

Attachment A



**PROPOSAL FORM**  
**Boiler Replacement – Durham County Detention Center**

**RFP No. 26-011**

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

**TOTAL PROPOSED COST**

\$ 503,423.37

Five hundred thousand, four hundred twenty three dollars and  
37/100 ~~(Provide the Total Proposed Cost in writing, as indicated on the line above)~~

**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: 9/8/2025

Authorized Signature:

Jason C. Patterson  
Name

Jason Patterson, Assistant Corporate Secretary

Title

Brady Trane Service, Inc., DBA Icon Boiler, Inc.

Firm Name

# REQUEST FOR PROPOSAL

Boiler Replacement – Durham County  
Detention Center RFP No. 26-011

Brady Trane Service, Inc.  
DBA: Icon Boiler, Inc.  
2025 16<sup>th</sup> Street  
Greensboro, NC 27405

TIN: 56-0863464

D&B: 04-451-1582

## Durham County

Delta Farrington  
Sr. Procurement Specialist  
201 east Main St, 7th Floor, Roo, 703  
purchasinggroup@dconc.gov  
Durham, NC 27701

Sabrina Basnett

Mark.Yeatts@bradyservices.com (M) 919-618-8305



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1.

**Signed Forms**

- Proposal Form
- Addendum Acknowledgement Form
- Non-Collusion Affidavit Form
- Affidavit of Compliance (E-Verify) Form
- W-9

## 2. Executive Summary

The many divisions of Brady have established themselves as a leader in the energy efficiency and HVAC/boiler industry in North and South Carolina. During our 65-year history of doing business, Brady has earned a reputation for excellence in all of its work. We have achieved this through our dedication to earning the trust of our clients through adherence to teamwork and the desire to create "Customers for Life". We truly believe a project's success is measured by customer satisfaction. Brady maintains open communication with all our clients and make ourselves available 24/7, 365 days a year with proven procedures and protocols in place.

Our key personnel has understanding of the scope of work presented and are available and excited about the possibility of working with Durham County. Thank you for your careful review and consideration of our qualifications. Our entire team looks forward to this opportunity. Great care and attention to detail was given in its preparation as Brady feels this is an exciting opportunity and know we are a great fit to provide an excellent solution for this project. I look forward to hearing from you should you have any follow-up questions.

Thank you so much for your consideration, and this opportunity

## 3. Corporate Overview

**Brady Trane Service, Inc.** is headquartered in Greensboro, North Carolina with offices in Raleigh, Fayetteville, Wilmington and six parts stores. Founded and incorporated in 1962 in North Carolina by Chairman Don Brady, an equal opportunity employer remains a family owned enterprise. Today Brady employs 450 associates including a Safety Director. The company works with building owners, facility managers, developers, architects, engineers and contractors providing sustainable, comprehensive building solutions for commercial and industrial facilities. Brady provides customers with a diverse range of solutions including building automation, energy conservation, green design, performance contracts, mechanical systems, parts and supplies, as well as responsible technical support.

**Icon Boiler, Inc.** was added to the family of Brady companies in 2019. Though Brady Trane Service, Inc. has installed, repaired and maintained boilers since 2005, the decision to incorporate ICON has given Brady the opportunity to be able to expand into South Carolina, Georgia and Florida. ICON Boiler, offers the same standards and you can expect the best-in-class products and technology toolsets to be able to provide you with the most efficient and reliable solutions in today's marketplace. Our preventative maintenance program is a proven approach to maintaining and sustaining your heating equipment. We are proud to have one of the largest teams of experience boiler technicians across the Carolina's and Georgia who focus on safety when working at any facility. ICON is R-stamp certified, an internationally recognized quality mark. Which further solidifies our commitment to excellence in the field of boiler manufacturing and repair.

Brady Trane Service, Inc. and the family of companies include Brady Services, Inc., Brady Integrated Security, Inc., Brady Sales and Service, Inc, Icon Boiler, Inc., and J. Brady Contracting Inc.

**Corporate Office**  
2025 16th Street  
Greensboro, NC 27405  
336-378-0670

**Morrisville Office**  
808 Aviation Pkwy, Ste 1100  
Morrisville, NC 27405

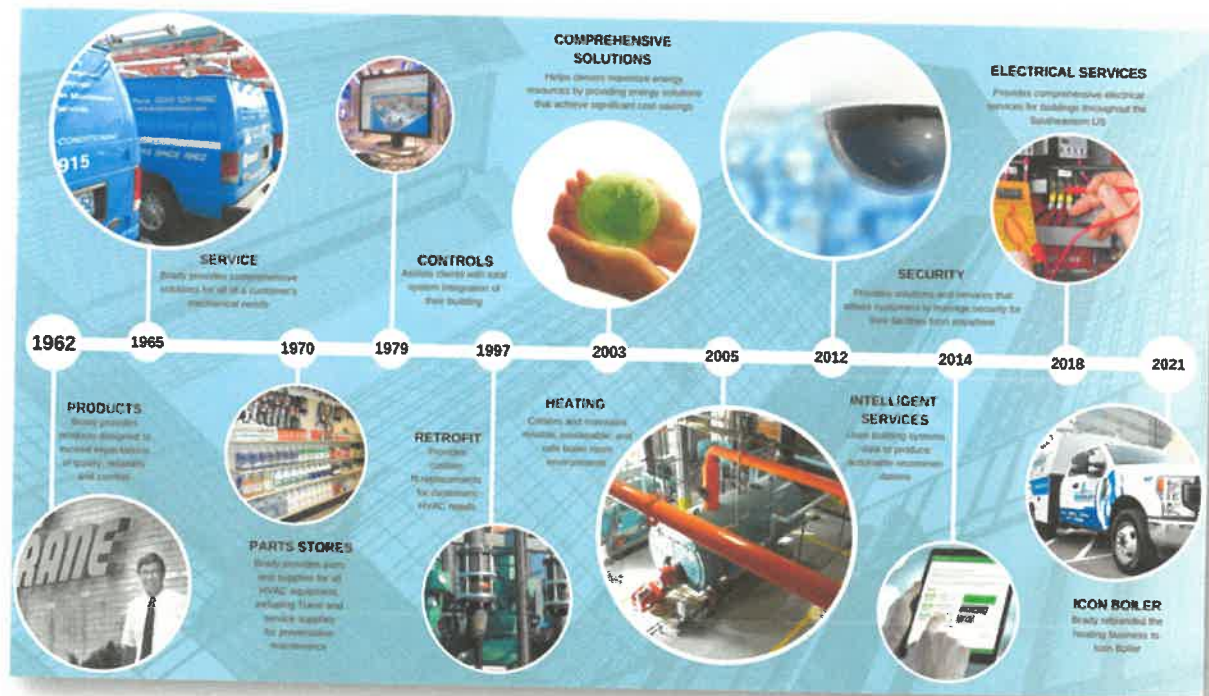
**Wilmington Office**  
6736 Netherlands Drive  
Wilmington, NC 28405

**Raleigh Parts Store**  
401 Kitty Hawk Dr.  
Morrisville, NC 27606

**Durham Parts Store**  
4306 Bennett Memorial Road  
Durham, NC 27705

**Greensboro Parts Store**  
3101 S. Elm-Eugene Street  
Greensboro, NC 27406

7 Parts Stores across the state of North Carolina



**ICON BOILER:**

Icon Boiler is R-stamp certified. We create and maintain reliable, sustainable, and safe boiler room environments for our mission-critical customers throughout the Southeastern United States. We continue to provide premier boiler room industry leading equipment, rentals, service expertise, parts, and training programs to our customers.

**MECHANICAL SERVICES:**

Brady has the ability to provide solutions for a wide variety of HVAC needs, from changing out aging, inefficient equipment to designing new process cooling and heating systems. Our mechanical team is composed of engineers, designers, project managers, solutions sales professionals and estimators that enable us to provide the correct solution to your building needs.

**BUILDING AUTOMATION:**

Brady is experienced in the operating systems found in buildings throughout North Carolina. Brady will install the appropriate system that can integrate into existing building systems. Control systems can manage all the critical functions of a facility, such as lighting, building access and security as well as HVAC systems. Every building can benefit from a Building Automation System.

**PARTS:**

Brady has six parts centers in all areas of the State, including Greensboro, Fayetteville, Wilmington, Raleigh, and Durham. Brady Parts Centers have access to all branch locations' inventory, as well as inventory availability at the Trane Company's distribution warehouses. We have access to over 3 million parts from more than 75 product lines. In our stores, you can find over 5,000 skus. ComfortSite, our online hub, also has parts identification (CATS), pricing and availability to assist you in quoting jobs or placing orders. We offer "on-site" inventory programs that will maximize your service technician's time and save you money. This enables Brady to find the right part regardless of the manufacturer including: Air handling components, chemicals, electrical supplies, HVAC/BOILER accessories, HVAC equipment rentals, motors and test equipment.

**COMPREHENSIVE SOLUTIONS:**

By analyzing your facility Brady is able to identify possible energy savings strategies that will also improve the quality of the building environment. The Brady team will help you implement energy conservation measures (ECMs). Brady continues to partner with its customer, after completing these measures to assure sustainability.

**INTEGRATED SECURITY:**

Recently named one of the fastest growing integrators in the United States, from our offices throughout the Carolinas, we protect our clients against security threats including fire, theft, cyber-attacks, inventory loss, litigation and workplace violence.

Our team of professionals have over 150 years of integration experience installing complex, customized solutions that protect employees, facilities, and company assets throughout the southeast. With over 1,000 integrated solutions installed to date, we have experience finding the right solutions to fit your business needs.

**RETROFIT SERVICES:**

Brady's in-house contracting group is your single-source provider to install or change out equipment. We have the ability to provide solutions for a wide variety of HVAC needs from changing out old equipment to designing new comfort or process cooling and heating systems. We



specialize in difficult installations and routinely work on projects that necessitate crane and helicopter lifts in order to install equipment onto tall or hard to access facilities.

### **3-D CLOUD SCANNING:**

This technology documents existing mechanical systems by capturing the components and physical dimension's. Highly accurate 3-D scan data lets you view as-built documents in a virtual world. The point cloud data can also be used to generate 3D AutoCAD models for your entire HVAC retrofit project.

## **BRADY MISSION STATEMENT**

Brady associates share a commitment to act in the best interest of our customers. As professionals devoted to safety, we are passionate in our dedication to excellence while delivering EarthWise facility solutions.

## **BRADY COMPANY VALUES**

**Health and Safety:** We put health and safety as our top priorities.

**Integrity:** We act with the highest legal and ethical standards in everything we do. We never look at a dishonest dollar.

**Respect:** We communicate and act in ways that respect the value of all people, cultures, viewpoints and backgrounds.

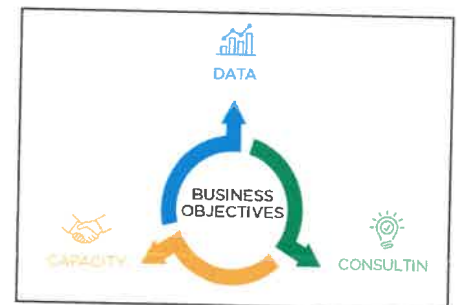
**Innovation:** We use our diverse skills, talents, and ideas to develop imaginative and creative solutions.

**Teamwork:** We work together and share resources to provide greater value to our customers, associates and business partners.

**Communication:** We speak up for what is right and foster honest, timely and accurate communication.

Brady's experience delivering efficiency measures is unmatched and includes HVAC retrofit projects, lighting and lighting control upgrades, open protocol building automation systems, plumbing upgrades, building envelope improvements and renewable energy systems. With a proven track record for providing the highest quality service and products, which includes positive energy buildings, designed and installed technologically advanced environmental system in a museum.

We can offer comprehensive building solutions for your facilities with LEED certified associates, engineers, and the expertise of 180 personnel and over 450 associates. Brady is a one stop shop, and you get the experience from everyone at Brady. The mission of ours is to help owners maximize energy resources by providing a





complete suite of cost effective, integrated energy solutions that achieve significant cost savings. Our in house energy conservation team is ready to help you.

**CERTIFICATIONS:**

Brady's experience delivering efficiency measures in unmatched and the expertise LEED, as well as in the process of ISO 9001 and NIST certifications. As part of Brady's partnership process, we are willing to consider a partnering with a vendor who holds technical certifications. Brady is authorized to sell multiple brands and have experience technicians, many who are manufacturer certified when applicable. Manufacturer certifications are available upon request.

Brady technicians are experienced and qualified to work on i3 International, Milestone, Exacqvision, Video Insight, Axis and others. References for each are available upon request.

4. Approach

With operational efficiency and safety being our primary concerns for your building, we take an innovative approach to planning and delivering reliable services. Our management process first and foremost involves you the customer, in communication including meetings and email. Our management, sales representatives and service technicians partner with our clients and offer suggestions on how we can service our customers more efficiently both on an individual level as well as a corporate level. These suggestions are communicated with the customer as they arise. This open communication assists in a seamless transitions and minimizes risk to operations.

## 5. Organization and Staffing

Brady currently has 12 overall account managers across our organization and 4 account managers dedicated to HVAC controls. Every service agreement account is assigned to an account manager, also known as a Strategic Account Manager (SAM), and also assigned an account manager which specializes in building automation and controls support for our clients. Each SAM is responsible for maintaining contact with his/her clients to ensure all expectations are met. In addition to your SAM, your service team will consist of a professional Service Coordinator, Material Procurement Specialists, assigned lead and backup Service Technicians, a Team Lead for the service group assigned to you, as well as our overall Area Service Manager. These layers of accountability, quality control and oversight allow issues to be escalated and addressed in very efficient fashion. Your assigned primary service technicians will be supported by a team of over 350 service technicians across our organization. Our technicians have a thorough understanding of controls, heating, refrigeration, and airside systems.

### **Budget Planning and Asset Management:**

Brady services uses the following MMS system, currently using a top of the line software NetSuite and IFS as well as Salesforce and our Customer Management Software. IFS is an extensive tracking system for service, assets, cost tracking on specified services, and service calls. Reports are available upon request.

**Business Development Manager:** Your Brady Business Development Manager (BDM) is responsible for all aspects customizing your maintenance contract from beginning of bid process to the award of contract. The BDM has direct responsibility for creation of the scope of the contract, preparing pricing and terms of the contract working with the client on their corporate guidelines, time frame and budgetary requirements. Upon award, the BDM will lead a contract kick-off meeting with the Brady team and all necessary employees on the client side to ensure that all parties know the contract specifics and establish all processes and expectations on both sides. Once in place, the contract is managed by a Strategic Account Manager.

**Strategic Account Manager:** Your Strategic Account Manager (SAM) is responsible for the day-to-day administration and compliance of your contract. He will work hand in hand with your technical contacts and team to ensure the best possible health of your equipment. In addition, the SAM will work directly with you on issues outside the scope of the contract for repairs, replacement, Retrofit projects and any other HVAC need your require. In addition, your SAM will help you plan anticipate your future equipment need by providing assistance with capital and asset planning, cost/energy savings and ROI analysis and payback calculations.

**Project Manager:** A Brady Project Manager (PM) is responsible for all aspects of the project, from beginning to end. The PM has direct responsibility for project execution while leading a team to accomplish specific objectives in the given time frame. The PM is responsible for administration, implementation, and management of mechanical system and maintenance repair jobs. The PM is accountable for the project's scope of work, schedule and budget.

**Supervisor:** A Brady Supervisor will oversee the delivery of labor, material and scheduling on the jobsites. The Supervisor will report to the Project Manager and assist in keep on schedule with the job implementation.

**Area Service Manager:** The Service Team Leader supervises a team of HVAC field technicians and is also responsible for the maintenance and repair of HVAC systems utilizing knowledge of refrigeration theory, electrical schematics, pneumatic and electronic control systems.

**HVAC/Boiler Technician:** The Brady HVAC service technician is responsible for servicing product and equipment on assigned projects and ensuring customer satisfaction. The technician will install, maintain and repair HVAC systems utilizing knowledge of refrigeration theory, electrical schematics, and pneumatic and electronic control systems, pipe fitting, welding and brazing and mechanical layouts.

**HVAC/Boiler Technician Assistant:** Responsible for assisting in the installation, maintenance and repair of HVAC systems utilizing knowledge of refrigeration theory, electrical schematics, pneumatic and electronic control systems, pipe fitting, welding and brazing and mechanical layouts. The Service Technician Assistant will work with a Senior Service Technician.

**Retrofit Team:**

Brady's retrofit team has a proven track record of success and recently celebrated their 30th anniversary. With a team average of 30 years' experience, our customers receive a dedicated project manager, offer service before and after the job, engineering and provide installation and factory equipment warranty.

Name	Title	Experience
Myron Burnett	General Manager	26 years
Jason Davis	Boiler Service Operations Manager	19 years
Todd Antonovich	Project Manager	14 years
Kyle Gentry	Boiler Service Field Supervisor	13 years
Brandon Denton	Boiler Technician	14 years
David Olson	Boiler Technician	8 years
Dylan Hall	Boiler Technician	3 years

Name of Team Member:	Myron Burnett
Current Job Title:	Director, Heating Solutions
Years' experience:	26 years
Job responsibilities summary:	<p>The General Manager will direct and manage the ICON Boiler business activities and develop and implement effective business strategies. The GM will account for all business activities, support associate development, drive sales and improve revenue, maintain relationships with customers, and generate new business in equipment and service sales.</p> <p>Manage the annual and long-term development and delivery of financial results of the ICON Boiler business. Responsible for achieving annual objectives regarding profit, volume, margins, business mix, and share of all business streams. Leadership for the following functions: customer and sales management, new customer acquisition, vendors and strategic partnerships, customer satisfaction measurement, price management, marketing, maximizing account penetration, market penetration, customer retention, hiring and on-boarding of new sales associates, continual assessment of skills and administering necessary training, setting quotas, accurate sales forecasting and consistent use of ICON sales tools and systems. Assemble account teams and interact with Account Managers, Business Development Managers, Sales Engineers, and other Sales roles with differing business development requirements, customer focus, experience, sales cycles, and product portfolios. Responsible for compliance with company policies, procedures, and operational integrity. Support human capital strategies such as employee engagement, recruitment and retention, and diversity and inclusion. Ensure the creation and implementation of a strategy designed to grow the business. Coordinate the development of key performance goals for functions and direct reports. Provide direct management of key functional managers and sales executives in the business unit. Ensure the development of tactical programs to pursue targeted goals and objectives. Ensure the overall delivery and quality of ICON Boiler's offerings to customers. Engage in key or targeted customer activities. Oversee key hiring and talent development programs. Evaluate and decide upon key investments in equipment, infrastructure, and talent. Communicate strategy and results to the team. Report key results to corporate officers. Engage with corporate officers in broader organizational strategic planning. Continually look for ways to improve our processes and</p>

<b>Name of Team Member:</b>	<b>Myron Burnett</b>
<b>Educational Background:</b>	<p>ability to serve our customers effectively. Perform all duties with the goal of building and maintaining long-term customer relationships. Immediately address any customer's concern and requests the involvement of other Company personnel as required. Demonstrate a commitment to ICON/Brady's "Safety First" core value.</p> <p>Holds an advanced design degree in HVAC, Cleaver Brooks, Fulton, Vapor Power and Siemens factory trained, as well as continuing education certifications across the HVAC industry.</p>

Name of Team Member:	Kyle Gentry
Current Job Title:	Boiler Field Supervisor
Years' experience:	13 years
Job responsibilities summary:	<p>The <b>Icon Boiler Field Supervisor</b> will lead the Icon Boiler Service Team, focusing on safety, training, and team development. They will manage team performance, oversee training programs, and ensure adherence to safety protocols. They will collaborate with other departments to plan and execute projects, maintain equipment, and ensure customer satisfaction. This role requires direct customer interaction, troubleshooting, and providing technical support for boilers and burners. They will also drive continuous improvement initiatives and uphold the company's values.</p> <p>Serves as the safety leader of the team by educating and training each member of the team on safe work practices. Conducts job site assessment to ensure safe work practices are being utilized consistently and effectively. Provides consistent coaching and feedback to team members on their driving performance and other safety practices. Manages and leads the Boiler team as follows: Oversees training and performance management. Provides mentoring, coaching, disciplinary action and/or performance improvement plans when necessary. Develops and manages individual development plans (IDPs). Leads and manages the communication and implementation related to both organizational and departmental change initiatives. Provides feedback to Icon leadership team on the effectiveness of Icon operational policies and practices; recommends new policies and practices to improve team efficiency and deliver better service experiences to our customers. Engages with team members to assess and improve their individual well-being and to provide support as necessary to ensure continuous improvement. Serves as liaison between the field and office personnel. Works together with Sales on large accounts and contract turnovers. Serves as technical advisor for the team, whether directly or indirectly (finding the correct resource). Assists with evaluating new technologies, products, and processes to drive continuous improvement of team performance, as well as that of the broader Icon and Brady service teams. Reviews and understands team metrics and financials with Service Operations Manager; makes necessary adjustments based on results. Provides oversight of annual inventories and PM parts needed with Procurement</p>



Name of Team Member:	Kyle Gentry
	<p>Specialist for field technicians. Represents team at quarterly Team Leader meetings and provides team with feedback, including any updates. Assists Service Operations Manager and provides oversight of team assets and equipment (warehouse space, spare vehicles, trailers, large recovery equipment, pressure washers, tube cleaning equipment, etc.). Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring and training associates; planning, assigning, and directing work; appraising performance; coaching and mentoring; addressing complaints and resolving problems.</p> <p>Follow all company safety programs and address safety concerns; reports any non-compliance to Safety Director and Service Operations Manager. Responsible for ensuring that all Icon team members are following all safety protocols, and that they have all the proper PPE to complete the assigned jobs. Responsible for servicing equipment on assigned projects and ensuring customer satisfaction. Responsible for individual and team achievement of contract compliance goals, with input and support from the Service Operations Manager and Scheduler. Collaborates with Scheduler and extended team members to plan for upcoming PM and service-related jobs, as well as to delegate work assignments based on team members' ability and experience. Responsible for working with the Technical Advisor and Director of Training and Development to ensure that all Icon Service associates are adequately trained to complete the assigned task as it relates to boiler service and boiler PMs. Serves as a direct customer contact. Troubleshoots and conducts maintenance, repair, and installation of boilers and burners. Identifies, analyzes, and diagnoses issues with boilers and burners. Provide coaching and guidance to other technicians on PMs, service, and boiler repairs. Performs preventative maintenance, site surveys, boiler and burner replacements, and boiler and burner modifications as needed or requested by customers. Prepares for on-site installation and repairs by examining building layout, anticipating difficulties, gathering materials and coordinating on-site work, as necessary. Inspects company vehicles and works with Fleet Manager to ensure all the team's vehicles are properly maintained and operated. Maintains tools and equipment by inspecting for signs of wear. Documents work by completing paperwork on each job and maintaining files. Determines parts to order for repairs and timeliness of need. Keeps current all manufacturers' products concerning installation, operation, maintenance, service, and repair, and shares this information with the Icon Team. Provides technical support to</p>

<b>Name of Team Member:</b>	<b>Kyle Gentry</b>
<b>Educational Background:</b>	<p>customers, and well as the service team. Maintains proficient working knowledge of products and solutions offered by Brady and Icon and promotes and sells those products and services when appropriate to do so. Ensure compliance with federal, state, and local laws, legal regulations, and recommended best practices. Collaborate with all Associates to uphold the company's mission and values.</p> <p>Kyle holds an associate's degree from Guilford Community College in HVAC. Provides responsive, professional customer service, and continually looks for ways to improve processes to serve our customers more effectively. Along with Brady's standard safety training (OSHA). Kyle has a Lochinvar Certification, Ware and Siemens training, and participates in our Learning Management System online continuing educational training that is equipment/technician specific.</p>

<b>Name of Team Member:</b>	<b>Todd Antonovich</b>
Current Job Title:	Project Manager & Estimator
Years' experience:	14 years
Job responsibilities summary:	<p>The major functions of this role include collaborating with our sales and engineering teams in developing project estimates, assisting in scope development for our internal partners and subcontractors, assessing and minimizing project risks, and ensuring efficient and timely execution of projects on schedule and within budget.</p> <p>Full personnel supervisory responsibilities for projects within their portfolio, including Icon Boiler and Brady Associates, subcontractors, vendors, etc. with direction from the Icon Boiler Quality Control Manager. Work collectively with the SOM to manage personnel and project performance where Icon Boiler is involved. Work collectively with the respective field leaders of projects where Brady Mechanical Contracting is involved in managing personnel and project performance. Comprehensive working knowledge of boilers and boiler room ancillary equipment, burner and BMS controls, steam and hot water piping systems, condensate systems, feedwater and deaerator systems, pumps, fluid flow devices and controls. Partners with the sales team and engineering team to evaluate projects and develop turnkey solutions. Turn concepts, rough or detailed drawings into detailed estimates. Prepare professional proposals/estimates for the sales team and aid in the sale as needed. In collaboration with the Service Operations Manager, QC Manager and Procurement Specialist, execute all pre-planning details including, but not limited to, preparation of bill of materials and pre-ordering of materials and equipment needed to complete the project. Supports lead mechanic, welder or technician by ensuring he/she is properly prepared to complete the project safely and successfully. Ensures a quality scope of work by visiting job sites and meeting with customers, equipment vendors, and subcontractors in order to evaluate all aspects of delivering the project. Proficient in developing strategies that ensure all projects meet or exceed client satisfaction, profitability, scheduling and safety standards. Under the direction of the QC Manager, ensures that all code projects meet quality standards for Icon's Quality Control program, reporting, documentation and execution. Has an extensive understanding of industry best practices and changes; proposes and responds to alternative strategies to maintain competitive advantages in our marketplace. Must be aggressive</p>

<b>Name of Team Member:</b>	<b>Todd Antonovich</b>
<b>Educational Background:</b>	<p>in providing innovative solutions to complex issues as they arise related to cost, lead times, trade partners, and/or specified products or materials. Identifies potential safety hazards, financial risks, schedule risks, and scope risks; propose and implement plans to minimize risk exposure. Overall responsibility for safety oversight. Incorporates material and vendor quotes into estimates ensuring Icon Boiler has detailed quality take-offs for all projects. Ensures compliance with federal, state, and local laws, legal regulations, and recommended best practices</p> <p>Todd is a results-driven professional with a multitude of experience mastering boiler equipment and welding. Through dedication and skill development and management experience including foreman, plant manager and general manager, Todds expertise reflects commitment to operational excellence, team leadership and continuous improvement. Todd holds a welding certificate with over 14 years of boiler experience, and participates in our mentor program both as a mentee and a mentor.</p>

<b>Name of Team Member:</b>	<b>Brandon Denton</b>
Current Job Title:	Boiler Technician
Years' experience:	14 years
Job responsibilities summary:	<p>Is responsible for identifying hot water and steam boiler systems and performing basic service, maintenance, and repairs on commercial and industrial equipment. Candidates should have a basic understanding of electrical systems and combustion theory. The ideal technician ensures safe, reliable, and efficient boiler performance while delivering high-quality service to our customers.</p> <p>Perform basic service, maintenance, and repairs on hot water and steam boiler systems. Demonstrate a basic understanding of electrical systems and combustion theory. Inspects vehicles by checking vehicle condition and literature supplies. Maintains vehicles by keeping records of service manuals, scheduling, and completing repairs and maintenance service. Maintains tools and equipment by inspecting for signs of wear. Documents work by completing paperwork on each job and maintaining files.</p> <p>Represents company by serving as a direct customer contact. Determines parts to order for repairs and timeliness of need. Keeps current all manufacturers' products concerning installation, operation, maintenance, service, and repair. Provides technical support to customers. Be knowledgeable with the products and services offered by Brady and become effective in the sales of those products and services. Continually look for ways to improve our processes and ability to serve our customers effectively.</p> <p>Communicate with customers in a friendly, professional, and patient manner. Perform all duties with the goal of building and maintaining long-term customer relationships. Immediately address any customer's concern and requests the involvement of other Company personnel as required. Follow all company safety programs and report any non-compliance to your Team Leader. Notify Team Leader or Safety Manager of any unsafe conditions. Proper PPE equipment must be used at all times when necessary. Report all accidents and injuries to your Team Leader and HR immediately. All monthly training topics on safety completed and done during the month due.</p>
Educational Background:	<p>Dylan holds an associate's degree from Nash Community College in electrical. Provides responsive, professional customer service, and continually looks for ways to improve processes to serve our customers more effectively. Along with Brady's standard safety training (OSHA). Dylan is completing his in house additional</p>

<b>Name of Team Member:</b>	<b>Brandon Denton</b>
	boiler training, and participates in our Learning Management System online continuing educational training that is equipment/technician specific.



<b>Name of Team Member:</b>	<b>David Olsen</b>
Current Job Title:	Boiler Technician
Years' experience:	8 years
Job responsibilities summary:	<p>Is responsible for servicing, maintaining, and repairing hot water and steam boiler systems in commercial and industrial settings. This role requires the ability to troubleshoot equipment, perform burner setup, and manage combustion on dual-fuel systems. Candidates should have a solid understanding of electrical systems, including basic control and motor wiring, as well as combustion theory. The ideal technician ensures safe, efficient, and reliable boiler performance while providing exceptional service to our customers.</p> <p>Performs troubleshooting, maintenance, and repair service of hot water and steam boiler systems in commercial and industrial environments. Demonstrate a strong understanding of combustion theory. Perform burner setup and combustion management on dual-fuel systems. Apply a solid knowledge of electrical systems (including basic control and motor wiring). Provide coaching &amp; guidance to other technicians on boiler repairs. Performs preventative maintenance, site surveys, replacement, and modifications as needed or requested by customers. Prepares for on-site installation and repairs by examining building layout, anticipating difficulties, gathering materials and coordinating on-site work, as necessary. Inspects vehicles by checking vehicle condition and literature supplies. Maintains vehicles by keeping records of service manuals, scheduling, and completing repairs and maintenance service. Maintains tools and equipment by inspecting for signs of wear. Documents work by completing paperwork on each job and maintaining files. Represents company by serving as a direct customer contact. Determines parts to order for repairs and timeliness of need. Keeps current all manufacturers' products concerning installation, operation, maintenance, service, and repair. Provides technical support to customers. Be knowledgeable with the products and services offered by Brady and become effective in the sales of those products and services. Perform all duties with the goal of building and maintaining long-term customer relationships. Immediately address any customer's concern and requests the involvement of other Company personnel as required.</p>
Educational Background:	David experience starting with boilers in the Navy. Provides responsive, professional customer service, and continually looks

<b>Name of Team Member:</b>	<b>David Olsen</b>
	for ways to improve processes to serve our customers more effectively. Along with Brady's standard safety training (OSHA). Dylan holds a Lochinvar Certification, Autoflame, and has Siemens training, and participates in our Learning Management System online continuing educational training that is equipment/technician specific.

<b>Name of Team Member:</b>	<b>Dylan Hall</b>
Current Job Title:	Boiler Technician
Years' experience:	3 years
Job responsibilities summary:	<p>Is responsible for identifying hot water and steam boiler systems and performing basic service, maintenance, and repairs on commercial and industrial equipment. Candidates should have a basic understanding of electrical systems and combustion theory. The ideal technician ensures safe, reliable, and efficient boiler performance while delivering high-quality service to our customers.</p> <p>Perform basic service, maintenance, and repairs on hot water and steam boiler systems. Demonstrate a basic understanding of electrical systems and combustion theory. Inspects vehicles by checking vehicle condition and literature supplies. Maintains vehicles by keeping records of service manuals, scheduling, and completing repairs and maintenance service. Maintains tools and equipment by inspecting for signs of wear. Documents work by completing paperwork on each job and maintaining files.</p> <p>Represents company by serving as a direct customer contact. Determines parts to order for repairs and timeliness of need. Keeps current all manufacturers' products concerning installation, operation, maintenance, service, and repair. Provides technical support to customers. Be knowledgeable with the products and services offered by Brady and become effective in the sales of those products and services. Continually look for ways to improve our processes and ability to serve our customers effectively.</p> <p>Communicate with customers in a friendly, professional, and patient manner. Perform all duties with the goal of building and maintaining long-term customer relationships. Immediately address any customer's concern and requests the involvement of other Company personnel as required. Follow all company safety programs and report any non-compliance to your Team Leader. Notify Team Leader or Safety Manager of any unsafe conditions. Proper PPE equipment must be used at all times when necessary. Report all accidents and injuries to your Team Leader and HR immediately. All monthly training topics on safety completed and done during the month due.</p>
Educational Background:	<p>Dylan holds an associate's degree from Danville Community College in HVAC. Provides responsive, professional customer service, and continually looks for ways to improve processes to serve our customers more effectively. Along with Brady's standard safety training (OSHA). Dylan is completing his Lochinvar Certification, has Siemens training, and participates in our</p>

<b>Name of Team Member:</b>	<b>Dylan Hall</b>
	Learning Management System online continuing educational training that is equipment/technician specific.

Brady is a NC Engineering Corporation (License #F-1317) as well as a General Contracting Unlimited (License #63159), SC General Contractor (License #119308), NC Mechanical Contractor (License # 20378) H1, H2, H3, SC Mechanical Contractor (License #102151), Electrical Contractor (Greensboro License #16900-U), (Raleigh License #31602-U), (Security License # 20455-U), and Plumbing Class I (License # 14902), NC Burglar Alarm Business Services (2595-CSA), NC Low Voltage Electrical (License #SP.FA/LV.38659)

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**Field Supervisor**  
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**22 - Boiler Technicians**  
**3 Boiler Field Supervisors**

**Similar work**

Client contact, phone number, email, scope, effect contract dates and dollar amount

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 311 Providence Rd, Oxford, NC 27565  
 Dan Fuller  
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 fuller1@universalleaf.com

Benson's Bakery Inc  
 134 Elder St Bogart GA 30622  
 Clayton Muggridge  
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North Carolina State University  
 3131 Ligon St. Raleigh, NC 27607  
 Anthony Patrick  
 919-909-1135  
 arpatric@ncsu.edu

**Quality Program:**

We provide quality performance control by assigning service technicians to all accounts. This approach allows each technician to take ownership of all accounts he is assigned. It also provides efficiency to our staff and provides our customers with familiarity of the team working at his/her site. Service agreement accounts are randomly inspected by Team leaders and/or Area Service Managers. Each account is assigned to an account manager, also known as Strategic Account Manager (SAM). Each SAM is responsible for maintaining contact with his/her clients to ensure all expectations are met. Brady also has an extensive interview testing process we follow in our hiring practices. We feel hiring the right, qualified personnel is the first step in providing quality performance to our clients.

Brady is a tech-forward facilities services organization. Our experienced technicians are equipped with acuity-based technology that provides Brady customers with on-demand service report videos. Our state of the art digital field service communications capture clear videos during service and repair events (calls). This lets facility managers see what we see and makes it easy for them to share videos and information with others in their organization.

Brady provides our technicians with all the tools necessary to complete tasks associated with our preventative maintenance inspections and any service related issues. Tools such as refrigerant gauges, leak detectors, electrical testers, drills, vacuum pumps, hand tools and ladders will be utilized at each location. These tools are updated and replaced as necessary to ensure efficient and effective service of HVAC equipment.

**Training Program:**



At Brady, we believe that training is the key to personal and professional growth. In order to develop emerging leaders and to keep them informed of information coming from the ever-changing HVAC industry, we created a world class training program with the best content and quality training available. Our instructors continuously work to maintain a curriculum that is current and meaningful.

Internal training programs we use:

**Internal lunch and learns:** Lunch and learns are conducted on a regular basis (monthly) by the engineering team, covering technical topics around building design, operation, and performance. Additionally, industry partners are consistently (quarterly) invited to provide lunch and learns around products, solutions, or best practices.

**External continuing education program attendance/participation:** Continuing education programs are provided and encouraged through lunch and learns and attendance at industry conferences, training sessions, and our Learning Management System.

**Driving safety:** Brady implements Smith System driver training to reduce the risk of driving accidents. The Smith System is a series of interlocking techniques to prevent crashes. The concepts help drivers see, think and act their way through various driving environments, challenges and changes that exist regardless of where they travel or the vehicles they operate. The Smith5Keys apply to all types of driving conditions, making the training effective from the highways of Los Angeles to the roads of India.

**Internal training programs:** Brady provides compliance training to associates to educate employees on laws, regulations and company policies that apply to their day-to-day job responsibilities. Through this training we can accomplish several goals: (1) help associate develop interpersonal skills that encourage open communication and strengthened relationships; (2) creating a more hospitable and respectful workplace for associates; (3) create a safe work environment for associates; and (4) adding business value and a competitive advantage.

**Professional licenses:** Eligible employees are encouraged to pursue Professional Engineering licensure through providing the resources for the exam and a preparation class if desired. Continuing education opportunities are encouraged to maintain these professional licenses through technical lunch and learns and attendance of industry conferences and training sessions.

**Values-Based Leadership:** Brady provides leadership development training for associates at all levels. Through training provided both by external and consultants and internal trainers, our program emphasizes self-awareness, social awareness, interpersonal skills, and performance management. This training creates a practical framework to retain, develop, and advance leaders within the organization.

**Safety Program:**

Brady conducts regular Environment, Health and Safety training for our associates. Our field personnel are trained in safe work practices for servicing HVAC/Boiler equipment, handling refrigerants, LOTO, and proper use of chemicals. We provide training to OSHA, ANSI, ARE, CGA, NFPA and industry standards at regular team meetings, correspondence lessons, customized online training facility and vendor-supplier training.

Brady employs a full time, certified Environment, Health and Safety Program Director to ensure that a safe and healthful work environment is provided to our employees and customers. The EHS function

works through Executive Safety Committee, Operations Managers, Team leaders and Associates to bring about our industry-leading and health performance. We have an extensive Environmental, Health and Safety (EHS) manual, based on best practices and procedures set by OSHA and other industry organizations. This 400-page manual can be provided upon request. Of note, Brady includes the following policies:

Brady Technicians are, at a minimum, OSHA 10-hr certified, or equivalent with yearly retraining on all key occupational safety and health topics. Most of our technicians have participated in “Smith Safe” driver training and are Department of Transportation (DOT) Hazmat certified. They are provided with up to date personal protective equipment (PPE), training on its use and limitations, and FR protective apparel. Brady maintains an industry leading position in National Fire Protection Agency (NFPA) 70E Electrical Safety, technician ergonomics and fall protection programs.

Brady maintains a Drug-Free Workplace, with a robust drug and alcohol testing program. Brady enforces a drug-free workplace policy in order to provide a safe and healthy work environment, and to protect our customers from accidents that may arise from substance abuse. Drug screening is required for all new associates as well as random drug screening

**Environmental Sustainability:**

Brady takes pride in our environment and not only follows State and Federal guidelines when it comes to recycling, but we choose to take it another step. Brady efforts on recycling, green efficiency and carbon footprint reduction runs the gambit from using recycled paper; recycled coffee cups as a couple examples, along with offering recycle bins in each of our offices, warehouses and parts stores.

**Refrigerant Policy:**

Brady practices and procedures are compliant with all Federal and State laws and regulations concerning the proper handling, storage, and repair of leaks of ozone-depleting refrigerants and their substitutes according to Environmental Protection Agency regulation 40 CFR Pmi 82. Brady Technicians are Universal-certified and use only certified recovery equipment.

Refrigerant

**Management Program:**

Brady maintains and uses Environmental Support Solutions Software (ESS) to capture, manage and report Refrigerant Activity. The Refrigerant Activity Report Form is used by the technician to record all refrigerant activity that has occurred on each piece of equipment. The form data is entered into Environmental Support Solutions Software after it is submitted to and checked by central office personnel. Annually, Brady prints a report from ESS of all Refrigerant activity that has occurred at each site. The report details all refrigerant activity performed by Brady Technicians for each piece of equipment, and can be used to satisfy reporting requirements.

**Refrigerant Reclaim:**

Brady is an EPA registered refrigerant reclaim facility. Our ability to recover and reclaim refrigerant in our facility provides all of our customers with the assurance of long supplies of all refrigerants into the future. Our EPA conditioned storage facility gives us the ability to warehouse large amounts of refrigerant for future use. This ensures we are able to meet the environmental demands of the future and the economic demands of our customers.

**Oil Disposal:**

Brady removes used oil from your refrigeration units and disposes of it in accordance with applicable environmental regulations. Brady has a national contract with a leading provider of used oil services to recycle used oil where allowed and properly dispose of used oil which does not meet recycling requirements (it states where used oil is a hazardous waste, Brady will remove used oil from the refrigeration units for the customer to manage disposal).

#### Recycling Program:

Brady has an active recycling program that includes the recycling of:

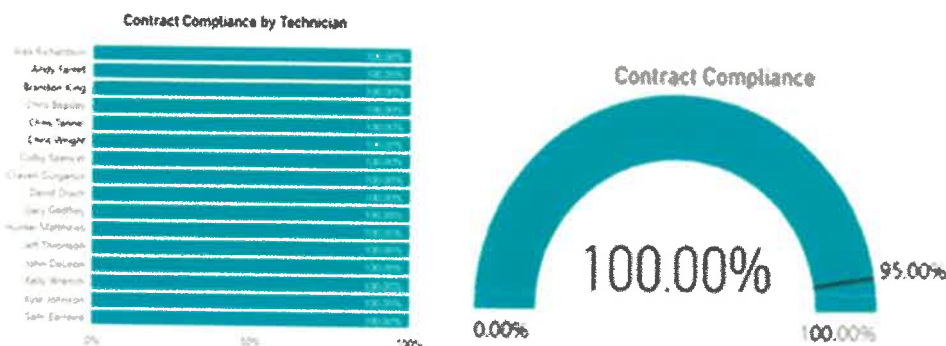
- Cans and bottles
- Office paper stock
- Corrugated cardboard from our offices and field services
- Refrigerant containers
- Pallets and crating
- Metal from old HVAC equipment

The Brady Chemical laboratory performs routine analysis and trending of oil, absorption solutions, and refrigerants as required. Equipped with this knowledge and Brady's extensive experience we can identify and head off potential system failures more definitively than service providers who depend on third party testing laboratories.

#### Compliance Tracking and Reporting:

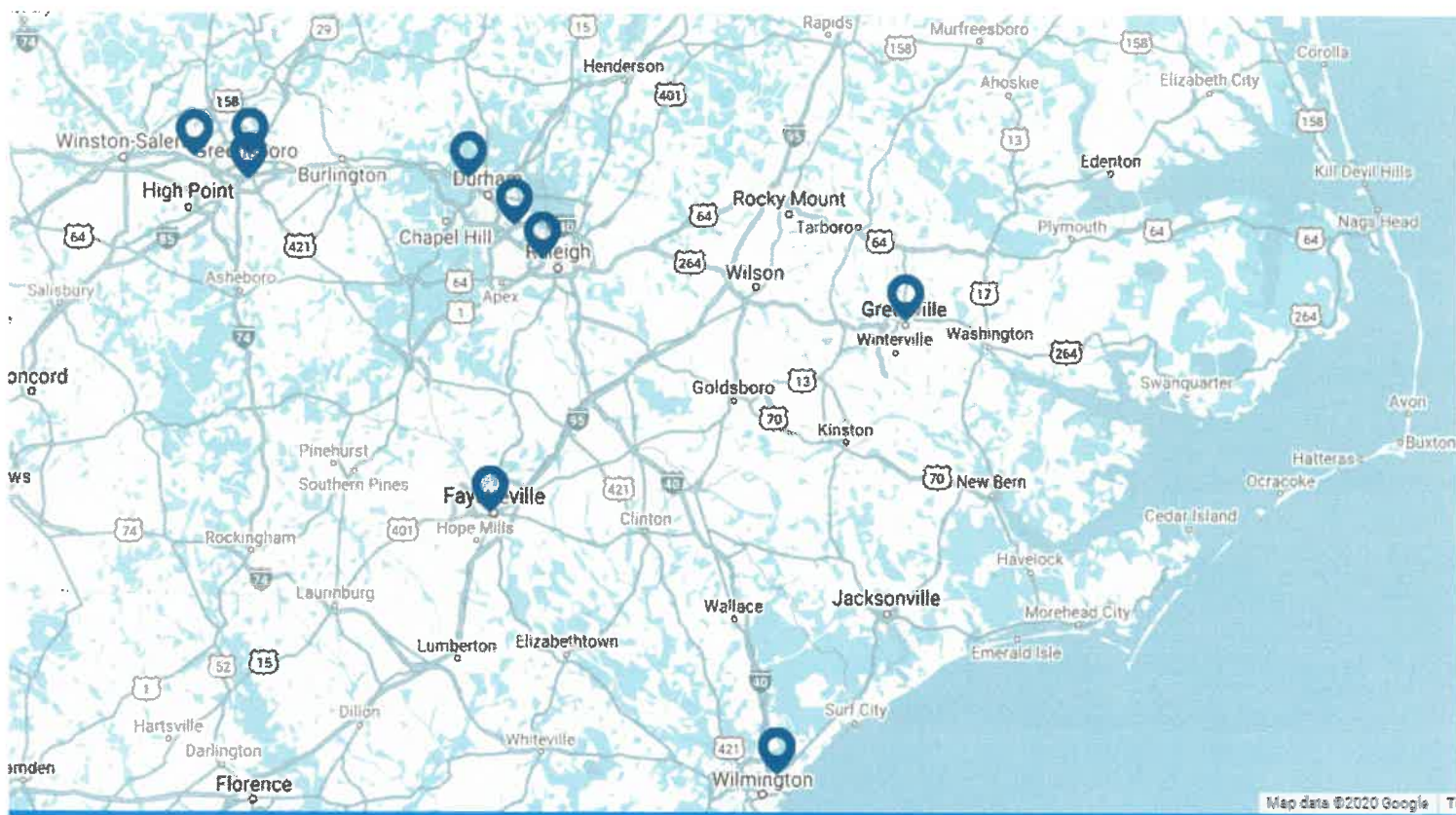
Keeping in mind our commitment to reducing emergencies and delivering our commitment to service agreements, Brady has a rigorous internal quality control process for all contracts. Our Executive Leadership Team continuously assess risks and opportunities that can affect uniformity of services, and determine how to best enhance customer satisfaction in order to maintain focus on delivering quality outcomes as customer requirements evolve.

Brady tracks compliance that is required for our scope of work. These compliance measures are reviewed during Mission Critical Meetings, as are any violations and their remedies. Compliance is tracked weekly in leadership meetings and both techs and resource coordinators are measured quarterly on results. Brady tracks contract compliance by employee, customer and by site.



## 7. Conflict of Interest





Greensboro, NC (3 locations)

Greenville, NC

Durham, NC

Fayetteville, NC

Raleigh, NC (2 locations)

Wilmington, NC (2 locations)