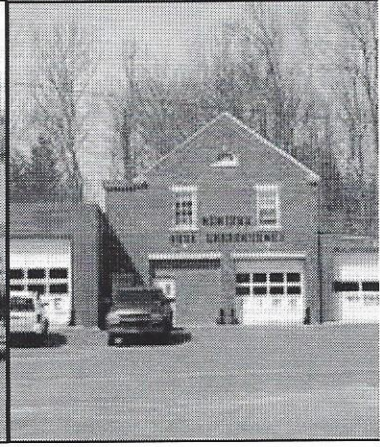
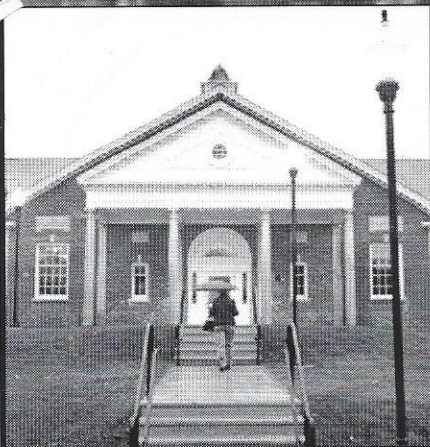




Newtown
CONNECTICUT

Program Management Proposal Town of Newtown, CT Municipal Buildings Strategic Plan

06/02/2014

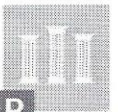


Knowledge to *Plan*

Strength to *Build*

Experience to *Move*

DIVERSIFIED
PROJECT MANAGEMENT



- I. Project Approach**
- II. Staffing Plan**
- III. Scope of Services**
- IV. Assumptions**
- V. Fee, Terms & Conditions**
- VI. Company Profile & Qualifications**
 - Firm Overview
 - History & Methodology
 - Stability & Professional Development
 - Technology & Process
 - Experience

Project Approach

At Diversified Project Management (DPM) we possess the requisite project experience and proven processes to properly and effectively provide Program Management services to the Town of Newtown and the Board of Selectmen for the development of a long-range Municipal Buildings Strategic Plan. This proposal and the associated scope of services are specifically designed to respond to the current and future needs of the Town and provide structure to an iterative planning process. Our project approach and fee proposal is based on phases of work as identified below:

- Phase 1 – Preliminary Building Inventory, Formation of an Advisory Committee and Consultant Team Selection
- Phase 2 – Research and Assessment of Facilities and Town Functions
- Phase 3 – Development and Acceptance of a Written Strategic Plan Document

In each phase DPM will provide program management and reporting to the Board of Selectmen and an appointed Advisory Committee. Assigned to the project will be Geralyn Hoerauf, AIA, Sr. Project Manager. Geralyn will be supported by the DPM project management staff as required. Executive support and oversight of the team will be provided by Mark DuPre' Assoc AIA, Project Executive. We expect to keep this team in place throughout the process of the project.

Diversified ensures a collaborative, process-driven approach to ensure all projects are delivered on time and within budget. We understand that our role is to be the team builder and facilitator to ensure proper communications and clarity throughout the process. We have assembled a dedicated project management team that will allow us to focus on the needs of the community, the staff, and elected officials of the Town of Newtown. Furthermore, DPM will orchestrate the communications and input of all those involved to create a clear and concise project scope.

On behalf of the Town of Newtown, under Phase I services, DPM will develop a preliminary Project Timeline, compile an initial inventory of municipal buildings, manage the professional services Request for Qualifications (RFQ) process, and advise on all activities related to the selection of the consultant team. Once the team has been assembled, DPM will:

- Validate the project budget
- Monitor all building investigation activities
- Manage the Space Needs programming process
- Coordinate Scheduling and Reporting
- Oversee the development of recommendations from the consultant team
- Facilitate Advisory Committee discussions
- Integrate other historical and concurrent building needs assessments
- Guide the Advisory Committee in determining the final Strategic Plan

Throughout the project, we will conduct and manage weekly project meetings of the Consultant Team to establish accountability, manage the budget and drive the schedule. DPM will also meet every as required with the Strategic Plan Advisory Committee and will report periodically to both the Board of Selectman and the Newtown community.

"DPM's attention to detail, personable staff, level of expertise, and ability to make sound decisions have earned your company our trust, gratitude and consideration that DPM is not just a preferred vendor, but an extension of Corporate Real Estate."

*Paul Cardite
Director of Project Management
CIGNA*

"I have been very pleased with the level of service DPM has provided from the beginning of our relationship. My satisfaction with the service our college has received has led me to propose this type of arrangement as a 'best practice' to my colleagues on the Council of Deans of Administration for the Connecticut Regional Community Colleges. Any college engaged in a construction project would benefit from the services which your firm provides."

*Paul S. McNamara, Ph.D.
Dean of Administration
Housatonic Community College*

Staffing Plan

DPM's staff is comprised of Design and Construction professionals whose involvement and experience in the Design and Construction industry averages twenty-two years. As mentioned earlier, our team for this project consists of Mark M. DuPre', Project Executive, ASHE, MCCPO, Assoc AIA, as your executive oversight. The team leader will be Geralyn Hoerauf, Sr. Project Manager, AIA. Geralyn will lead the team and be the primary contact for the Town of Newtown and the Board of Selectmen (BoS). Geralyn will run weekly project meetings, distribute meeting notes to establish accountability and track all deliverables. She will also be responsible for all communication and will track the schedule and budget. Mark DuPre' will provide ongoing assistance with the contract negotiations, budget and schedule review and conflict resolution as required. DPM may enlist the support of other DPM staff as resources from time to time, based on the activity.

Upon project completion, we will run the closeout meeting to address any remaining open issues, review the project goals and deliverables and obtain feedback on the outcome of the project and our performance.

"The use of a professional project management firm is highly recommended. We found that our firm, Diversified Project Management, was able to act as an outside independent entity to deliver the 'tough love' to the employees relative to the ground rules for the move preparation and packing. They were excellent at the details that significantly contributed to a successful move and to be able to quickly resume normal operations"

Kevin Kimball
Director of Purchasing
General Dynamics

"After using multiple vendors for the past few years, we decided to limit our service providers to a select few who had in-depth knowledge and experience in the various segments of the real estate industry. We were really impressed by Diversified's team and process. They will add great value to our real estate operations, and our company's facilities."

John Ferrari
Vice President of Real Estate
OneBeacon Insurance

Scope of Services

We will work closely with Newtown to customize our services to meet your needs. The following scope outlines our understanding of the project:

A. Phase 1: Plan Preparation:

1. Preliminary Building Inventory
 - a. Gather physical documentation, plans, reports, maintenance records on Town-owned properties
 - b. Create comprehensive tabulation of Town facilities, including size, age, location, use
2. Initial Budget and Schedule
 - a. Confirm and define potential phases of the project
 - b. Incorporate phasing into preliminary project timeline
 - c. Develop budget to include all professional fees and related costs
3. Formation of Advisory Committee (AdvCom)
 - a. Assist the Board of Selectmen with the formation of AdvCom
 - b. Outline a Facilities Assessment process and review the preliminary building inventory with the AdvCom
 - c. Meet with AdvComm to develop project structure and scope
 - d. Develop alternative timelines and potential phasing
 - e. Provide all staffing and administrative functions to the AdvCom
4. Facilitate selection of professional Consultant Team
 - a. Develop and issue Requests for Qualifications (RFQ) for Facilities Condition Assessment Companies, and/or architect/engineer/contractor teams
 - b. Manage RFQ response process; process and answer all questions during the response period; receive all RFQ responses
 - c. Manage interview process, including development of interview questionnaires and tabulating interview evaluations
 - d. Issue RFPs for fee proposals
 - e. Tabulate and analyze RFP responses
 - f. Collaborate with the Board of Selectmen on the selection of the consultant team
5. Assist with Contract Award Process between the Town of Newtown and the Consultant:
 - a. Review and finalize project scope
 - b. Recommend contract form and review with Town Attorney
 - c. Communicate all project requirements to the Consultant Team

"Diversified's project managers are skilled and reliable. They not only help me to deliver projects as scheduled and within budget, but they meet high expectations for quality and customer service. They continue to be a valuable part of our team."

Roland S Barrie
Facilities & Project Management
Fleet National Bank

"I was impressed with how your staff "hit the ground running" in the middle of a large project which had been handled by our employees for at least six months. While all change is difficult, your staff expertly worked to make our three-phased move flawless and an easier transition for our employees."

Wendy A. Quinn
Purchasing Director
American Cancer Society

Scope of Services

The following services are outlined for informational purposes in planning for the completion of the Municipal Buildings Strategic Plan project. These future services are necessary for the successful completion of the project and will involve the execution of future contractual agreements between DPM and the Town of Newtown with additional fee agreement(s).

B. Phase 2: Research and Assessment of Facilities and of Town Uses

1. Facilities Condition Assessments
 - a. Manage consultant work in assessing the physical conditions of identified properties and assigning cost estimate values to recommended improvements
 - b. Monitor schedule and facilitate meetings and information gathering
 - c. Review interim reports and suggest revisions as necessary
 - d. Facilitate AdvCom understanding and review of draft deliverables
2. Space Needs Programs
 - a. Assist the AdvCom in identifying Town departments to analyze
 - b. Coordinate Consultant Team's efforts in the generation of space needs programs, including the identification of growth/consolidation projections
 - c. Monitor schedule and facilitate meetings and information gathering
 - d. Review interim reports and suggest revisions as necessary
 - e. Facilitate AdvCom understanding and review of draft deliverables
3. Additional Consultants
 - a. Determine whether additional disciplines are required to produce a comprehensive planning document
 - b. Advise the AdvCom and Board of Selectmen of any additional resources required
 - c. Revise budget and timelines, if necessary
 - d. Coordinate the selection of additional resources and integrate into project team
 - e. Manage consultant work
4. Communications and Reporting
 - a. Attend all AdvCom meetings and facilitate reviews, discussions and evaluations; assist with scope revisions, as information is gathered
 - b. Periodically report progress to the Board of Selectmen
 - c. Report project progress at public meetings as requested.
 - d. Coordinate with other Town Boards, Commissions and Departments as required
 - e. Distribute interim written reports

C. Phase 3: Municipal Buildings Strategic Plan

1. Development of Draft Strategic Plan Document
 - a. Manage consultant work to integrate Facility Conditions Assessments with Space Needs Programs and other documentation
 - b. Ensure consultant recommendations address Town needs and respond to other planning efforts such as the CIP
 - c. Facilitate development of "best use" plan for all Town-owned buildings, considering space available, location, cost to renovate, cost to replace

Scope of Services

- d. Assist AdvCom in evaluating consultant team recommendation
2. Direct consultant team to re-evaluate and revise plan recommendations at the direction of the AdvCom
 - a. Report on draft Strategic Plan to the Board of Selectmen
 - b. Continue to manage consultant team through iterative drafts of a Strategic Plan
3. Development of Final Municipal Buildings Strategic Plan Document
 - a. Coordinate consultant team in the production of a final, approved Municipal Buildings Strategic Plan
4. Communications and Reporting
 - a. Attend all AdvCom meetings and facilitate reviews, discussions and evaluations; assist with scope revisions, as information is gathered
 - b. Periodically report progress to the Board of Selectmen
 - c. Report project progress at public meetings as requested.
 - d. Coordinate with other Town Boards, Commissions and Departments as required
 - e. Distribute final written report

"Your project leadership saw us through a very difficult period of time. In addition, by negotiating with our furniture vendor, you saved us an amount equal to your cost of services. Moreover, your easygoing demeanor got us through some very difficult times."

*Robert B. Schackner
2nd V.P. Engineering &
Operations
AMS / Vertafore*

"One of the primary risks identified early in the project lifecycle was UP's lack of commercial construction experience. This void was expertly filled by DPM."

DPM's collaborative nature combined with your resolve for quality kept all parties focused on the deliverables. In particular, DPM's assistance on sub-surface issues avoided a protracted claim and kept the project team, including architect and general contractor, aligned to the project's success.

I certainly recommend DPM as a construction management resource."

*-Brian M. Horgan, PMP
Central Facility Project Director
United Illuminating Company*

Assumptions

Assumptions

1. DPM's project involvement for Phase 1 will run from 6/2/14 to 9/3/2014. Other phases and schedules will be confirmed prior to commencement of future services.
2. If required, the Town of Newtown will provide DPM with a suitable on site workplace area to include:
 - a. Internet access
 - b. Telephone with voice mail
 - c. Email & computer network
 - d. Copier and other office support services as necessary.

"Having the DPM team as our advocates and advisors was critical to the success of our construction project and multi-site consolidation. Trying to pull this off without their help would have been foolish if not impossible. The team from DPM was responsive and experienced, and vigorously represented our interests with vendors, landlords, and contractors at all times. I am certain that if we had attempted this project without the help of DPM, the cost in terms of time and money would have been many times what we paid them."

*-Richard Silton
Chief Operating Officer
Carlin Charron & Rosen*

Fees, Terms and Conditions

TIMELINE: 6/2/14 to 9/3/2014

FEES: Based on the scope and schedule listed for **Phase 1, Plan Preparation**, DPM proposes to provide the services listed in Phase 1 at an hourly rate according to the fee schedule below. Fee for this phase is *estimated* to be approximately \$17,615.00 (Seventeen Thousand, Six Hundred and fifteen dollars).

The scope and fee of future phases will be proposed in advance of phase commencement. No work outside the scope listed herein will be completed without a written and signed approval from the Town of Newtown. The matrix below identifies DPM Hourly Personnel Rates for tasks requested or assigned within the defined scope or schedule.

"The entire DPM team was exceptional at managing the complexities of a large construction project and move that had a significant number of unique project and financial challenges. They represented our best interests throughout every facet of our project and having them on board was critical to its success."

-Tom Rielly
Vice President of Operations
EDC

Town of Newtown, Municipal Buildings Strategic Plan

Date Range	No. Wks.	Mark DuPre*		Gerylgn Hoerauf		Asst Proj Mgr		TOTALS
		Hrs. Week	Total Hrs.	Hrs. Week	Total Hrs.	Hrs. Week	Total Hrs.	
Phase 1 Plan Preparation 6/1/2014 8/31/2014	13	1	13	8	104	0	0	\$17,615
Phase 2 Research and Assessment of Facilities and of Town Uses 8/31/2014 11/23/2014	12	1	12	8	96	0	0	\$16,260
Phase 3 Municipal Buildings Strategic Plan 11/23/2014 2/1/2015	10	1	10	8	80	0	0	\$13,550
Total Hrs.			35		280		0	315
Cost / Hr.			\$179		\$147		\$109	
Cost PP.			\$6,265		\$41,160		\$0	\$47,425

2014 Hourly Personnel Rates

Principal / Vice President	\$190/hr
Project Executive	\$179/hr
Senior Project Manager	\$147/hr
Senior Project Planner	\$124/hr
Project Manager	\$109/hr
Assistant Project Manager	\$81/hr
Administrative/Clerical	\$62/hr

Miscellaneous out-of-pocket expenses will be billed at cost plus 10%. These may include photographs, travel, parking, mailings, document reproductions, etc. Other items will be billed as follows: photocopies \$0.10/pp., mileage at the current IRS

Fees, Terms and Conditions

rate, color prints at \$0.20 for letter and legal sizes, plots at \$2.00 -\$40.00 depending on size.

The parties agree that the attached terms and conditions shall apply to this contract.

_____	_____
DPM Signature / Date	First Selectmen / Date
Bill Clegg, Vice President DPM Hartford	Patricia Llodra, First Selectmen Newtown, Ct

Fees, Terms and Conditions

TERMS & CONDITIONS

1. **Diversified's Services:** DPMCT, Inc. dba Diversified Project Management ("Diversified") has agreed to provide certain project management and advisory services to Client ("Project Management Services"). In rendering its Project Management Services, Diversified shall make every reasonable effort to perform them in a well-organized, efficient and timely manner consistent with the requisite skill care indicated to accomplish its work. Client understands and acknowledges that although Diversified may employ and manage its own personnel and independent contractors who may have various licenses and professional or industry qualifications, Diversified does not provide professional or any other licensed services, real estate or insurance brokerage services, architectural, engineering or construction services ("Professional Services"). Although Diversified may perform Project Management Services at Client's site, it is understood and agreed that Diversified shall have no control over, or be considered in charge of, construction means, methods, techniques, sequencing or procedures, nor shall Diversified be responsible for suggesting, implementing or monitoring safety precautions or programs. Responsibility for the acts and omissions of others on the project site, such as architects, engineers, contractors, vendors, Client's own personnel and the employees, agents of any of the foregoing shall be that of the respective parties. Diversified shall act as Client's agent with full authority on Client's behalf for all matters incidental to the Project Management Services to which this instrument relates. Diversified may engage the services of other persons or entities on behalf of Client, but such persons and entities shall be deemed engaged and managed by Client.
2. **Cooperation:** Diversified shall at all times have access to the project site, and may visit the project site as it deems necessary. Client shall furnish Diversified, at no cost, with such plans, surveys, studies, tests and any other documents as will assist Diversified in accomplishing its work. Client understands and agrees that it must obtain all permits, licenses, landlord consents, union approvals and all other permissions necessary for Diversified's performance of Project Management Services, it being agreed that Client and/or its architects, engineers, other consultants, contractors, and subcontractors are responsible for applying for obtaining, keeping in force and assuring compliance with all such permits as well as for the necessary final inspections, occupancy permits and the like to satisfy the requirements of such permits and all laws, regulations, codes and ordinances and or bylaws relating thereto. Further, Client acknowledges that Diversified does not render legal or code compliance advice and all such matters are entirely the responsibility of the Client and/or its other consultants. Client agrees and warrants that it will not ask or require Diversified to do anything that would be contrary to the requirement of any permit, law, regulation, ordinance, bylaw, code or judicial or administrative order applicable to Diversified's performance of Project Management Services.
3. **Fees and Payment:** The Client shall pay Diversified for its services and reimbursable costs in accordance with the fees and cost provisions stipulated in other provisions of this Agreement. Billing shall be monthly and payment shall be due within 30 days. Interest will accrue daily, after 30 days at an annual rate of eighteen percent (18%) or, if less, the highest rate of interest allowable by law. Diversified reserves the right to increase its hourly billing rates in January of each year.
4. **Default and Termination:** This agreement may be terminated by either party upon 7 days written notice in the event of substantial failure by the other party to perform in accordance with the terms thereof. In the event of termination, (a) Diversified will be entitled to immediate payment for all services it has rendered to Client and for all reimbursable expenses, and (b), Diversified shall not be liable for delays or damages that result to the Client by virtue of the termination or suspension of Diversified's services prior to completion of its work. In no event shall either party be liable for indirect, consequential, multiple, punitive or magnified damages, any right to which each party hereby waives to the maximum extent permitted by law. Client agrees that its damages for a breach by Diversified shall be in all cases limited to the lesser of (a) its actual damages, or (b) a refund of all sums paid to Diversified hereunder, for the specific portion of the project in question.
5. **Diversified's Status:**
 - 5.1. **Independent Contractor:** In providing Services hereunder, Diversified shall act as an independent contractor and not as a partner or joint venturer with Client. With regard to the provision of Project Management Services, Diversified shall have control over the means used to provide Project Management Services. With regards to the provision of Professional Services, Client shall have control over the party providing such services.
 - 5.2. **Employees, Contractors, Agents and Subcontractors:** Diversified and Client shall each (i) be solely responsible for the direction and control of their own employees, contractors, agents and subcontractors, (ii) be solely responsible for wages, salary, payroll taxes, workers compensation, withholding taxes and other forms of compensation payable to their employees, contractors, agents and subcontractors, and (iii) indemnify the other and hold the other harmless against any and all claims or liabilities, including reasonable attorneys fees, that may arise from the acts or omissions of their own employees, contractors, agents and

"They went above & beyond the call of duty --- from helping us to sift through complex contract & lease issues -- to changing the entire move plan -- right down to helping us select filtered water vendors and organizing the kitchen! I never felt stupid asking a question -- and no question or request was too difficult. They responded to everything & helped us in every aspect of the move."

*-Mike Ristaino
Vice President of Finance
Advent International*

Fees, Terms and Conditions

- subcontractors, except to the extent the same is caused by the negligence or willful misconduct of the indemnified party or persons for whom the indemnified party is legally responsible.
- 5.3. **Additional Services:** If requested by the Client, with regard to the contracts for Professional Services or other services to be provided to the Client by anyone other than Diversified in furtherance of this Agreement ("Additional Services"), Diversified may engage persons or entities on behalf of the Client to provide Additional Services, but if Diversified does so or negotiates or signs contracts for Additional Services, Diversified shall do so as agent for the Client. Such agency shall be disclosed in writing, Client shall assume full responsibility under such contracts, and Diversified shall assume no responsibility under such contracts or for the Additional Services or for the supervision of Additional Services or for the acts or omissions of anyone providing Additional Services.
6. **No Raiding of Diversified's Employees:** Client agrees that during the term of this Agreement and for a period of one (1) year following the last day Diversified performs any services for the Client, neither it nor any of its officers, employees, agents or any firm owned or controlled by the Client, or which is under common control by the Client, or any of their officers, directors, employees or agents will directly or indirectly, without Diversified's written consent, solicit or hire any person who is a current employee of Diversified or who has been its employee within one (1) year preceding the last day of Diversified's work, nor will they encourage any such person to leave Diversified's service. If Client violates the terms of this paragraph then client will pay Diversified a fee of 1,000 times that individual's hourly billing rate.
7. **Patents and Innovations:** If Diversified shall make or discover any invention or innovation in the course of its work hereunder, Diversified shall have and retain all common law and statutory rights of ownership.
8. **Miscellaneous:**
- 8.1. **Notices:** Any notice or other communication which may or must be given under this Agreement shall be in writing and shall be considered given when delivered to a party personally or when delivered by registered or certified U.S. Mail, return receipt requested, or by any private commercial or U.S. Postal overnight mail service providing a receipt for delivery, or by facsimile transmission if it is electronically acknowledged and confirmed and if another copy is sent to the addressee thereof within forty-eight (48) hours of the facsimile transmission by registered or certified U.S. mail.
- 8.2. **Publicity:** Client must authorize in writing prior to allowing Diversified to use Client's name, logo, photographs or other information for Diversified's marketing and public relations related matters.
- 8.3. **Force Majeure:** Diversified shall not be deemed in violation of the provisions of this Agreement if their performance is delayed or prevented by war, civil unrest, weather conditions and other Acts of God, strikes or labor unrest. For each day of delay wherein a party's performance is prevented by any one of the foregoing causes, a day, and any related fees, shall be added to the time and fees stipulated herein for such performance.
- 8.4. **Governing Law:** This Agreement shall be governed by and construed in accordance with the laws of the State of Connecticut.
- 8.5. **Complete Agreement; Supersedes Prior Agreements:** This Agreement, including the attached terms and conditions, hereto constitutes a complete statement of all the arrangements among parties with respect to the Diversified's engagement by the Client for the work specified and supersedes all prior or contemporaneous proposals, contracts, agreements and binding commitments of every nature and description whatsoever between the parties on the same subject matter.
- 8.6. **Amendments:** Any amendment, modification, cancellation, change order or waiver of this Agreement must be in writing and signed by or on behalf of both parties.

"[DPM] displays a high level of expertise in managing complex renovations and moves. Given that our company is relatively small, we do not have the knowledge in house. [DPM's] proven success allows me to impart significant trust in their ability to see the projects to the end."

*-Rob Lyons
Vice President of Corporate
Finance
NGAM Advisors (NATIXIS)*

Company Profile & Qualifications

Firm Overview

Diversified is committed to **quality and excellence** and was founded in **1989** with a mission of providing objective and **cost effective** project management and Owner's Representative services. We view each client engagement as an opportunity to develop a long term and mutually beneficial relationship. We pride ourselves on our ability to understand each of our clients' specific needs and to tailor a solution to support each situation.

Our success can be attributed to our **diligent representation** of our clients' best interests and our **fair and objective** dealings with the professionals with whom we interact. We must continue to earn the **trust** of our clients every day by maintaining the high level of **ethics**, customer **service** and attention to **detail** that they have come to expect.

We are uniquely qualified for your project because of our:

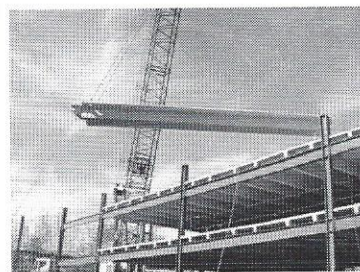
- ◆ **Objectivity:** We work exclusively as an Owner's Representative and do not have the conflict of interest of providing construction, architectural or other services. Because of this, we are able to objectively and fairly represent our clients' best interests.
- ◆ **Proven Process:** We have developed a Standard Operating Procedures manual with corresponding project management tools and templates that ensure measurable, repeatable, high-quality results for our clients. Each staff member participates in in-house training to ensure consistency between all projects.
- ◆ **Dedicated Professionals:** Diversified is one of the largest project management firms in New England with over 60 full time professionals. We have offices in Boston, MA, Hartford & Stamford, CT and Providence, RI and our staff is comprised of professionals with experience in real estate, architecture, engineering, interior design, space planning, FF&E coordination, move planning, construction and facilities management.
- ◆ **Qualifications & Experience:** Since our inception, we have managed hundreds of projects totaling millions of square feet in the private and public sectors. We specialize in providing management and oversight of the planning, design, construction and relocation process for facilities, real estate and capital construction projects. Our services include:

- **Programming & Pre-Construction**
- **Project Management & Construction Administration**
- **FF&E Coordination & Move Management**
- **Facilities & Real Estate Technology**

Knowledge to **Plan . . .**



Strength to **Build . . .**



Experience to **Move . . .**



Company Profile & Qualifications

Diversified is an independently owned firm and does not provide design or construction services, nor are we compensated through vendor commissions or by percentage of project incentives. All revenues are generated on a fee-for-service basis, ensuring that there are no hidden agendas, and that our **clients' best interests** are truly represented.

Our **team approach** provides you with the benefits of lessons learned on hundreds of projects. Because we handle projects like yours every day, there is no learning through costly trial and error. In fact, we've developed a system for managing projects and our services have shown to **save time and money** through better controls, fewer change orders, limited downtime and less disruption.

Our value as the Owner's Representative clearly shows as we define roles and orchestrate the team members to support the project scope, schedule, and budget. We are the thread that connects the team together and we manage the process so that the project team operates effectively and efficiently to deliver your project **on time and on budget**. Our thorough understanding of the construction process, our experienced project management team and our commitment to excellence will help us achieve success on your project.

Stability & Professional Development

On an annual basis we manage in excess of \$200M in construction, procure over \$20M in furniture and move thousands of people. We are financially stable and fiscally conservative and treat each project as if we were spending our own money.

We seek to foster an environment where all professionals meet challenges that enable them to broaden their skills and expand their capabilities. We believe that the combined efforts, knowledge and experience of our team will help us remain the standard by which others are measured.

In a continuing effort to remain at the leading edge in the field, many of our staff are active participants of professional organizations such as IFMA, NEWIRE, SCUP, ERAPPA, IIDA, Real Estate Exchange, BOMA, CoreNet, CBA, SIOR, NAIOP and SMPS. Staff members who belong to these organizations share their knowledge with the rest of our team at our staff meetings.

We provide monthly internal staff training sessions and have vendor "lunch and learn" opportunities and presentations at our monthly staff meetings. We support the development of our staff through certifications, degree and accreditation programs.



"Your team is awesome! The move ran like clockwork and my employees were up and running by 9am Monday morning. That's incredible! I had a number of employees tell me they have never had an office move run so smoothly and, frankly, were shocked at how seamless this was. My CEO said the move was 'flowless.' You've got an outstanding team at DPM!"

*-Jacqueline Meri Bamman
Vice President of Human
Resources
World Energy Solutions, Inc.*

Company Profile & Qualifications

Technology & Process

In an effort to maintain continuity and to establish a method of quality control, Diversified has developed a sophisticated **Standard Operating Procedures** Manual (SOP) and an extensive tool kit for our project managers. This process is **easily customizable** for each of our client's individual needs and includes standard forms and templates for:

- Programming and Space Planning
- Line Item Project Budgets and Forecasts
- Detailed Project Schedules with Critical Path
- Request for Proposals (RFPs) for Architects, CM/GCs, Movers, Furniture, Voice/Data, etc.
- Bid Analysis and Interview Forms
- Meeting Notes
- Asset Inventory
- Construction Administration
- Field Reports
- RFI Logs
- Move Planning and Checklists
- Employee Communications

Our staff is 100% mobile, incorporating the use of Smartphones, and laptops equipped with VPN software. Project managers are proficient in CAD, CAFM and the MS Office Suite, including Project and Visio as our use of technology and automation allows us to be more **efficient**, reduce costs and provide more **consistent** service to our clients. We spend less time "reinventing the wheel" and more time providing value added services to our clients.

"Diversified was an asset to our team for the duration of the project. The scope of services changed significantly over the past several months and DPM was able to meet each challenge head on and deliver a first class facility on time and within budget."

-Rick Willet
CEO
Ascend Learning

**Analyze
Needs**

**Draft
Strategic
Plan**

**Develop
Tactics &
Measures**

**Implement
& Monitor**



Municipal Building Strategic Plan

May 22, 2014

By Town/DPM	Tabulate Town-owned Properties	Input as to scope, #bldgs Recommend comprehensive list Once we have list, then determine any phasing (Advisory Comm or BOS)
Consultant: A/E	Assess Physical Condition Age, Replacement Major Systems Entire Building Assign Costs	Fact-finding, research End result is a report on each facility
Consultant: Real Estate	Assess Potential Alternate Use Sales potential/price Potential development options Cost to replace	Input as to which bldgs, if any, to eval for reuse (AdvComm) Fact-finding, research End result is a report
By Town/DPM/AE	Program Space Needs for Town Depts/uses Staffing, storage, square footages Efficiency of location Appropriateness of facility Technology Accessibility Parking Future growth projections Future facilities	Fact-finding, research Some input needed in eval future growth (staff/BOS), whether bldgs still work for intended use (staff/AdvComm) End result is a report
By Town/DPW	Existing Capital Improvement Plan Maintenance/replacement plans Multi-year budget	What is the current Plan?
By Town/BOE	Integration with School District Facilities Study? Concurrent facilities assessment Impact of any decision to close a school	