etc.

Month to Date Activity – This report lists a summary of activity (number of meters read, skips, hours, etc.) for each employee and the department as a whole in addition to a breakdown of money earned and money spent on direct labor. This summary is generated for whatever time frame is selected.

OPS Report – This report is designed to total all significant statistics to give the reader an encapsulated (one-page) overview of the monthly performance of the department.

Invoice – Summarizes all billables and provides a detail of each route read during the billing period.

Bermex, Inc.'s first and foremost quality process is designed around the data that comes directly as a result of the information gathered in the hand held units. In working with our customers we are able to receive daily reports on the main quality issues revolving around the contract (I.E. skips, errors, no-reads, etc.). These reports in some cases come from the customer, and in some cases we have been allowed access to these areas of the customer's computer to gather the information ourselves. Using this data we are in a constant monitoring system to help our employees gain the necessary tools and skills needed to maintain the highest quality levels. We also base the supervisory and district management bonus system on continuous improvement relating to those constraints listed above.

Bermex also has a zero tolerance policy for curb-stoning. First offense is immediate dismissal and we adhere 100% to this policy. Each employee is required to sign a form (attached) upon hiring with Bermex to ensure they have been advised of this policy.



CURBSTONING ACKNOWLEDGEMENT

I have been thoroughly informed what falsification of meter readings are, (commonly known as curbstoning or curb reading), and I understand that falsification of **ANY** meter reading by me shall result in my immediate dismissal from Bermex Inc.

_____ 1
Print Name

_____ 2
Signature

_____ 3
Date

Form Name: Curbstoning Acknowledgement Form

USE: To ensure that all meter readers understand the definition of "Curbstoning" and the serious ramifications that accompany Curbstoning.

Instructions for completion:

1. **Print Name** – Employee must legibly print his/her name – Last/First
2. **Signature** – Employee must sign his/her full name
3. **Date** – Employee should enter the date the form is signed.

Form Routing – The original form must accompany the new hire package.

Our sixteen years of experience reading for the City of Fort Lauderdale has allowed us to become intimately familiar with some of the more challenging aspects presented in performing to the specifications of this contract. Things including but not limited to:

The need for annual background checks and obtaining badges for entrance into Port Everglades and the cost(s) associated with it.

At the Executive Airport we have worked with our contacts at the City to prepare our own maps that locate each of the meters there to enhance efficiency and ensure we get each and every read. (we have done the same with Snyder Park and the Lockourt Stadium route)

In the Bahia Mar area we make sure to work with the City to obtain the readings with enough lead to time avoid the annual boat show tents - booths etc. that tend to get set up and cover the meter boxes.

There are compound meters that require a remote reading device that is shared by the City and Bermex, Inc. and dictates special scheduling by our personnel to ensure availability for all personnel.

Areas that flood during the rainy season and the extraordinary scheduling that is needed to get the reads.

The proximity of our office (office located at 2880 W. Oakland Blvd. Suite 119) allows our supervision to keep in contact with staff that is out in the field. Bermex, Inc. evaluates its meter reading staff twice per year. These evaluations are done with information from our computer based OPERATIONS MANAGEMENT SYSTEM that tracks daily attendance, route completion, errors, meters read per hour and total route completion time. The City provides us with reporting that has specific time stamp information for each meter read. This allows us to track personnel on their daily routine and see where areas of help are needed. We also employ periodic random field audits to ensure the reader is in uniform, they are at the route assigned, and they are paying attention to the special needs that may be addressed as comments in the handheld. These audits allow us to continue our training efforts and to provide necessary counseling where needed. Also noted where practical is any direct contact the reader has had with customers and their demeanor with those customers.

Bermex, Inc as the current contractor for this job would have no startup concerns or timetables. The award of this contract to Bermex would result in a continuation of services currently rendered.

Bermex, Inc. currently services (4) four contracts from our Fort Lauderdale office. Mr. Richard Lorenzo the manager of this office along with his assistant supervisor and (3) three lead meter readers work in concert to ensure staff availability for each area. Permanently assigned staff to the Fort Lauderdale contract consists of (6) six meter readers and (1) lead meter reader. During some times of the month we are able to and do move in additional meter readers because of the scheduling differences between contracts. For instance when we do the beach routes that require addition productive capacity we have (2) readers that are at the end of their responsibilities in the Town of Davie and are moved into this area.

In the event of a concern with the manager of this office we have the assistant supervisor who is trained and has worked in the City of Fort Lauderdale almost exclusively that can step into the manager's position. We also have our district manager in the Atlanta, GA. area that can be in our Fort Lauderdale office almost immediately to assist if needed.

Our Human Resources department personnel in our Michigan office can and have traveled to our office in Fort Lauderdale to assist in interviewing, hiring and some of the more basic company oriented training when needed.

Bermex, Inc. additionally offers services including;

Meter change out.

Field Collections.

~~Disconnect re-connect.~~

AMR ERT reads.

The pricing of these services varies dependant on the scope of services required.

We currently have (31) thirty one vehicles with mobile data terminals performing collections work in Ohio, (8) vehicles with mobile data terminals performing AMR ERT reads in Ohio both for a gas customer and (7) seven vehicles doing collections work for an electric customer in Georgia.

We have in the past provided meter change out services for the City of Cape Coral Florida for their water meters.

We have in the past provided disconnect, reconnect, collections work and meter replacement for the City of Nashville, Tennessee

The City of Fort Lauderdale

949 N.W. 38th street
Fort Lauderdale, Florida 33309

954-828-7843

Reina Gonzalez

Providing water meter reading services from 1994 to present (\approx 756,000 meters read annually)

Cobb County Water System

660 S. Cobb Drive
Marietta, Georgia 30060
770-419-6274

Mr. Brian Jett

Providing water meter reading services from 1998 to present (\approx 2,100,000 meters read annually)

City of Fort Worth

P.O. Box 870
Fort Worth, Texas 76101

Mr. David Cook

817-392-8051

Providing water meter reading services from 1993 to present (\approx 2,880,000 meters read annually)

*Venice of America*

CITY OF
FORT LAUDERDALE

Company name: City of Fort Lauderdale

Contact person: Ms. Linda Gee, Customer Operations Manager

Telephone number: 954.828.7896

E-mail address: LGee@fortlauderdale.gov

Services Provided by Bermex, Inc.: Water Meter Reading Services

Length of business relationship: October 1, 1994 to present

Background of services provided: Bermex, Inc. provides monthly water meter reading services to the City of Fort Lauderdale's approximately 63,000 water accounts.

Bermex staff has consistently provided the City of Fort Lauderdale with all meter reading services as agreed. During our recent transition to a new Utility Billing System, Bermex staff worked with the City to adjust established routes, and accommodate the various read schedule changes required of the new system.

Linda Gee
Customer Operations Manager
City of Fort Lauderdale - Utilities



COBB COUNTY WATER SYSTEM

Stephen D. McCullers, PE.,
Director

Customer Services Facility
660 South Cobb Drive
Marietta, Georgia 30060-3105
(770) 423-1000
www.cobbwater.org

DIVISIONS:
Business Services
Customer Services
Engineering & Records
Stormwater Management
System Maintenance
Water Protection

Company name: Cobb County Water System
Contact person: Mr. Brian Jett
Telephone number: 770.419.6274
E-mail address: brian.jett@cobbcounty.org
Project description: Water Meter Services

Length of business relationship: 01-Jun-1998 to present

Background of services provided: Provide complete meter reading services to support water service meter routes. The CCWS has approximately 175,000 water meters, which are read monthly.

I have been the project manager over Bermex since we contracted our meter reading services in 1998. Bermex provides a high quality of work and is very responsive to various minor issues that come up from time to time. We are very satisfied with our long term relationship with Bermex and hope to have many more years working with them. Please contact me if I can provide any additional information.

Sincerely,

Brian Jett
Field Operations Manager



February 18, 2011

To Whom It May Concern:

This letter is recommendation for Bermex Inc; Bermex has been providing meter reading services for the City of Fort Worth Water Department since 1993.

During the time Bermex has been under contract, we have seen an increase in meter readings obtained and improvement with meter reading accuracy that have been consistently at 99%.

Though Bermex provides meter reading services, they have also been helpful in other areas providing theft, leak and meter data. In addition to the meter reading services Bermex has assumed an active role in meeting billing deadlines for billing rate changes, poor weather and system upgrades.

Bermex is highly recommend for meter reading services and would make a great asset to any organization.

Sincerely,

David Cook,
Field Operations Superintendent
Fort Worth Water Department

Company name: City of Fort Worth

Contact person: Mr. David Cook

Telephone number:

E-mail address: david.cook@fortworthgov.org

Project description: Meter Reading Services

Length of business relationship: 01-Oct-1993 to present

Background of services provided: Provide complete meter reading services to support water service meter routes. The City of Fort Worth has approximately 240,000 water meters, which are read monthly.

WATER DEPARTMENT
METER SERVICES

THE CITY OF FORT WORTH * P. O. Box 870 * FORT WORTH, TEXAS 76101-0870
817 302 2051 * FAX 817 302 2302