

June 4, 2025

Mr. Godfrey Herndon  
Procurement Specialist  
Durham County Purchasing Division of Finance  
201 East Main Street  
7th Floor, Room 703  
Durham, NC 27701



**Reference:** **RFP No. 25-034R1**

Dear Mr. Herndon,

TKC Management Services is pleased to submit our proposal in response to RFP No. 25-034R1 for Maintenance Services at the Durham County Detention Center.

With nearly three decades of specialized experience providing comprehensive facility maintenance and management services to correctional institutions, TKC offers a proven track record of reliability, safety, and operational excellence. Our deep understanding of correctional facility needs, combined with our expertise in regulatory compliance, preventive maintenance, and emergency response, positions us to deliver exceptional value to Durham County.

We have thoroughly reviewed your solicitation documents and specifications and confirm our commitment to meeting or exceeding all requirements detailed in your Scope of Work.

Thank you for considering TKC Management Services. We look forward to the opportunity to partner with Durham County.

Sincerely,

A handwritten signature in black ink, appearing to read "Ed Benton", written over a white background.

Ed Benton  
Director of Management Services  
704.319.8179 (office)  
Email: ebenton@tkcmgmt.com

**Tab 1**

**Signed Forms**



**REQUEST FOR PROPOSALS**

**Maintenance Services for Durham County Detention Center  
RFP No. 25-034R1**

**ISSUE DATE:** **May 18, 2025**

**ISSUING DEPARTMENT:** **County of Durham Purchasing Division of  
Finance, 201 Est Main Street, 7<sup>th</sup> Floor,  
Room 703, Durham, NC 27701**

Sealed Proposals will be received until **2:00 PM, Eastern Time on June 12, 2025**. The purpose and intent of the Request for Proposals (RFP) is to solicit proposals from qualified firms to provide Facility Maintenance and Janitorial Services for the Durham County Detention Center and secure areas of the Durham County Courthouse. This includes preventative maintenance, minor repairs, coordination of major repairs and environmental services. The selected vendor will have to comply and meet the requirements of local and state regulations and accreditation standards. It is expected that the selected vendor will have staff assigned to, and working in, the detention facility on a daily basis.

All inquiries concerning the Scope of Services, Proposal Submission Requirements or Procurement Procedures should be directed to:

**Procurement Specialist: Godfrey Herndon**  
**Purchasing Division**  
**Email: [purchasinggroup@dconc.gov](mailto:purchasinggroup@dconc.gov)**  
**Telephone: (919) 560-0741**

Sealed proposals shall be mailed and/or hand delivered to the Issuing Department shown above, and the envelope shall bear the name and number of this Request for Proposals (RFP). It is the sole responsibility of the Proposer to ensure that his/her Proposal reaches the Purchasing Division by the designated date and hour indicated above.

**In compliance with this Request for Proposals and to all the terms and conditions imposed herein, the undersigned offers and agrees to furnish the goods and services described in accordance with the attached signed proposal.**

Firm Name: TKC Management Services

Date: June 4, 2025

Address: 4500 Cameron Valley Parkway  
Charlotte NC, 28211

By: Ed Benton  
(Name Typed/Printed)

  
(Signature in Ink)

Phone: 704-201-6187

Attachment A



PROPOSAL FORM

Maintenance Services for The Durham County Detention Center

RFP No. 25-034R1

In accordance with the attached instructions, terms, conditions, and Scope of Services we submit the following proposal to the County of Durham.

TOTAL PROPOSED COST

<u>Environmental Services:</u>	<u>\$ 299,920</u>
<u>Maintenance Staff:</u>	<u>\$ 483,289</u>
<u>Management Fee:</u>	<u>\$ 149,450</u>
<u>Est. OPEX Budget:</u>	<u>\$ 587,795</u>
<u>Total</u>	<u>\$ 1,521,144</u>

One million five hundred twenty-one thousand one hundred forty-four dollars

**The above Total Proposed Cost should be based on being awarded the entire project.**

I certify that the contents of this proposal are known to no one outside the firm, and to the best of my knowledge all requirements have been complied with.

Date: 6/04/25

Authorized Signature: 

Name \_\_\_\_\_

Director \_\_\_\_\_

Title \_\_\_\_\_

TKC Management Services

Firm Name \_\_\_\_\_


Attachment C

**ADDENDUM ACKNOWLEDGEMENT**

**Maintenance Services for Durham County Detention Center  
RFP No. 25-034R1**

Receipt of the following Addendum is acknowledged:

- Addendum no. \_\_\_\_\_ Date \_\_\_\_\_
- Addendum no. \_\_\_\_\_ Date \_\_\_\_\_
- Addendum no. \_\_\_\_\_ Date \_\_\_\_\_
- Addendum no. \_\_\_\_\_ Date \_\_\_\_\_
- Addendum no. \_\_\_\_\_ Date \_\_\_\_\_

Signature:  \_\_\_\_\_ Date: 6/4/25 \_\_\_\_\_

Print Name Ed Benton \_\_\_\_\_

Title Director \_\_\_\_\_

Name of Firm TKC Management Services \_\_\_\_\_

Attachment D

**NON-COLLUSION AFFIDAVIT**

State of North Carolina  
County of Durham

Ed Benton, being first duly sworn, deposes and says that:

1. He/She is the Director of TKC Management Services the Proposer that has submitted the attached proposal;
2. He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
3. Such Proposal is genuine and is not a **collusive** or **sham** Proposal;
4. Neither the said Proposer nor any of its officers, partners, owners agents, representatives, employees or parties of interest, including this affidavit, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other Proposer, firm or person to submit a **collusive** or **sham** Proposal in connection with the contract for which the attached Proposal has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm or person to fix the price or prices in the attached Proposal or of any other Proposer, or to fix any overhead, profit or cost element of the Proposal price of any other Proposer or to secure through collusion, conspiracy, connivance or unlawful agreement any advantage against the County of Durham or any person interested in the proposed contract; and
5. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affidavit.

[Signature]  
Signature of Proposer

6/04/2025  
Date

Subscribed and sworn before me,  
this 4 day of June, 2025

Inshah M. Bhatti Inshah M. Bhatti  
Notary Public

(Seal)



Notary Public  
My Commission Expires: 10-11-2028

Attachment F

AFFIDAVIT OF COMPLIANCE

STATE OF NORTH CAROLINA
COUNTY OF DURHAM

AFFIDAVIT OF COMPLIANCE
with N.C. E-Verify Statutes

I, Ed Benton (hereinafter the "Affiant"), being duly authorized by and on behalf of TKC Management Services (hereinafter "Contractor") after first being duly sworn hereby swears or affirms as follows:

- 1. Contractor understands that E-Verify is the federal E-Verify program operated by the United States Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law in accordance with Article 2 of Chapter 64 of the North Carolina General Statutes; and
2. Contractor understands that an "Employer", as defined in NCGS§64-25(4), is required by law to use E-Verify to verify the work authorization of its employees through E-Verify in accordance with NCGS§64-26(a). The term "Employer" does not include State agencies, counties, municipalities, or other governmental bodies.
3. Contractor is a person, business entity, or other organization that transacts business in this State and that employs 25 or more employees in the state of North Carolina. (mark Yes or No)
a. YES X
b. NO
4. Contractor will ensure compliance with E-Verify to the extent applicable and will ensure compliance by any subcontractors subsequently hired by Contractor to perform work under Contractor's contract with Durham County.

This 4 day of June, 2025.

[Handwritten signature of Ed Benton]

Signature of Affiant

ED Benton

Print or Type Name: Inshah m. Bhatti

State of Cabarrus N.C
County of Cabarrus

Signed and sworn to (or affirmed) before me, this the 4 day of June, 2025

My Commission Expires:

10.11.28

[Handwritten signature of Inshah M. Bhatti]
Notary Public

(Affix Official/Notarial Seal)



Form **W-9**  
(Rev. March 2024)  
Department of the Treasury  
Internal Revenue Service

**Request for Taxpayer  
Identification Number and Certification**  
Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

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

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

**1** Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)  
**TKC MANAGEMENT SERVICES, LLC**

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

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

Individual/sole proprietor     C corporation     S corporation     Partnership     Trust/estate

**LLC.** Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) **P**

**Note:** Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.

Other (see instructions)

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

Exempt payee code (if any) \_\_\_\_\_

Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) \_\_\_\_\_

*(Applies to accounts maintained outside the United States.)*

**3b** If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions

**5** Address (number, street, and apt. or suite no.). See instructions.  
**4500 CAMERON VALLEY PARKWAY, STE. 400**

**6** City, state, and ZIP code  
**CHARLOTTE, NC 28211**

**7** List account number(s) here (optional)

Requester's name and address (optional)

**Part I Taxpayer Identification Number (TIN)**

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

**Social security number**

			-				
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or

**Employer identification number**

5	6	-	1	9	6	3	2	5	0
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**Note:** If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

**Part II Certification**

Under penalties of perjury, I certify that:

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

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

**Sign Here**    Signature of U.S. person     Date **7/11/2024**

**General Instructions**

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

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

**What's New**

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

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

**Purpose of Form**

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

**Affidavit A**

**ATTACH TO BID**

**State of North Carolina AFFIDAVIT A - List of the Good Faith Effort**

**COUNTY OF DURHAM**

Affidavit of

TKC Management Services  
(Name of Bidder)

**I have made a good faith effort to comply under the following areas checked:**  
(A minimum of 5 areas must be checked in order to have achieved a "good faith effort")

- 1-Contacted minority businesses that reasonably could have expected to submit a quote and that were known to the contractor, or available on State or local government-maintained lists, at least 10 days before the bid date and notified them of the nature and scope of the work to be performed.
- 2-Made the construction plans, specifications and requirements available for review by prospective minority businesses or providing these documents to them at least 10 days before the bids are due.
- 3-Broken down or combined elements of work into economically feasible units to facilitate minority participation.
- 4-Worked with minority trade, community, or contractor organizations identified by the Office of Historically Underutilized Businesses and included in the bid documents that provide assistance in recruitment of minority business.
- 5-Attended pre-bid meetings scheduled by the public owner.
- 6-Provided assistance in getting required bonding or insurance or provided alternatives to bonding or insurance for subcontractors.
- 7-Negotiated in good faith with interested minority businesses and did not reject them as unqualified without sound reasons based on their capabilities. Any rejection of a minority business based on lack of qualification should have the reasons documented in writing.
- 8-Provided assistance to an otherwise qualified minority business in need of equipment, loan capital, lines of credit, or joint pay agreements to secure loans, supplies, or letters of credit, including waiving credit that is ordinarily required. Assisted minority businesses in obtaining the same unit pricing with the Bidder's suppliers in order to help minority businesses in establishing credit.
- 9-Negotiated joint venture and partnership arrangements with minority businesses in order to increase opportunities for minority business participation on a public construction or repair project when possible.
- 10-Provided quick pay agreements and policies to enable minority contractors and suppliers to meet cashflow demands.

In accordance with GS 143-128.2(d) the undersigned will enter into a formal agreement with the firms listed in the Identification of Minority Business Participation schedule conditional upon execution of a contract with the Owner. Failure to abide by this statutory provision will constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of the minority business commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: 6/4/2025 Name of Authorized Officer: Ed Benton

Signature: [Handwritten Signature]

Title: Director

State of North Carolina, County of Cabarrus  
 Subscribed and sworn to before me this 4 day of June 2025  
 Notary Public Inshah M. Bhatti Inshah M. Bhatti  
 My commission expires 10.11.2028



**Affidavit C**

**ATTACH TO BID - IF YOU HAVE MWBE PARTICIPATION**

**State of North Carolina AFFIDAVIT C - Portion of the Work to be Performed by Minority Firms**

**COUNTY OF DURHAM**

Durham County Goals for MWBE Participation in the Procurement of Goods, Services and Construction

Categories	Construction	Architect/ Engineer	Services	Goods	MWBE Availability % (Median Availability)
Black American	14.6	9.8	10.9	2.8	10.4%
Asian American	1.3	3.0	1.1	.43	1.3%
Hispanic American	4.2	1.8	1.1	.43	1.5%
American Indian	.65	.75	1.0	.5	.70%
White Female	13.8	11.0	9.5	7.1	10.3%
<b>Overall MWBE Participation Goal =</b>					<b>25.0%</b>

Affidavit of TKC Management Services. I do hereby certify that on the  
(Name of Bidder)

Re-Bid - Maintenance Svcs for Durham County Detention Ctr  
(Project Name)

Project ID No. RFP 25-034R1

Amount of Bid: \$1,521,144.00

I will expend a minimum of 17% of the total dollar amount of the contract with minority businesses enterprises. Work will be subcontracted to the following firms listed below. Attach additional sheets if needed.

Firm Name (Street Address/Zip/Telephone)	*Minority Category	Work Description	Dollar Value	Percentage of Goal
Prime Power - Austell, Georgia	F	Generate and UPS Maintenance	\$10,000.00	.7%
Mecklenburg Paint - Charlotte, North Carolina	F	Paint, Pressure Wash, Wall Repair	\$5,000.00	.3%
SJS Cleaning LLC - Zebulon, North Carolina	F	Janitorial Services Subcontractor	\$83,333.00	5.5%
Escobar's Cleaning Inc - Selma, North Carolina	F	Janitorial Services Subcontractor	\$83,333.00	5.5%
Ameriservices Inc. - High Point, North Carolina	F	Janitorial Services Subcontractor	\$83,333.00	5.5%

\*Minority categories: Black, African American (B), Hispanic (H), Asian American (A), American Indian (I), Female (F)

Pursuant to GS 143-128.2(d), the undersigned will enter into a formal agreement with Minority Firms for work listed in this schedule conditional upon execution of a contract with the Owner. Failure to fulfill this commitment may constitute a breach of the contract.

The undersigned hereby certifies that he or she has read the terms of this commitment and is authorized to bind the bidder to the commitment herein set forth.

Date: June 4, 2025 Name of Authorized Officer: Ed Benton

Signature: 

Title: Director

State of North Carolina, County of Cabarrus  
Subscribed and sworn to before me this 4 day of June 2025  
Notary Public Inshah M. Bhatti  
My commission expires 10-11-28



**Tab 2**

**Executive Summary**

**Tab 2****Executive Summary**

TKC Management Services is pleased to submit this proposal to manage the Durham County Detention Center, a 302,000 square foot facility at the heart of the County’s public safety infrastructure. We recognize the unique operational, security, and compliance demands of detention environments, and our proposal reflects a deep understanding of those requirements—paired with a proven model that emphasizes transparency, responsiveness, and measurable performance.

TKC offers a distinctive approach rooted in simplicity, accountability, and results. Unlike traditional providers, we operate on a flat-fee model, passing through all vendor and material costs without markup. This ensures full financial transparency and eliminates misaligned incentives, fostering a partnership built on trust. Our services are customized to each facility’s specific needs, and we take full responsibility for planning, staffing, execution, and quality control of all facility operations and maintenance (O&M) services.

Our detention portfolio spans multiple counties across the Southeast, where we have consistently delivered increased system uptime, improved compliance outcomes, and lower total cost of ownership. We bring a seasoned transition team, a dedicated on-site facility manager, and an in-house preventive maintenance program designed to reduce deferred maintenance and ensure life-safety system reliability.

With local support capabilities and a central command structure that enables rapid decision-making, TKC is uniquely positioned to serve Durham County as a reliable, mission-aligned partner. We are committed to elevating the facility’s performance while supporting the County’s broader goals of safety, efficiency, and fiscal stewardship.

**Tab 3**

**Corporate Overview**

**Tab 3**

**Corporate Overview**

Firm Name:

TKC Management Services, LLC

Headquarters Address:

4500 Cameron Valley Parkway, Suite 400  
Charlotte, NC 28210

Phone Number:

(704) 319-8174

Fax Number:

(704) 365 - 0733

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**Firm Representative for this Proposal**

Name: Jack Gillespie

Title: Business Development Manager

Email: [jgillespie@tkcmgmt.com](mailto:jgillespie@tkcmgmt.com)

Phone: (336) 710 - 3119

**Company History & Overview:**

TKC Management Services is the property and facility management division of The Keith Corporation, a full-service commercial real estate firm headquartered in Charlotte, North Carolina. Since its founding, TKC Management Services has established itself as a trusted provider of tailored operations and maintenance solutions for educational institutions, correctional facilities, and government clients across the Southeast.

With decades of combined industry experience, our team delivers transparent, flat-fee facility management services with no markup on pass-through costs—a model that is rare in the market and appreciated by our clients for its honesty and simplicity. We manage all vendor relationships, respond swiftly to on-site needs, and build lasting partnerships grounded in proactive communication and accountability.

Our work spans a variety of environments, including large-scale detention centers such as those in Mecklenburg County, NC, and DeKalb County, GA, where we currently support day-to-day maintenance, janitorial operations, and specialized staffing requirements.

**Tab 4**

**Approach**

**Tab 4****Approach****Facilities Management**

TKC Management Services currently manages approximately 2.2 million square feet of detention and correctional facilities, offering deep and specialized expertise developed over nearly three decades in facility maintenance and operations specific to correctional environments. With comprehensive knowledge of the unique demands associated with detention centers, our extensive experience encompasses every aspect of facility management, from daily operations to strategic planning and regulatory compliance.

Our professional services include the proactive management of day-to-day facility operations with continuous, around-the-clock (24/7/365) emergency response capabilities. TKC expertly handles the bidding, oversight, and successful execution of small, medium, and large-scale facility projects. Our team recruits, trains, manages, and evaluates skilled operations and maintenance personnel to ensure seamless facility management. Highly trained technicians are readily available to promptly address emergency situations, guaranteeing rapid resolutions and minimal disruption.

Regular and thorough inspections of buildings, mechanical equipment, grounds maintenance, and external contracts are conducted systematically by Facility Managers and Corporate Management, ensuring compliance with stringent operational standards. Our rigorous contract management process involves careful negotiation and diligent verification of licenses, insurance, background checks, drug testing, and references to meet or exceed industry benchmarks.

TKC Management Services delivers complete financial stewardship through detailed annual operating budgets, capital improvement plans, and long-range forecasting. Our comprehensive property accounting services include accounts payable management, paperless invoice tracking and approvals, monthly operating reports with financial performance analysis, and annual budget development involving client collaboration and approval. We consistently benchmark performance metrics against industry standards, returning operating surpluses monthly to ownership, effectively relieving them of facility-related bookkeeping burdens.

We implement robust preventive maintenance programs by identifying each equipment component, outlining precise maintenance tasks aligned with Original Equipment Manufacturer (OEM) specifications, and detailing required parts, tools, and estimated completion times. To ensure consistency and accuracy, TKC employs an advanced Computerized Maintenance Management System (CMMS) featuring work order tracking, preventive maintenance scheduling, and comprehensive labor analysis. This systematic approach significantly reduces reactive repairs, prolongs equipment lifespan, and optimizes labor efficiency.

Further enhancing operational reliability and cost-effectiveness, TKC strategically outsources maintenance of critical systems, such as chillers, boilers, and emergency generators, leveraging the specialized knowledge and advanced skillsets of industry experts. This blended strategy allows internal personnel to efficiently perform routine maintenance tasks, while external experts handle major preventive maintenance and complex repairs, providing a balanced, economical, and dependable service model.

Our disciplined inventory control and procurement practices safeguard maintenance equipment, parts, and supplies in accordance with ACA standards. Energy management recommendations and standardized operating procedures (SOPs), along with comprehensive Safety Data Sheet (SDS) management and OSHA-certified training programs, underscore our commitment to workplace safety and compliance.

TKC's operations rely on clearly defined prioritization protocols for responding to and completing work orders. Utilizing our "Response & Completion Time Matrix," (included below) we swiftly address facility issues according to urgency, with immediate attention dedicated to critical life-safety and security requests. The Operations Maintenance & Management Plan (OMMP) is tailored to each facility's needs, detailing preventive and corrective maintenance, staffing protocols, and comprehensive emergency response procedures.

Our unwavering commitment to staff training ensures personnel are thoroughly prepared to safely navigate the correctional environment, effectively manage interactions with inmates, maintain facility security, and respond promptly to emergencies. Employees receive extensive initial orientation and ongoing training mandated by the *American Correctional Association's (ACA) Performance-Based Standards (Standard 4-ALDF-7B-10)*. At a minimum, our structured training program covers:

- *Security procedures and regulations*
- *Inmate rules and regulations*

- *Key control*
- *Rights and responsibilities of inmates*
- *Safety procedures*
- *Comprehensive emergency plans and procedures*
- *Interpersonal relations*
- *Social and cultural lifestyles of the inmate population*
- *Cultural diversity for inmates and staff*
- *Effective communication skills*
- *Cardiopulmonary resuscitation (CPR) and first aid*
- *Sexual abuse and assault awareness*
- *PREA compliance training*

This extensive and detailed training approach ensures personnel readiness, promotes a safe operational environment, and consistently maintains compliance with ACA accreditation standards.

TKC strongly believes in the ACA accreditation process, proactively maintaining accreditation standards across all facilities. Our robust Quality Assurance (QA) program regularly evaluates the performance of internal personnel and subcontractors through rigorous scheduled and unannounced inspections, aligning operational practices with contract requirements and industry standards.

To support continuous improvement and technical growth, we partner with industry leaders through our Premier Partner Program. These partnerships facilitate access to specialized training opportunities directly from equipment manufacturers and service providers, enhancing staff capabilities and maintaining cutting-edge industry knowledge. TKC actively encourages ongoing professional development through community colleges, vocational training, and recognized certification programs offered by organizations such as BOMI.

By combining strategic oversight from corporate management and specialized expertise from our dedicated corrections team—led by industry veterans such as Brad Land, Division Manager – Corrections/Detention; Tom Guerin, Safety/Quality Assurance Manager; Michael Barbour, Senior Facility Manager; and Shante Simmons, ACA Accreditation Coordinator—TKC provides unmatched operational excellence and accountability in detention facility management. Our collective expertise, totaling over 75 years, ensures dependable and superior service delivery, safety excellence, and regulatory compliance, creating lasting value for our clients.

## **Environmental Services (EVS) Subcontractor Overview**

### **Approach to Service Delivery**

The EVS subcontractor brings over a decade of experience serving secure facilities, academic institutions, and large commercial clients. Their model emphasizes long-term partnerships built on reliability, quality, and trust, with a consistent customer retention rate exceeding 90% across recurring accounts.

### **Execution Strategy**

Our approach is tailored to meet and exceed the needs of Durham County Jails while maintaining competitive pricing. Key features include:

- Dedicated, full-time on-site staffing
- Clear transition and mobilization plan
- Experienced management structure
- Ongoing supervisor and employee training
- Strategic labor partnerships to support WMBE goals
- Focus on cost control and operational standardization

### **Transition Plan**

A detailed transition plan will guide the implementation phase, outlining timelines, responsibilities, and processes to ensure no disruption to operations.

### **Communication Protocol**

Site-specific janitorial communication logs will be implemented and maintained in collaboration with the jail's designated contact, ensuring real-time tracking of concerns and resolutions.

### **Labor Strategy**

The subcontractor partners with minority- and women-owned businesses to promote workforce diversity and meet inclusive procurement objectives. These partnerships also strengthen staffing reliability.

**Training Program**

Supervisors and staff are trained extensively in safety protocols, industry best practices, and correctional facility standards, with ongoing professional development to ensure consistent service quality.

**Management Structure**

An experienced management team oversees daily operations, maintains service quality, and drives continuous improvement. Defined accountability supports responsive issue resolution.

**Sustainability Commitment**

Although chemicals and equipment will be supplied by Durham County, the team will advise on green alternatives to support sustainability and environmental health goals.

**Specialized Services for Secure Facilities**

The subcontractor specializes in services tailored to correctional environments, including:

- Infection control and high-touch sanitation
- Secure facility compliance and staff training
- Emergency and biohazard response
- Protocol-specific cleaning of medical areas, kitchens, holding cells, and visitation spaces

**Chemicals & Equipment**

All chemicals, consumables, and equipment will be provided by Durham County Jails.

## TKC Management Services – A Summary of what we provide

- Manage the day-to-day facility operations, including 24/7/365 response
- Bid and management of small, medium, and large operational projects
- Manage all operations and maintenance personnel as needed, recruit, train, and terminate
- Skilled technicians for emergencies
- Complete regular inspections by your Facility Manager and Corporate Management
  - *Buildings*
  - *Mechanical Equipment*
  - *Grounds Maintenance*
  - *Other External Contracts*
- Negotiate all facility service contracts
- Confirms licenses, insurance, background checks, drug tests, and references at least meet the industry standards
- Prepare annual operating, capital, and long-range projection budgets
- Property Accounting Services
  - *Accounts Payable, paperless invoice tracking and approval process*
  - *General Ledger*
  - *Monthly Operating Report highlighting financial performance, variance, and operational analysis*
  - *Annual, detailed budget development, with owner involvement and approval*
  - *Budget comparisons; benchmark against others, both TKC, and market*
  - *Entire process relieves ownership of facility-related bookkeeping*
  - *Monthly credit to ownership of any operating surplus funds, applied to following month's funding request*
- Prepare and implement Preventive Maintenance Program
  - *Identify each piece of equipment*
  - *Prepare a preventive maintenance requirement for each using OEM specifications and best practices*
  - *List all parts and tools necessary to complete maintenance for each*
  - *Include estimate of time to complete task*
- Set up comprehensive Computerized Maintenance Management System (CMMS)
  - *Computerized Work Order System*
  - *Web interface option for occupants to submit work order requests*
  - *Complete log of all work orders - corrective and preventive*
  - *Work order history by area, type, assigned technician*
  - *Implement a comprehensive preventative maintenance plan, cuts down on reactive work, extends the life of the major assets*
  - *Track labor use by work order type and technician*
- Complete inventory control for maintenance equipment, parts, and supplies
- Purchasing controls for capital products
- Energy Management recommendations and controls
- Standard Operating Procedures (SOP) Manual
- SDS (a.k.a. MSDS) controls, and OSHA certified training to staff

**TKC Management Services – Response and Completion Times**

**INITIAL RESPONSE TIMES - Respond to client**

<u>Type of Call/Service Request</u>	<u>Priority</u>	<u>Response Time (within)</u>
HVAC Calls (too hot, too cold, etc.)	2	Same day to next day
General Plumbing	3	Same day to next day
Emergency Plumbing	1	Immediately
General Electrical (light out, etc.)	3	Same day to next day
Emergency Electrical	1	Immediately
Misc. General Calls (boards/picture hanging, painting, etc.)	4	24 to 48 hours
Environmental Calls (odors, spills, etc.)	1	Immediately
Security / Life Safety Calls	1	Immediately
Elevator Calls (elevator not working)	1	Immediately
Emergency After Hours Call Back minutes, hours	1	Call back within 15 On-site within 1 to 2

**WORK ORDER COMPLETION TIMES (GOAL)**

<u>Type of Call/Service Request</u>	<u>Priority</u>	<u>Completion Time (within)</u>
HVAC Calls (too hot, too cold, etc.)	2	24 to 48 hours *
General Plumbing	3	24 to 48 hours *
Emergency Plumbing working day	1	Immediately/Same
General Electrical (light out, etc.)	3	24 to 48 hours *
Emergency Electrical working day	1	Immediately/Same
Misc. General Calls (boards/picture hanging, painting, etc.) project	4	5 days or schedule as
Environmental Calls (odors, spills, etc.) day**	1	Immediately/Same working
Security/Life Safety Calls working day	1	Immediately/Same
Elevator Calls (elevator not working) working day	1	Immediately/Same

The above is defined as 'standard'; however, optimal times for the property would be established at start-up.

\* - Completion times that allow "next day" shall not apply if the next day follows a holiday or weekend. In these cases, service requests should be addressed on the same day received before the holiday or weekend.

\*\* - If an outside HAZ-MAT crew is required, the completion time could be longer.

Note - Priority levels are given as a standard guide. All call types may be classified from a 1 to 4 depending on condition, location, and priority to the client. However, call types currently listed as Priority 1 will always remain Priority 1.

**Operating Budget**

TKC Management Services has developed an operating budget tailored specifically to the Durham County Sheriff's Office, based on our extensive experience managing similar correctional facilities. This preliminary budget is flexible and serves as a benchmark to demonstrate our expertise in correctional facility management and cost efficiency measured on a per-square-foot basis. It is important to note that this number is not rigid, nor will DCSO incur every dollar of these expenses. At TKC, transparency is paramount; we provide all services at direct cost without markups, avoiding incentives to increase expenses or staffing unnecessarily. This practice ensures decisions are always made in the client's best interest, reflecting an owner's perspective.

Below is a draft of our proposed operating budget, and we look forward to discussing it further as needed.

Facility: Durham County Sheriff's Office  
 OPERATING EXPENSES

Address: 510 South Dillard Street, Durham, NC 27701  
 2025

Budget Year: FY25  
 2026

Sqft: 305,000

GL #	July	August	September	October	November	December	January	February	March	April	May	June	Total	\$/SF	Comments
<b>Utilities</b>															
Electric	5010												0	0.00	
Street Lighting	5012												0	0.00	
Natural Gas	5020												0	0.00	
Fuel Oil	5024			3,000					3,000				6,000	0.02	Generator & fire pump fuel.
Water & Sewer	5030												0	0.00	
Storm Water	5034												0	0.00	
<b>Total Utilities</b>		0	0	3,000	0	0	0	0	3,000	0	0	0	6,000	0.02	
<b>Cleaning Expenses</b>															
Janitorial Contract	5110	24,993	24,993	24,993	24,993	24,993	24,993	24,993	24,993	24,993	24,993	24,993	299,920	0.21	
Carpet Cleaning	5120												0	0.00	
Window Cleaning	5130												0	0.00	
Trash Removal	5140												0	0.00	
Recycling	5142	250	250	250	250	250	250	250	250	250	250	250	3,000	0.01	Lamp & ballast recycling.
Laundry Supplies	5150	500	500	500	500	500	500	500	500	500	500	500	6,000	0.02	
Other Contr/Service	5155	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	96,000	0.31	Blo & trauma cleanup in inmate areas.
Cleaning Supp/Mater.	5174	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	8,000	96,000	0.31	
Misc. Cleaning	5196												0	0.00	
<b>Total Cleaning</b>		41,743	41,743	41,743	41,743	41,743	41,743	41,743	41,743	41,743	41,743	41,743	500,920	0.87	
<b>Repair &amp; Maint - Plant/Equip</b>															
HVAC Contract	5210	4,321	4,321	4,321	4,321	4,321	4,321	4,321	4,321	4,321	4,321	4,321	51,850	0.17	
HVAC Repairs	5212	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	3,000	36,000	0.12	
HVAC Supplies	5214	500	500	500	500	500	500	500	500	500	500	500	6,000	0.02	
Water Treatment	5215	325	325	325	325	325	325	325	325	325	325	325	3,900	0.01	
Kitchen Equipment Contract	5216												0	0.00	
Kitchen Equip. R&M	5218	400	400	400	400	400	400	400	400	400	400	400	4,800	0.02	
Elevator Contract	5220	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	1,300	15,600	0.05	
Elevator Repairs	5222	325	325	325	325	325	325	325	325	325	325	325	3,900	0.01	
Laundry Equipment Contract	5224	500	300	300	500	500	500	300	500	500	325	325	2,600	0.01	Quarterly machine PMs, duct cleaning.
Laundry Equip. R&M	5226	325	325	325	325	325	325	325	325	325	325	325	3,900	0.01	
Generator/UPS Cont.	5230	2,000		3,800	3,150					775			9,725	0.03	Generator, UPS, Fire Pump PMs, gen load testing.
Generator/UPS Rep.	5232			500						500			1,000	0.00	
Boiler Contract	5240			4,000	5,300					2,300			11,600	0.04	Boiler PMs (Steam, Water Heaters, Heating Boilers).
Equipment Rental	5276												0	0.00	
Misc R&M-Plant/Equip	5297	600	600	600	600	600	600	600	600	600	600	600	7,200	0.02	
<b>Total R&amp;M - Plant/Equip.</b>		13,596	11,096	19,696	20,046	11,096	11,096	11,596	11,096	11,396	15,171	11,096	158,075	0.52	
<b>Repair &amp; Maint - Building</b>															
Electrical R&M	5312												0	0.00	
Electrical Supplies	5314	600	600	600	600	600	600	600	600	600	600	600	7,200	0.02	
Plumbing R&M	5316	500	500	500	500	500	500	500	500	500	500	500	6,000	0.02	
Plumbing Supplies	5318	1,525	1,525	1,525	1,525	1,525	1,525	1,525	1,525	1,525	1,525	1,525	18,300	0.06	
Painting	5320	150	150	150	150	150	150	150	150	150	150	150	1,800	0.01	
Roof/Structural R&M	5340	200	200	200	200	200	200	200	200	200	200	200	2,400	0.01	
Pest Control	5352	200	200	200	200	200	200	200	200	200	200	200	2,400	0.01	
Misc. R&M-Building	5397	2,200	2,200	2,200	2,200	2,200	2,200	2,200	2,200	2,200	2,200	2,200	26,400	0.09	
<b>Total R&amp;M - Building</b>		5,375	5,375	5,375	5,375	5,375	5,375	5,375	5,375	5,375	5,375	5,375	64,500	0.21	
<b>Repairs &amp; Maint - Grounds</b>															
Landscaping Contract	5410												0	0.03	
Landscaping Repairs	5412	150			150			150		150			600	0.00	
Light/Signage Repair	5422												0	0.00	
Snow Removal	5450					1,000	1,000	500					2,500	0.01	
Misc. R&M - Grounds	5497												0	0.00	
<b>Total R&amp;M - Grounds</b>		150	0	0	150	0	1,000	1,160	500	0	150	0	3,100	0.04	

<b>Repair &amp; Maint. - General</b>																	
Maintenance Payroll	5502	37,176	37,176	55,764	37,176	37,176	37,176	37,176	37,176	37,176	37,176	37,176	37,176	483,289	1.58	Three pay periods in March & Sept.	
Maintenance Uniforms	5560				600									1,200	0.00		
Tools & Equipment	5572	30,000	150	150	150	150	150	150	150	150	150	150	31,650	0.10	Tool purchase & start up for tool carts and tool room.		
Maint. Supplies & Mat.	5574												0	0.00			
Licenses/Permit/Insp.	5585	1,250		400		400			350				600	3,000	0.01	Elevator, boiler, backflow, UST, fire dept. inspections.	
Misc R&M - General	5597													0	0.00		
Maint Unappropriated	5598													0	0.00		
<b>Total R&amp;M - General</b>		<b>68,426</b>	<b>37,326</b>	<b>56,314</b>	<b>37,926</b>	<b>37,726</b>	<b>37,326</b>	<b>37,326</b>	<b>37,676</b>	<b>55,914</b>	<b>37,926</b>	<b>37,326</b>	<b>37,926</b>	<b>519,139</b>	<b>1.70</b>		
<b>Security/Life Safety</b>																	
Security Contract	5610	2,200	2,200	2,200	2,200	2,200	2,200	2,200	2,200	2,200	2,200	2,200	2,200	26,400	0.09		
Security Equip R&M	5612	600		600	600	600	600	600	600	600	600	600	600	3,600	0.01		
Security Supp&Mater.	5614	700	700	700	700	700	700	700	700	700	700	700	700	8,400	0.03		
Life Safety Equip. Cont	5630	3,200	3,200	3,200	3,200	3,200	3,200	3,200	3,200	3,200	3,200	3,200	3,200	38,400	0.13		
Life Safety Eq. R&M	5632	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	1,000	12,000	0.04		
Life Safety Supp&Mat	5634	300	300	300	300	300	300	300	300	300	300	300	300	3,600	0.01		
Misc. Sec/Life Safe	5697													0	0.00		
<b>Total Security/Life Safety</b>		<b>8,000</b>	<b>7,400</b>	<b>8,000</b>	<b>7,400</b>	<b>8,000</b>	<b>7,400</b>	<b>8,000</b>	<b>7,400</b>	<b>8,000</b>	<b>7,400</b>	<b>8,000</b>	<b>7,400</b>	<b>92,400</b>	<b>0.30</b>		
<b>General Administrative</b>																	
Postage	5716	10	10	10	10	10	10	10	10	10	10	10	10	120	0.00		
Education/Training	5722	300	300	300	300	300	300	300	300	300	300	300	300	3,600	0.01		
Technology - CMMS	5724	2,800	800	800	800	800	800	800	800	800	800	800	800	11,600	0.04	Technology start up, Corrigo CMMS, Suite 1000.	
Radios/Phones/Pagers	5762	1,600	400	400	400	400	400	400	400	400	400	400	400	6,000	0.02	New phone purchases for on site staff.	
Office Supplies/Print.	5774	150	150	150	150	150	150	150	150	150	150	150	150	1,800	0.01		
Mileage & Travel	5780	100	100	100	100	100	100	100	100	100	100	100	100	1,200	0.00		
Meals/Entertainment	5782													0	0.00		
Misc. GA	5797													0	0.00		
<b>Total General Admin.</b>		<b>4,960</b>	<b>1,760</b>	<b>1,760</b>	<b>1,760</b>	<b>1,760</b>	<b>1,760</b>	<b>1,760</b>	<b>1,760</b>	<b>1,760</b>	<b>1,760</b>	<b>1,760</b>	<b>1,760</b>	<b>24,320</b>	<b>0.08</b>		
<b>Professional Services</b>																	
Management Fees	5810	12,454	12,454	12,454	12,454	12,454	12,454	12,454	12,454	12,454	12,454	12,454	12,454	149,450	0.49		
Payroll Service	5830	250	250	250	250	250	250	250	250	250	250	250	250	3,000	0.01		
Bank Charges	5832	20	20	20	20	20	20	20	20	20	20	20	20	240	0.00		
Misc. Prof. Services	5897													0	0.00		
<b>Total Professional Services</b>		<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>12,724</b>	<b>152,690</b>	<b>0.50</b>		
<b>TOTAL OPERATING EXPENSES</b>		<b>154,974</b>	<b>117,424</b>	<b>148,612</b>	<b>127,124</b>	<b>118,424</b>	<b>118,424</b>	<b>119,674</b>	<b>118,274</b>	<b>139,912</b>	<b>122,249</b>	<b>118,024</b>	<b>118,024</b>	<b>1,521,144</b>	<b>4.99</b>		

Employee	Pay Rate	2023						2024						Total			
		July	August	September	October	November	December	January	February	March	April	May	June				
Division Manager	Salary	\$10.00	\$20,800.00	1,600	1,600	2,400	1,600	1,600	1,600	1,600	1,600	1,600	2,400	1,600	1,600	1,600	20,800
	Benefits 35%			560	560	840	560	560	560	560	560	560	840	560	560	560	7,280
	Bonus		0.05	160	160	240	160	160	160	160	160	160	240	160	160	160	2,080
Safety Manager	Salary	\$8.00	\$16,640.00	1,280	1,280	1,920	1,280	1,280	1,280	1,280	1,280	1,280	1,920	1,280	1,280	1,280	16,640
	Benefits 35%			448	448	672	448	448	448	448	448	448	672	448	448	448	5,824
	Bonus		0.10	128	128	192	128	128	128	128	128	128	192	128	128	128	1,664
Facility Manager	Salary	\$52.00	\$108,160.00	8,320	8,320	12,480	8,320	8,320	8,320	8,320	8,320	8,320	12,480	8,320	8,320	8,320	108,160
	Benefits 35%					4,368	2,912	2,912	2,912	2,912	2,912	4,368	2,912	2,912	2,912	2,912	37,856
	Bonus		0.10			864	576	576	576	576	576	864	576	576	576	576	7,488
E-Tech/ Locksmith	Salary	\$32.00	\$66,560.00	5,120	5,120	7,680	5,120	5,120	5,120	5,120	5,120	5,120	7,680	5,120	5,120	5,120	66,560
	Benefits 35%			1,792	1,792	2,688	1,792	1,792	1,792	1,792	1,792	1,792	2,688	1,792	1,792	1,792	23,296
	Bonus			216	216	324	216	216	216	216	216	216	324	216	216	216	2,808
Plumber	Salary	\$32.00	\$66,560.00	5,120	5,120	7,680	5,120	5,120	5,120	5,120	5,120	5,120	7,680	5,120	5,120	5,120	66,560
	Benefits 35%			1,792	1,792	2,688	1,792	1,792	1,792	1,792	1,792	1,792	2,688	1,792	1,792	1,792	23,296
	Bonus		0.05	208	208	312	208	208	208	208	208	208	312	208	208	208	2,704
GMT/HVAC	Salary	\$28.00	\$58,240.00	4,480	4,480	6,720	4,480	4,480	4,480	4,480	4,480	4,480	6,720	4,480	4,480	4,480	58,240
	Benefits 35%			1,568		2,352	1,568	1,568	1,568	1,568	1,568	2,352	1,568	1,568	1,568	1,568	20,384
	Bonus		0.05	208		312	208	208	208	208	208	312	208	208	208	208	2,704
Floor Tech/House	Salary	\$0.00	\$0.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Benefits 35%			0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Bonus		0.05	160	160	240	160	160	160	160	160	240	160	160	160	160	2,080
Laundry Attendant	Salary	\$0.00	\$0.00	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Benefits 35%			0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Bonus		0.05	160	160	240	160	160	160	160	160	240	160	160	160	160	2,080
Overtime at 1%	Salary			0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Benefits 35%			0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Bonus			0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL				37,176	37,176	55,764	37,178	37,176	37,176	37,176	37,176	37,176	55,764	37,178	37,176	37,176	483,289
									1,816	Bonus total							
									35,360	Total less bonus							

**Tab 5**

**Organization and Staffing**

**Tab 5**

**Organization and Staffing**

TKC Management Services has been in the correctional facility management business since 1996. We have on-staff, employees who have been with our organization since this inception date, and for some, their experience in working in a correctional environment predates this time period. With decades of collective experience in corrections, TKC has seasoned employees and strong corporate backing necessary to manage and operate the Durham County Jail.

Below is the proposed staffing model for the Durham County Jail.

<b>Position</b>	<b>Minimum Qualifications</b>
Facility Manager/Chief Engineer	(5) years prior maintenance experience for a similar type size of facility.
Locksmith/Security Electronics Technician	(5) years experience with locksmithing, access control, closed circuit TV, fire alarm, and PLC systems.
Plumber	(5) years maintenance experience with plumbing systems and fixtures.
General Maintenance Technician/HVAC	(3) years experience and ability to perform at the journeyman level for electrical, plumbing, and/or HVAC/Refrigeration
Service Coordinator	(3) years experience in skills and abilities applicable to job requirements. Must have knowledge of work order and PM systems. Shared duties with other TKC locations.

Additionally, listed below are some of the experienced TKC team members who will play an active role in the start-up and continual monitoring of the Durham County Jail.

<b>Staff</b>	<b>Position</b>	<b>Special Qualifications &amp; Abilities</b>	<b>Experience</b>
Ed Benton	TKC Management Services Director/ Contract Manager	Authority to command all TKC company resources.	Involved in real estate development and management for over twenty-three years
Elizabeth Jagielski	Controller	Responsible for all TKC invoices, and accounts management.	Thirty-one years as Controller for TKC
Brad Land	Corrections Division Manager	Proven ability to manage maintenance operations in corrections/detention industries. Extensive experience in managing ACA accredited facilities.	Twenty-nine years' experience in maintaining and managing all aspects of both state and local corrections and detention facilities
Tom Guerin	Safety/QA Manager	Responsible for Safety and Quality Assurance programs for all TKC managed facilities. OSHA/MESH certified trainer.	Thirteen years' experience working in the corrections industry
Michael Barbour	Senior Facility Manager	Extensive experience in managing maintenance activities in the detention arena.	Thirty years' experience working in the corrections industry
Shante Simmons	ACA Accreditation/Senior Service Coordinator	Responsible for all applicable ACA accreditation standards compliance and CMMS start-up/operation.	Twenty-five years' experience working in the corrections industry.
Jack Gillespie	VP of Sales	Responsible for all sales, strategic partnerships, and growth initiatives for TKC Management Services	Fourteen years of success in B2B sales, specializing in building long-term client relationships, driving sustainable growth.
Matt Cauthen	IT Director	Oversees technology infrastructure, IT systems, strategy, cybersecurity, and technical resources.	Twenty-two years' experience in IT, systems integration, strategic technology deployment, for commercial real estate and facilities management.

**Team Professional Bio's:****Ed Benton:**

Ed Benton possesses an extensive career in facilities management, showcasing a commitment to operational excellence and strong leadership. With over two decades of experience, he has honed his expertise in managing diverse property portfolios, including educational institutions, medical facilities, data centers, Class A office spaces, and correctional facilities. Under his leadership, his team excels in delivering top-notch services to clients, ensuring operational efficiency and client satisfaction.

Ed's journey in facilities management is marked by significant achievements and professional growth. Before rejoining TKC Management Services in 2022, Ed made substantial contributions to JLL, particularly in his role as a Director of Facilities Support on the Bank of America account. His tenure at JLL was distinguished by his adept management of Class A high rise operations as well as new construction buildouts. This experience, coupled with his prior tenure at TKC, where he managed a substantial 1.6 million square foot portfolio, has equipped Ed with a deep understanding of the nuances and demands of high-profile property management.

Ed's background as a United States Air Force veteran reflects his discipline and dedication, traits that have undoubtedly contributed to his professional accomplishments. His academic foundation with a degree in Criminal Justice from SUNY Corning further complements his diverse skill set. Ed's commitment to professional development is evident through his continuing education with the Building Owners and Managers Institute, including Real Property Administrator (RPA) and Facilities Management Administrator (FMA); as well as the International Facilities Management Association, Facilities Management Professional (FMP) certification.

**Elizabeth Jagielski:**

Elizabeth Jagielski serves as the Controller at the Keith Corporation (TKC), where she oversees various financial functions including operating and capital budgets, financial planning, bank relations, and payroll management. She manages the daily financial operations of all acquisitions, development projects, and management services, ensuring efficient financial administration. Additionally, Elizabeth is responsible for third-party financial reporting. Elizabeth has implemented property and casualty insurance programs, strengthening TKC's competitive edge while ensuring comprehensive coverage for its entities.

Before joining TKC, Elizabeth served as the Controller for a prominent multi-family developer and manager. She began her career at Arthur Andersen & Company, specializing in real estate clients.

She earned her Bachelor of Science in Business Administration with a Concentration in Accounting from the Kenan-Flagler School of Business at the University of North Carolina at Chapel Hill. Elizabeth is a Certified Public Accountant (CPA).

**Brad Land:**

Brad Land is an accomplished facility management professional with over 25 years of dedicated experience in correctional facility operations and maintenance. Currently serving as Corrections Division Manager at TKC Management Services, Brad oversees comprehensive building management, staffing, budgeting, maintenance operations, vendor relations, and project management for multiple correctional facilities, including the Mecklenburg County Jail System, DeKalb County Sheriff's Office and Jail, and Albemarle District Jail.

Throughout his career at TKC, Brad has successfully initiated and maintained facility operations, implemented preventive maintenance systems, and overseen electronic, security, and fire alarm systems. Under his leadership, Mecklenburg County Jail achieved accreditation by the American Correctional Association in 2002, marking it as the first accredited jail in North Carolina and consistently maintaining accreditation status thereafter with exemplary audit scores.

Recognized for his commitment to safety, Brad has received numerous safety awards from the North Carolina Department of Labor for maintaining an exceptional record of workplace safety spanning over two decades. His contributions to the correctional management field also include overseeing TKC's Premier Partner Program since 2005, significantly improving vendor efficiency, cost savings, and service quality.

Brad earned a Bachelor of Science in Management from Clemson University and has pursued ongoing professional development, including OSHA training and leadership courses through the Employers Association and Pryor Learning Solutions. His proactive leadership and operational expertise continue to drive excellence in correctional facility management.

**Jack Gillespie:**

Jack Gillespie, a seasoned Business Development Manager, excels in cultivating strategic partnerships and driving sustainable business growth. As the leader of business expansion for TKC Management Services, Jack combines over a decade of expertise with a keen vision for organizational success.

A graduate of Appalachian State University with a Bachelor's in Marketing, Jack skillfully merges academic knowledge with real-world experience. His leadership is evident not only in his professional endeavors but also through his active involvement in the local business community. He serves as a board member for the International Facility Management Association and engages in numerous networking groups, reflecting his dedication to fostering industry connections.

**Michael Barbour:**

Michael Barbour is an experienced facility management professional specializing in maintenance operations, asset management, and construction oversight. As Senior Facility Manager at TKC Management Services in Charlotte, NC, he ensures client satisfaction through strategic management and operational excellence.

With over 28 years at TKC Management Services, Michael has advanced through various leadership roles. His expertise includes managing vendor operations, enforcing compliance and safety standards, and creating standardized maintenance procedures for the Mecklenburg County Sheriff's Department.

Detail-oriented, customer-centered, motivating, and energetic, Michael effectively leads teams toward achieving exceptional results. He holds certifications in Leadership and Management, Project Management, Principles of Management, and specialized technical certifications from Trane and the State of North Carolina.

**Tab 6**

**Qualifications and Experience**

**Tab 6****Qualifications and Experience**

TKC Management Services was founded in 1996 with a singular focus on providing detention and corrections facility management. Headquartered in Charlotte, North Carolina, our parent company, The Keith Corporation, consistently ranks in the top echelon of property management and development companies. From the combination of experiences with county detention and state corrections facilities, TKC has developed an extensive knowledge of how these types of facilities must operate and what methodologies are the most effective and efficient for each particular environment.

Currently, TKC manages approximately 2.2 million square feet of detention and corrections space, accounting for over 7,000 bed capacity. TKC operates these accounts with employees ranging in skill set from housekeeping personnel to electronic technicians to facility/property managers. Our suite of services includes but is not limited to housekeeping services, landscape maintenance, HVAC maintenance, electronic security systems, electrical systems, life safety systems, plumbing systems, energy studies, budget planning and preparation, and ACA compliance training.

Our experience over the last twenty-nine (29) years has involved every aspect of facility maintenance management that is conceivable in the correctional and secured environment arena. This vast experience will be utilized in forming the basis for our operational plans for the Durham County Jail.

Below is a comprehensive list highlighting correctional facilities managed by TKC, including both past and current locations, demonstrating the depth of our experience in the field.

<b>Name of Institution</b>	<b>Entity</b>	<b>Security Class</b>	<b>Bed Capacity / Sq. Ft.</b>	<b>Dates of Service</b>
<b>Current Correctional Clients</b>				
<b>Mecklenburg County Sheriff's Office</b>	County			
- Detention Center Central		Medium/Max	1,907 / 703,000sqft	1996 to present
- Detention Center North & Firing Range		Medium/Max	725 / 337,000sqft	1996 to present
- Detention Center Annex		Medium	320 / 84,000sqft	1996 to present
- MCSO Administrative Services Building		Minimum	250 / 73,000sqft	1996 to present
<b>Dekalb County Sheriff's Office</b>	County	Medium/Max	3,800 / 980,000	2024 to present
<b>Albemarle District Jail</b>	County	Medium/Max	500 / 65,000	2023 to present
<b>Walton County Public Safety Complex</b>	County	Medium/Max	850 / 260,000	2025 to Present
<b>Historical Correctional Clients</b>				
<b>Cabarrus County General Services</b>	County			
- Cabarrus County Jail and Sheriff's Administration		Medium/Max	580 / 276,000sqft	2008 to 2013
<b>NC Department of Corrections</b>	State			
- Albemarle Correctional Institution		Medium/Max	624 / 203,000sqft	1999 to 2002
- Maury Correctional Institution		Maximum	1,000 / 411,513sqft	2005 to 2016
- Bertie Correctional Institution		Maximum	1,000 / 411,513sqft	2005 to 2016
- Tabor Correctional Institution		Maximum	1,500 / 411,513sqft	2007 to 2016
<b>GA Department of Corrections</b>	State			
- Metro State Women's Prison		Maximum	780 / 400,000sgft	2009 to 2011
<b>Harris County Sheriff's Office</b>	County	Medium/Max	4,156 / 703,000sgft	2012 to 2015
Gatling Juvenile Center		Medium/Max	32 / 13,000sgft	1996 to 2009

**Current Client Contact Information:**

<b>Contact Name</b>	<b>Phone Number</b>	<b>Email Address</b>	<b>Project Title</b>	<b>Agency</b>
Sheriff Garry McFadden	980.314.5001	garry.mcfadden@mecklenburgcountync.gov	Sheriff	Mecklenburg County Sheriff's Office
Sergeant Joey Street	980-314-5489	joey.street@mecklenburgcountync.gov	MCSO Facility Development	Mecklenburg County Sheriff's Office
Chief Celeste Youngblood	980-314-5287	celeste.youngblood@mecklenburgcountync.gov	Chief Deputy	Mecklenburg County Sheriff's Office
Sheriff Melody Maddox	404.298.8100	mmaddox@dekalbcountyga.gov	Sheriff	DeKalb County Sheriff's Office
Oliver Hunter	404.298.8124	ohunter@dekalbcountyga.gov	Director	DeKalb County Sheriff's Office
Melisa Wheelbarger	252.335.4844	mwheelbarger@albemarlejail.org	Jail Administrator	Albemarle District Jail
Major Scott Whisnant	770.267.1434	scott.whisnant@co.walton.ga.us	Major	Walton County Sheriff's Office

**Tab 7**

**MWBE Participation Plan**

**Tab 7****MWBE Participation Plan**

**Purpose:** Our company acknowledges the importance of diversity and inclusion and will make efforts to engage qualified Minority and Women-Owned Business Enterprises (MWBEs) where feasible.

**Objectives:**

- Encourage opportunities for qualified MWBEs in procurement and contracting.
- Promote awareness of MWBE participation among contractors.

**Actions:**

- Recognize qualified MWBE vendors as potential business partners.
- Consider MWBE participation in procurement discussions.
- Encourage contractors to outline MWBE engagement efforts.

Durham County Project: At the core of our values is a deep commitment to equity, inclusion, and providing the highest quality care for the facilities we manage. As part of this commitment, we express our intent to contract with a qualified Minority- and Women-Owned Business Enterprise (MWBE) for janitorial services at your facility. At a minimum, we will engage a MWBE or Hispanic-owned staffing firm to provide essential janitorial and support personnel.

This is not a performative gesture—it reflects our intentional approach to creating meaningful opportunities for historically underrepresented businesses. We recognize the importance of aligning our practices with the values of the communities we serve.

Additionally, as we currently do in Mecklenburg and DeKalb Counties, we will make every effort to partner with MWBE vendors for facility maintenance needs at the Durham Detention Center. We believe this not only enhances service delivery but also strengthens the broader economic fabric of the region

**Tab 8**

**Conflict of Interest Statement**

**Tab 8****Conflict of Interest Statement**

Our company has conducted a review and is not aware of any conflicts of interest related to providing facilities management services to the Durham County Detention Center. We affirm that neither our company nor its key personnel have any financial, professional, or personal relationships that would improperly influence or compromise our ability to perform these services objectively.

Should any potential conflicts arise in the future, we are committed to promptly disclosing them to the appropriate parties and taking necessary steps to ensure transparency and integrity in all our operations.



DURHAM COUNTY  
Finance

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IFB / RFP / RFQ

Project #: 25-034R1

Received:

JUN 9 '25 AM 11:21

TKC MANAGEMENT SERVICES

4500 Cameron Valley Parkway, Suite 380.1 Charlotte, NC 28211

RFP No. 25-034R1  
(Re-Bid)

Maintenance Services  
for Durham County Detention  
Center.

Box