



*Your Trusted Partner for  
Comprehensive  
Municipal Services*

**RFP # 23-031- Proposal for Building &  
Safety Services**

## **City of Rialto**

**Community Development  
Department- Building & Safety**

PRIMARY CONTACT:

**ISAM HASENIN, MSCE, PE, CBO**

EMAIL: [ISAM@TNC SERVICES.COM](mailto:ISAM@TNC SERVICES.COM)

Phone: 858-260-0495




ATTACHMENT "A"

**REQUEST FOR PROPOSAL #23-031**  
**Building and Safety Services**

**SIGNATURE AUTHORIZATION**

PROPOSER: True North Compliance Services, Inc.

- A. I hereby certify that I have the authority to submit this Proposal to the City of Rialto for the above listed individual or company. I certify that I have the authority to bind myself/this company in a contract should I be successful in my proposal.



SIGNATURE

- B. The following information relates to the legal contractor listed above, whether an individual or a company. Place check marks as appropriate:

1. If successful, the contract language should refer to me/my company as:

☐ An individual;

☐ A partnership, Partners' names: \_\_\_\_\_

☐ A company; (registered in \_\_\_\_\_)

☒ A corporation; (incorporated in CA)

2. My tax identification number is: 84-4583205

**ADDENDA ACKNOWLEDGMENT:**

Acknowledgment of Receipt of any Addenda issued by the City for this RFP is required by including the acknowledgment with your proposal. Failure to acknowledge the Addenda issued may result in your proposal being deemed non-responsive.

**In the space provided below, please acknowledge receipt of each Addenda:**

**Addendum(s) # 1 is/are hereby acknowledged.**

The "Small Business Concerns Information" sheet shall be included as part of Attachment "A".

### Attachment "A" – Small Business Concerns Information

The Proposer shall furnish the following information. Additional sheets may be attached, if necessary.

- (1) Name: True North Compliance Services, Inc.
- (2) Address: 3939 Atlantic Ave, # 224, Long Beach, CA 90807
- (3) Phone No.: 858-260-0495 Fax No.: \_\_\_\_\_
- (4) E-Mail: isam@tncservices.com
- (5) Type of Firm: (Check all that apply)  
\_\_\_\_ Individual \_\_\_\_\_ Partnership X Corporation  
\_\_\_\_ Minority Business Enterprise (MBE) \_\_\_\_\_ Women Business Enterprise (WBE)  
\_\_\_\_ Small Disadvantaged Business (SDB) \_\_\_\_\_ Veteran Owned Business  
\_\_\_\_ Disabled Veteran Owned Business \_\_\_\_\_ Other
- (6) Business License: \_\_\_\_\_ Yes X No License Number: \_\_\_\_\_
- (7) Tax Identification Number: 84-4583205
- (8) Names and Titles of corporate members of the firm:  
Isam Hasenin, President, CEO, Secretary  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- (9) Three (3) projects of this type recently completed:
- Type of project: Building & Safety Services  
Contract Amount: \$500,000 Date Completed: On-Going  
Owner: City of Malibu/ Yolanda Bundy Phone: (310) 804-6648
- Type of project: Building & Safety Services  
Contract Amount: \$250,000 Date Completed: On-Going  
Owner: City of La Habra/ Rodney Sipma Phone: (562) 383-4119
- Type of project: Building & Safety Services  
Contract Amount: \$400,000 Date Completed: On-Going  
Owner: City of Redwood City/ Christina McTaggart Phone: (650) 780-7228

ATTACHMENT "B"

**REQUEST FOR PROPOSAL #23-031**  
**Building and Safety Services**

**NON-COLLUSION AFFIDAVIT**

The undersigned, being first duly sworn, deposes and says that he or she is the following person authorized to submit the attached proposal from the following firm (herein the "Proposer"):

True North Compliance Services, Inc.

---

Further, that the Proposal is not made in the interests of, or on the behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the Proposal is genuine and not collusive or sham; that the Proposer has not directly or indirectly induced or solicited any other Proposer to put in a false or sham Proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any Proposer or anyone else to put in a sham Proposal, or that anyone shall refrain from Proposing; that the Proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the Proposal price of the Proposer or any other Proposer, or to fix any overhead, profit, or cost element of the Proposal price, or of that of any other Proposer, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the Proposal are true; and, further, that the Proposer has not, directly or indirectly, submitted his or her Proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereof, or paid, and will not pay, any fee to any corporation, partnership, company, association, organization, Proposal depository, or any other member or agent thereof to effectuate a collusive or sham Proposal.

By:   
Signature

Title: Isam Hasenin/ President

Subscribed and sworn to before this 28th day of March, 2023.

ATTACHMENT "C"

# REQUEST FOR PROPOSAL #23-031

## Building and Safety Services

### CONFLICT DISCLOSURE FORM



CITY OF RIALTO

#### DISCLOSURES REQUIRED BY PERSONS OR ENTITIES CONTRACTING WITH THE CITY OF RIALTO\*

Pursuant to City of Rialto Municipal Code Section 2.48.510, all persons or business entities supplying any goods or services to the city, or seeking a loan or grant awarded by the city, whether through an application or proposal, shall disclose in such application or proposal whether any city officer, employee, or consultant may have a financial or non-financial interest in the person or business entity, or in any member, employee, owner, or officer of the business entity.

- A financial interest shall mean any interest that is prohibited under state law, including California Government Code Sections 1090 and 87100, and California Code of Regulation Section 18700 *et seq.*
- A non-financial interest shall mean any interest that is prohibited by City of Rialto Municipal Code Section 2.48.450.

For the purpose of helping the City understand whether City personnel might have a conflict of interest in you or your organization, please disclose below whether you or any of your members, employees, paid or unpaid officers, paid or unpaid directors, or owners are (or are related to) a City elected or appointed official, a City officer, or a City employee or consultant.

Name of Your Organization's Affected Member, Employee, Paid or Unpaid Officer, Paid or Unpaid Director, or Owner	Name of City Elected or Appointed Official, City Officer, a City Employee or Consultant	Relationship Between the Two
None		

By submitting this [application/proposal], or supplying any goods or services to the City, the [applicant/vendor/contractor/consultant] hereby attests under penalty of perjury, personally and/or on behalf of the entity [submitting this application/proposal or supplying any goods or services to the City] that no City of Rialto elected or appointed official, employee or consultant has a financial or non-financial interest, as such terms are defined in California Government Code Sections 1090 and 87100 and in City of Rialto Code of Ordinances Section 2.48.145, in the [applicant/vendor/contractor/consultant], except as specifically disclosed herein.

Name of Person/Entity: Isam Hasenin/ True North Compliance Services, Inc.

Title: President

Signature:  Date: 3/28/2023

Form Date 11/11/2021

**ATTACHMENT “C”  
CONFLICT DISCLOSURE FORM**

**2.48.450 Employee conflict of interest.**

- (1) No covered person shall participate in the making of a grant or contract by the city in which the covered person has a conflicting interest.
- (2) For purposes of this section, the following definitions shall apply:
  - (a) A “covered person” includes any person who holds an elected or appointed City office, a City officer, a City employee, and any person who is a consultant to the City.
  - (b) A “conflicting interest” includes, but is not limited to, those decisions where:
    - (i) A covered person holds or has held within the previous twelve months a position with a potential grant or contract recipient;
    - (ii) A close relative of a covered person holds or has held within the previous twelve months a position with a grant or contract recipient;
    - (iii) A close relative of the spouse or domestic partner of a covered person holds or has held within the previous twelve months a position with a grant or contract recipient.
  - (c) “Position” includes the status of a member, employee, owner, paid or unpaid officer of, paid or unpaid leadership position in, or had an ownership interest in, a grant or contract recipient.
  - (d) A “close relative” includes a spouse, parent, grandparent, child, grandchild, aunt, uncle, or cousin.
  - (e) “Participate in the making of a grant or contract” includes participation in: drafting a solicitation or contract; negotiating, voting on, approving, or executing a grant or contract; discussion of same with any city officer or employee; or attempts in any way to influence the making of a grant or contract.
- (3) This prohibition shall not apply to a contract let by written competitive bid where the contract will be awarded to the person or entity who submits the lowest responsible and responsive bid.
- (4) Except for the Mayor or a member of the City Council, a covered person may request a waiver of any potential conflict of interest in writing from the City Manager. Any request for such a waiver must include full disclosure of the potential conflict of interest and a statement detailing any mitigating factors. The request and the City Manager’s response shall be provided to the City Council prior to any vote to approve the contract or grant, or if City Council approval is not required, at least five days before the contract or grant is approved. The request and the City Manager’s response shall be considered a public record.
- (5) The prohibitions in this section are in addition to any applicable federal or state conflict of interest laws, including but not limited to Government Code section 1090, and Government Code section 87100 *et seq.*

**ATTACHMENT “C”**

## CONFLICT DISCLOSURE FORM

- (6) Any person who violates this section is subject to the following:
- (a) Public censure;
  - (b) If the conflict of interest was in the making of a contract, a prohibition from participation in the making of a contract by the city for a period of time up to twelve (12) months from the date of the imposition of the discipline;
  - (c) If the conflict of interest was in the making of a grant, a prohibition from participation in the making of a grant by the city for a period of time of up to twenty-four (24) months from the date of the imposition of the discipline;
  - (d) An administrative fine pursuant to Chapter 1.10 of this code.
- (7) The discipline specified herein may be imposed:
- (a) By the City Manager in the case of any employee or consultant who violates this section.
  - (b) By the City Council in the case of any person who holds an elected or appointed City office, or any City officer who violates this section.

ATTACHMENT "D"

**REQUEST FOR PROPOSAL #23-031**  
**Building and Safety Services**

**DEBARMENT AND SUSPENSION CERTIFICATION**

The Consultant, under penalty of perjury, certifies that, except as noted below, he/she or any other person associated therewith in the capacity of owner, partner, director, officer, and manager:

- Is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency;
- Has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past 3 years;
- Does not have a proposed debarment pending; and
- Has not been indicted, convicted, or had a civil judgment rendered against it by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past 3 years.

If there are any exceptions to this certification, insert the exceptions in the following space.

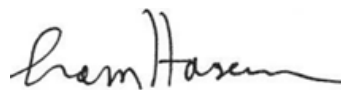
Exceptions will not necessarily result in denial of award, but will be considered in determining Proposer responsibility. For any exception noted above, indicate below to whom it applies, initiating agency, and dates of action.

Notes: Providing false information may result in criminal prosecution or administrative sanctions.

Consultant Name: True North Compliance Services, Inc.

3/28/2023

(Date)



(Signature)

Isam Hasenin/ President

(Name & Title)

ATTACHMENT "E"

**REQUEST FOR PROPOSAL #23-031**  
**Building and Safety Services**

**NON-DISCRIMINATION CERTIFICATION**

In connection with its performance under this Agreement, the Consultant hereby certifies that it shall not discriminate in its employment with regard to age, handicap, race, color, religion, gender, gender identity, sex, sexual orientation, or national origin; that it is in compliance with all federal, state, local directives, and executive orders regarding non-discrimination in employment; and that it agrees to demonstrate positively and aggressively the principle of equal employment opportunity in employment.

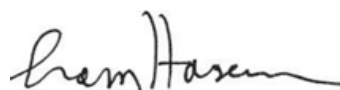
We agree specifically:

1. To establish or observe employment policies which affirmatively promote opportunities for minority persons at all job levels.
2. To communicate this policy to all persons concerned, including all company employees, outside recruiting services, especially those serving minority communities, and to the minority communities at large.
3. To take affirmative steps to hire minority employees within the company.

Consultant Name: True North Compliance Services, Inc.

3/28/2023

(Date)



(Signature)

Isam Hasenin/ President

(Name & Title)

***Attached herewith is a copy of the Consultant's currently adopted equal opportunity employment program.***

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## Section I- Cover Letter

March 28, 2023  
Jesse Sanchez, Chief Building Official  
Community Development, City of Rialto  
150 S. Palm Ave  
Rialto, CA 92376

Dear Mr. Sanchez,

True North Compliance Services Inc. is pleased to present our Proposal for Building and Safety Services. Our philosophy and guiding principles are centered around the commitment to providing public agencies with the highest quality of professional consulting services in a timely and cost-effective manner. We take pride in our ability to provide exemplary services and deep technical expertise to our clients.

Isam Hasenin is President and CEO of True North and the main contact for the firm. He is authorized to represent, sign and bind True North Compliance Services, Inc. in a contractual agreement with the City of Rialto. His email address is [Isam@TNCServices.com](mailto:Isam@TNCServices.com), phone number 858-260-0495. We will serve the City of Rialto from our Long Beach office.

The founder and president of True North Compliance Services, Inc., Isam Hasenin, has developed an impeccable reputation, over his 30-year career, as a forward-thinking customer services-centric public agency administrator, licensed Civil Engineer and technical manager providing high quality responsive service to public agencies and their citizens.

Our team of over 50 highly qualified, licensed/certified plan review engineers, plans examiners, inspectors and permit technicians with many years of experience are ready to serve the needs of the City of Rialto including 8 SE's, 15 PE's in Civil, Mechanical, Electrical and Fire Protection disciplines in addition to experienced and certified plans examiners, inspectors and permit technicians.

We understand the City's needs for Building and Safety services to augment its staff due to the high level of permit activities and the need to provide high quality, responsive and timely service. Our depth and breadth of resources will allow us to meet the demands and requests of the City in a timely and effective manner. We are able to quickly respond to requests to review building plans and perform inspection services on an as-needed basis. We can respond to fluctuations in workload, as well as requests for expedited project reviews. Our project manager will keep an open line of communications with Building & Safety managers and respond to requests within 24 hours of requests.

Our commitment to the City of Rialto is to provide the highest quality Building and Safety services to you and your clients. More specifically, we commit to the following:

1. Unparalleled Building & Safety expertise of team members, and highest quality of plan review and inspection services.

2. Our Director of Operations will serve as the single point of contact for all communication with the City.
3. We will provide the necessary plan review staffing levels to meet the volume of work and level of permit activities.
4. Open line of communications with City staff and managers and permit applicants.
5. Implementation of a rigorous quality assurance program for all services we provide to the City.
6. Availability to work directly with developers to provide high quality responsive plan review services and holding meetings at our Long Beach office.
7. Create a balance of consistency, conformance, and efficiency in all plan reviews.
8. Daily pick up of plans at City offices (for paper plans).
9. Professionally prepared comment lists with clear reference to applicable code sections.
10. Commitment to reviewing plans within the agreed upon turn-around times.
11. Ability to provide expedited plan review services upon request.
12. Availability to meet virtually and in-person with applicants for pre-submittal meetings to provide high level code review and discussion to ensure a smooth and timely plan review process.
13. Ability to provide technical support to the Building Official and staff such as training, code adoption, developing technical policies, procedures and review/recommendations for Alternate Materials and Methods Requests (AMMR).
14. Our President, Isam Hasenin will set up regular meetings with the Building Official to discuss process, procedures and receive feedback on performance of True North staff.
15. Providing services exclusively to municipal clients, thus avoiding any real or perceived conflict of interest.

I am confident True North Compliance Services, Inc. will meet and exceed the City's expectations and provide unparalleled high-quality and timely services to the City.

We look forward to working with you and your team and building a long and successful relationship with the City of Rialto.

Sincerely,

A handwritten signature in black ink, appearing to read "Isam Hasenin". The signature is fluid and cursive, with a long horizontal stroke at the end.

Isam Hasenin, MSCE, P.E., CBO, President

## Section II- Qualifications/Experience

We are excited to present our qualifications to the City of Rialto and look forward to building a long-term successful relationship with the City and provide the highest level of professional consulting services to the City of Rialto.

True North Compliance Services, Inc. was founded and incorporated in California in 2020 as an extension of Hasenin Consulting Engineers founded in 1998. True North Compliance is a full-service comprehensive provider of Building, Fire, Planning and Engineering Services including plan review, building inspection, permit technician, building department administration, code enforcement, planning and fire services and other related services. Our Federal Employer ID number is 84-4583205. Our proposal is valid for 120 days.

True North Compliance Services' philosophy, guiding principles and commitment to the City of Rialto are centered on creating a long-term successful partnership with the City and provide the highest quality of service that is timely and responsive to client needs. ***Our motto is personal attentive service and excellence in the delivery of municipal services.*** We take the time to listen to our client's needs and challenges and then come up with creative cost-effective solutions. We keep an open and on-going line of communications with City staff and managers as well as the public and clients. We fully understand and appreciate the fact that time is money for construction projects and every day of delay means added costs of construction and potential loss of tax revenues for the City. We will partner with the Building Official and city staff to achieve creative solutions to challenging development/construction problems that are safe yet reasonable and practical.

Isam's experience as an active participant in the code development & administration process both on the state and national levels, serving on many technical committees and boards and serving as the Vice Chair of the California Building Standards Commission for 8 years gives him a unique perspective and intimate knowledge of the intent behind any Code provision, thus allowing him to come up with alternative solutions and methods of compliance for unique complex code compliance challenges that don't fit squarely in the prescriptive provisions of the Code. We pride ourselves on the fact that we can create win-win solutions for code compliance challenges and streamlining of the review and inspection process to expedite the occupancy of facilities.

We offer the full range of Building & Safety services ranging from plan review to inspection and permit technician services and other related services. We have the depth and breadth of resources to perform any and all of the following services:

1. We have the capabilities to review and inspect any of the disciplines; including but not limited to:
  - a. California Building Code
  - b. California Residential Code
  - c. California Existing Buildings Code

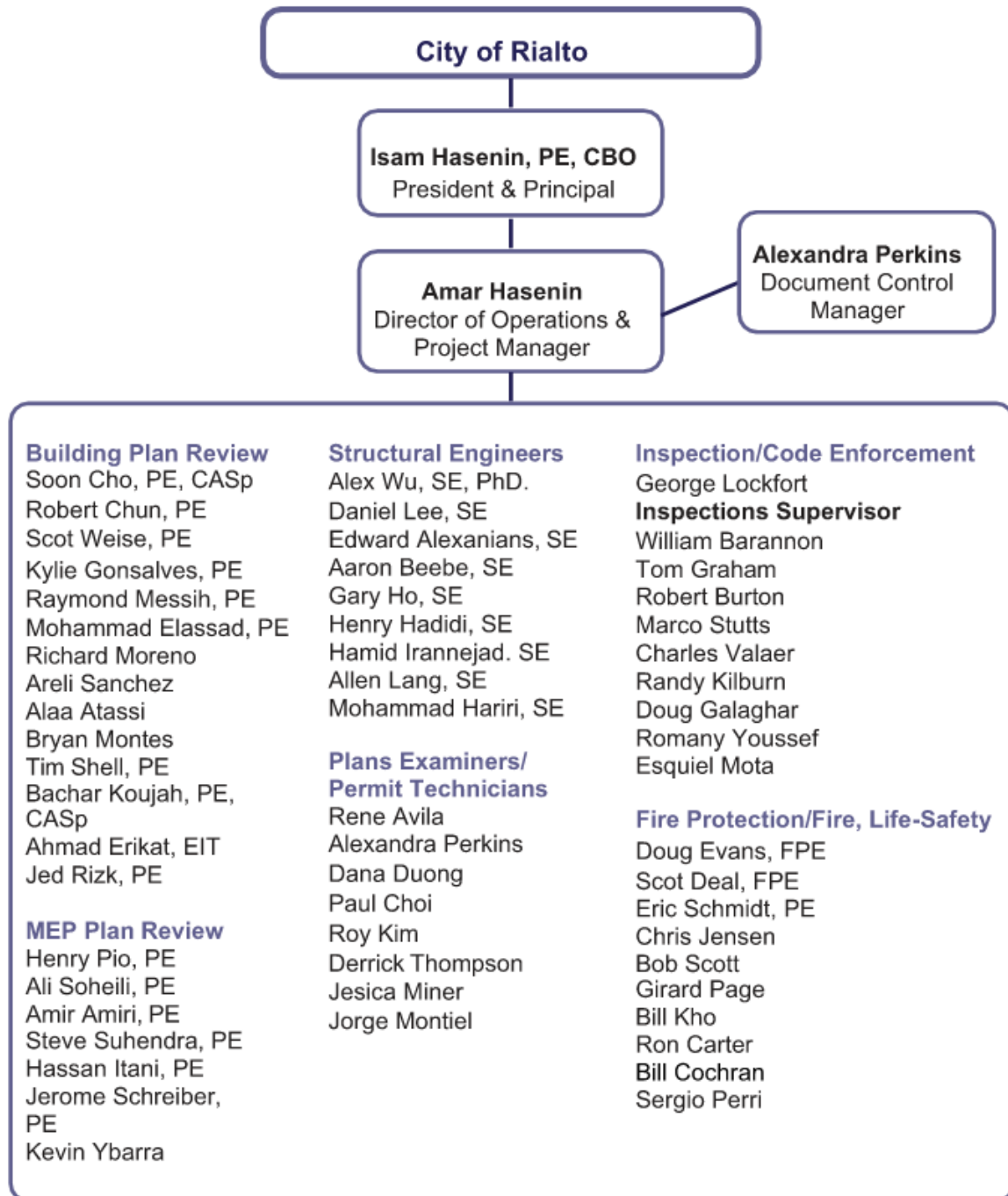
- d. Structural Engineering Plan Review will be performed by licensed Civil or Structural Engineers
  - e. Title 24 Energy
  - f. California Mechanical Code
  - g. California Plumbing Code
  - h. California Electrical Code
  - i. Disabled Access- CASp Compliance: plan review and site accessibility surveys.
  - j. Green Building and Energy Conservation
  - k. OSHPD-3 reviews and certification
  - l. California Fire Code
  - m. Civil Engineering (grading, drainage, Mapping, Subdivisions)
  - n. Environmental reviews such as the National Pollution Discharge Elimination System (NPDES), Sustainable Use Standard Mitigation Program (SUSMP), permit requirements related to the Management Stormwater System (MS4 permit), Model Water Efficiency Landscape Ordinance (MWELO)
  - o. Leadership in Energy and Environmental Design (LEED)
  - p. Onsite wastewater treatment systems (OWTS)
  - q. Local Amendments and Ordinances
  - r. Title 25 Division 1 (Mobile Home and Special Occupancy Parks)
  - s. Building material and equipment standards
  - t. California Contractor State License Law
2. Preliminary review of discretionary applications (Conditional-Use Permits and conditions of Approval) for significant code compliance issues that may impact the overall design and planning approval of the project.
  3. Review of Floodplain provisions where required.
  4. Review of soils conditions and other geotechnical hazards such as fault zones, liquefactions, etc.
  5. Inspection duties shall include: residential, commercial, mixed-use and industrial inspections of all types (e.g., – architectural, structural, disabled access, mechanical, electrical, plumbing, grading and drainage, excavation and shoring, geology and soils, energy conservation, green building, floodplain design standards, and NPDES requirements, et cetera). Ability to perform OSHPD-3 inspection and provide required certifications.
  6. Staff augmentation for counter operations, Code Enforcement and other related services.
  7. CASp plan review and/or site surveys, inspections and reports.
  8. Technical training for staff and the public, administrative support, and development of technical policies and public handouts.
  9. Code adoption and review/recommendations for Alternate Materials and Methods Requests (AMMR).
  10. Fire Code, sprinkler systems, alarm systems and fire apparatus access review and inspection.
  11. Civil plan review services for grading, public improvements, maps, hydrology reports, etc.

With four offices in California to serve the City and a staff of over 50 professionals, we are confident we have the depth and breadth of resources to meet the needs of the City of Rialto. Our team is comprised of over 50 highly qualified and experienced Plan Check Engineers, Plans Examiners, Building Inspectors and Permit Technicians able to handle reviews, inspections and permit processing for all aspects of the Building Services. Our team members have many years of experience working for public agencies in California. Our staff is licensed and/or certified in all disciplines including Licensed Structural Engineers, Licensed Civil, MEP Engineers, ICC Certified Building Plan Reviewers, Licensed Fire Protection Engineers, Certified HazMat Specialists, ICC Certified Plans Examiners, ICC Certified Fire Plan Reviewers, ICC Certified Building Officials and ICC Certified Permit Technicians. Our team is capable of reviewing and inspecting the entire spectrum of projects submitted to the City from single-family homes to highly complex high-rise hotels and large office buildings, mixed-use projects, R&D lab facilities, biotech buildings, data centers, distribution centers, large scale solar farms, complex tenant improvements and public buildings.

## Organization Chart

# Organization Chart

Our staff is licensed and/or certified in all disciplines including: Licensed Structural Engineers, Licensed Civil, MEP Engineer, Licensed Fire Protection Engineers, ICC Certified Plans Examiners, ICC Certified Inspectors, ICC Certified Permit Technicians, and more.



# Recent Project History

Our team members have performed reviews and/or inspections of thousands of projects over their long careers including hundreds of projects of variety of sizes and occupancies during their tenure with True North Compliance Services. True North has been a trusted partner for many of our clients to review the most complex high profile or sensitive projects including highly complex custom homes in Malibu and Dana Point to a large, enclosed IC-Hockey Arena for Riverside County, multiple 5 or 6 story over concrete podiums mixed-use buildings in Pasadena, La Habra, Dana Point and Redwood City. In addition, we just started the preliminary review of a large \$2-Billion complex of life sciences buildings in Burlingame which will include multiple high-rise buildings, many hazardous occupancy labs and other uses. We also reviewed multiple hotels, educational buildings for universities and OSHPD-3 clinics. Below is a listing of some of our clients and highlights of a few recent projects. We can provide many more if requested by the City.

1. **Coachella Valley Sports Arena - Riverside County, CA:** The arena serves as a multi-use facility for sporting events, concerts, and various exhibition-type events. The arena consists of two assembly seating areas, a primary seating bowl and practice ice arena. True North Compliance Services provided the Building, MEP, and Fire Protection plan review for the arena.

Occupancy: A-4, A-3, A-2, B, M and S-2  
Type of Construction: I-B Fully Sprinklered  
Floor Area: 560,000 square feet  
Number of Stories: 4  
Valuation: \$250 Million



2. **The Wave Hotel- Dana Point:** This project consists of 3 stories below grade, 3 stories above grade high end hotel with conference facilities, restaurants and retail. True North Compliance Services provided the Building, MEP, and Fire Protection plan review for project.

Occupancy: R-1, A-2, A-3, M, B

Type of Construction: I-A, V-A

Floor Area: 114,872 square feet

Number of Stories: 3 stories below grade, 3 stories above grade

Valuation: \$25M



3. **Top Golf- Burlingame:** This project consists of a new three-story golf entertainment venue with restaurants, meeting spaces and associated improvements.

Occupancy: A-2, A-3, M and B

Type of Construction: II-B Fully Sprinklered

Floor Area: 70,663 square feet

Number of Stories: 3

Valuation: \$25.5 Million



4. **1200-1340 Bayshore Highway – Burlingame:** This project consists of the redevelopment of a 12-acre site with three, 11-story office/life science buildings totaling 1.46 million square feet. The project includes two, 10-story parking structures each with two levels of below grade parking. True North Compliance Services provided the preliminary code review, and will be providing the Building, MEP, Fire, grading and MWELo plan review for this project.

Occupancy: B, A-3, L, S-1 and S-2

Type of Construction: I-A Fully Sprinklered

Floor Area: 1.5 million square feet

Number of Stories: 2-11 stories

Valuation: Over \$2 billion.



5. **Green Mills Place – Pasadena:** This project consists of a new 4-story mixed use building and renovation of an existing historic building on the same site in Old Town Pasadena. True North Compliance Services provided the Building, MEP, Fire, grading and MWELo plan review for this project.

Occupancy: R-2, A-3, M and S-2

Type of Construction: III-A Fully Sprinklered

Floor Area: 26,607 square feet

Number of Stories: 4

Valuation: \$17 Million



6. **Best Western Plus Hotel- Adelanto:** True North Compliance Services provided the Building and MEP plan review for the new 4-story hotel and associated site development. The hotel consisted of 54,000 square feet, 90 guest rooms, meeting rooms, a gymnasium, swimming pool, bar and restaurant.

Occupancy: R-1, A-2, A-3 and B

Type of Co: III-B

Valuation: \$5.6M



7. **Impossible Foods – Redwood City, CA:** This project consists of a 4-story tenant improvement for the Impossible Foods Research Facility. Scope of work included demo of existing walls, ceiling and MEP systems, creating new rooms, relocating of walls, ceilings, Electrical lighting and data systems, new AC/heating units, mechanical equipment, flooring, new bathrooms, etc. True North Compliance Services provided Building and MEP plan review for the project.

Occupancy: A-3, B and S-1

Type of Construction: II-A Fully Sprinklered

Floor Area: 150,622 square feet

Number of Stories: 4

Valuation: \$12 Million

8. **Divine Arts of Yoga Center – La Habra, CA:** This project consists of a new religious institution and yoga center. The building contains classrooms, assembly halls, a dining hall and onsite living accommodation. True North Compliance Services provided the Building and MEP plan review for this project.

Occupancy: A-3, A-2 and R-3

Type of Construction: V-A Fully Sprinklered

Floor Area: 18,000 square feet

Number of Stories: 1

Valuation: \$3,250,000



9. **Wilson Avenue Warehouse Project – Perris, CA:** This project consists of a new concrete tilt-up warehouse building. True North Compliance Services provided the Building and MEP plan review for this project.  
Occupancy: S-1, F-1 and B  
Type of Construction: III-B Fully Sprinklered  
Floor Area: 153,735 square feet  
Number of Stories: 1  
Valuation: \$4,509,212.
  
10. **Alteryx- 500 Arguello Street, Redwood City.** This project consisted of tenant improvements to an existing R& D facility. Scope of work included demo of existing walls, ceiling and MEP systems, relocating of walls, ceilings, Electrical lighting and data systems, new AC/heating units, mechanical equipment, flooring, new bathrooms, etc. True North Compliance Services provided Building and MEP plan review for the project.  
Occupancy: A-3, B and S-2  
Type of Construction: III-A Fully Sprinklered  
Floor Area: 18,443 square feet  
Number of Stories: 5  
Valuation: \$1.2 Million
  
11. **Moss Adams Pasadena TI, 225 South Lake Ave, # 900, Pasadena.** This project consisted of large tenant improvements to an existing office space in a high-rise building. Scope of work included demo of existing walls, ceiling and MEP systems, relocating of walls, ceilings, Electrical lighting and data systems, new AC/heating units, mechanical equipment, flooring, new bathrooms, etc. True North Compliance Services provided Building and MEP plan review for the project.  
Occupancy: B  
Type of Construction: I-A Fully Sprinklered  
Floor Area: 12,000 square feet  
Number of Stories: 16, Valuation: \$620,000

## Section III- Organization and Team Members

### Principal/Project Leader



For this contract, Isam Hasenin, P.E., C.B.O., will serve as Principal/Team Lead and will serve as the main point of contact of True North Compliance Services, Inc. staff and the City of Rialto. Isam will ensure that services are delivered in accordance with the Scope of Services established by the City and the Consultant Services Agreement.

Isam will maintain an open line of communications with City of Rialto Building Official and other managers as well as project applicants and design teams. He will provide oversight and management of all True North's staff assigned to City projects.

Isam will be available for meetings at the City office. He will be available to discuss complex code

compliance/interpretation questions or process/procedural issues with the Building Official and design team members as the needs arise. He will provide technical or administrative training and participate in any special assignments or meetings at City managers direction.

Isam has 30 years of experience in code enforcement and building department administration and technical review and inspections. Mr. Hasenin has the perfect mix of public sector experience and private sector experience managing both small and large operations. He has deep understanding and appreciation for the challenges and demands of local municipalities in meeting the needs and expectations of their citizens and applicants for building permits.

### Project Manager/Director of Operations

Amar Hasenin, Director of Operations for True North will serve as the day-to-day operational and technical manager for the City of Rialto projects. He will assign and monitor the workload of staff, quality of reviews and timeliness of the review process. He will be available to discuss code compliance/interpretation questions or process/procedural issues with the Building Official and his staff as the needs arise. He will provide technical and administrative training and participate in any special assignments or meetings at City managers direction. Amar has over 10 years of experience as a design engineer, plan check engineer, and regional manager in Southern California. He has served as a Regional Manager for a third-party building department services provider prior to joining True North. He is a highly competent plan review engineer and technical expert in the application of the California Codes and a certified Plans Examiner and Inspector by ICC.

Amar is an effective manager of building operations and managing the needs of our public agency partners and delivering high quality, responsive and timely service.

## **Lead Building Plan Check Engineer**

Soon Cho, PE, CASp will serve as the Lead Building Plan Review Engineer for the City of Rialto. He is an experienced, licensed Civil Engineer. Soon has over 20 years of experience as a plan check engineer for multiple jurisdictions where he reviewed the entire range of projects from residential remodels to complex new homes, tenant improvements and new commercial, office and multi-family projects. Soon is a multi-discipline reviewer and can review building, MEP and grading disciplines. He provides high quality reviews and excellent customer service and always ready to offer solutions and ideas on how to comply with code provisions.

## **Lead Structural Plan Check Engineer**

Alex Wu, SE, PhD, will serve as the Lead Structural Plan Check Engineer. He is an experienced, licensed structural engineer. He is currently the Senior Structural Plan Review Engineer for True North Compliance. Alex has a PhD degree in structural engineering and many years of experience designing and reviewing the entire range of buildings and unique structures such as high rise, mixed-use, concrete parking structures, complex public buildings, heavy industrial, refineries, nuclear power plants, etc. He will work closely with City staff to ensure high quality and timely reviews and answer questions and handle complex issues.

## **Project Team**

Our team is comprised of over 50 highly qualified and experienced Plan Check Engineers, Plans Examiners, Building Inspectors and Permit Technicians able to handle reviews, inspections and permit processing for all aspects of the Building Services. Our team members have many years of experience working for public agencies in California. Our staff is licensed and/or certified in all disciplines including Licensed Structural Engineers, Licensed Civil, MEP Engineers, ICC Certified Building Plan Reviewers, Licensed Fire Protection Engineers, Certified HazMat Specialists, ICC Certified Plans Examiners, ICC Certified Fire Plan Reviewers, ICC Certified Building Officials and ICC Certified Permit Technicians. Our team is capable of reviewing and inspecting the entire spectrum of projects submitted to the City from single-family homes to highly complex high-rise hotels and large office buildings, mixed-use projects, R&D lab facilities, biotech buildings, data centers, distribution centers, large scale solar farms, complex tenant improvements and public buildings. Below is a table of key staff who will be assigned to work on City of Rialto projects. Resumes of staff can be provided upon request.

Name & Role	Experience & Credentials
Isam Hasenin, PE, CBO, MSCE <b>President &amp; Building Official</b>	30+ years experience CA Licensed Professional Engineer Certified: Building Official, Building Plans Examiner
Amar Hasenin <b>Project Manager/ Director of Operations</b>	10+ years experience Certified: Commercial Building Plans Examiner, Commercial Building Inspector, Commercial Plumbing Plans Examiner, Commercial Plumbing Inspector, Accessibility Plans Examiner, Accessibility Inspector
Soon Cho, PE, CASp <b>Lead Building Plan Review Engineer</b>	20+ years experience CA Licensed Professional Engineer Certified Accessibility Specialist; Certified Plans Examiner
Alex Wu, SE, PE <b>Lead Structural Review Engr.</b>	20+ years experience CA Licensed Professional & structural Engineer Certified Building Plans Examiner
Rene Avila <b>Lead Combination Plans Examiner/Inspector</b>	25+ years experience Combination Plans Examiner/Inspector
Allen Lang, SE, PE <b>Structural Review Engr.</b>	20+ years experience CA Licensed Professional & Structural Engineer
Daniel Lee, SE, PE <b>Structural Review Engr.</b>	20+ years experience CA Licensed Professional & Structural Engineer
Gary Ho, SE, PE <b>Structural Review Engr.</b>	25+ years experience CA Licensed Professional & Structural Engineer
Edward Alexanian, SE, PE <b>Structural Review Engr.</b>	30+ years experience CA Licensed Professional & Structural Engineer
Henry Hadidi, SE, PE <b>Lead Structural Review Engr.</b>	30+ years experience CA Licensed Professional & structural Engineer Certified Building Plans Examiner
Robert Chun, PE <b>Building Plan Review Engr.</b>	30 years experience CA Licensed Professional Engineer
Bachar Koujah, PE, CASp <b>Building Plan Review Engr.</b>	25+ years experience CA Licensed Professional Engineer, ICC Certified Plans Examiner
Scot Weise, PE <b>Building Plan Review Engr.</b>	15+ years experience CA Licensed Professional Engineer, ICC Certified Plans Examiner
Mohammed El Assad, PE <b>Building Plan Review Engr.</b>	20+ years experience CA Licensed Professional Engineer, ICC Certified Plans Examiner
Raymond Messih, PE <b>Building Plan Review Engr.</b>	15+ years experience CA Licensed Professional Engineer ICC Certified Plans Examiner

Kylie Gonsalves, PE <b>Building Plan Review Engr.</b>	15+ years experience CA Licensed Professional Engineer, ICC Certified Plans Examiner
Alaa Atassi <b>Building Plan Review Engr.</b>	5+ years experience ICC Certified Plans Examiner
Areli Sanchez <b>Building Plan Review Engr.</b>	5+ years experience ICC Certified Plans Examiner
Bryan Montes <b>Building Plan Review Engr.</b>	5+ years experience ICC Certified Plans Examiner
Richard Moreno <b>Senior Plans Examiner</b>	10+ years experience ICC Certified Plans Examiner
Tim Shell, PE <b>Civil Plan Review Engr.</b>	30 years experience CA Licensed Professional Engineer
Jed Rizk, PE <b>Civil Plan Review Engr.</b>	30 years experience CA Licensed Professional Engineer
Jamal Naji, PE <b>Civil Plan Review Engr.</b>	25 years experience CA Licensed Professional Engineer
Ahmad Erikat, EIT <b>Civil Plan Review Engr.</b>	15 years experience EIT Certificate
Henry Pio, PE <b>MEP Plan Review Engineer</b>	20+ years experience CA Licensed Professional Engineer Certified: Mechanical, Electrical, Plumbing Plans Examiner
Ali Soheili, PE <b>MP Plan Review Engineer</b>	20+ years experience CA Licensed Professional Engineer; ICC Certified Plans Examiner
Amir Amiri, PE <b>Electrical Plan Review Engineer</b>	20+ years experience CA Licensed Professional Engineer; ICC Certified Plans Examiner
Dan Larsen, CASp <b>CASp Plan Reviewer/Insp.</b>	20+ years experience Certified Accessibility Specialist
Gabriel Reza <b>Lead Fire Plan Reviewer</b>	15+ years experience Certified Fire Inspector
Doug Evans, FPE <b>Fire Protection Engineer</b>	20+ years experience CA Licensed Fire Protection Engineer
Bob Scott <b>Fire Plans Examiner</b>	25+ years experience Fire Plan Review and Former Fire Marshal; Fire Inspector II, Building Inspector, Building Plans Examiner

George Lockfort <b>Manager, Inspection Services Combination Inspector</b>	30+ years experience Over 15 ICC Certifications
Tom Graham <b>Combination Inspector</b>	25+ years experience ICC Certified Building Inspector, ICC Certified Residential Inspector
Romany Youssef <b>Combination Inspector</b>	15+ years experience ICC Certified Residential Inspector
Charles Valaer <b>Senior Combination Inspector</b>	20+ years experience ICC Certified: Building Inspector, Combination Inspector
Robert Barton <b>Senior Combination Inspector</b>	30+ years experience ICC Certified: Building Inspector, Combination Inspector
Randy Kilburn <b>Senior Combination Inspector</b>	30+ years experience ICC Certified: Building Inspector, Combination Inspector
Marco Stutts <b>Combination Inspector</b>	5+ years experience
Alexandra Perkins <b>Lead Permit Technician</b>	5+ years experience
Derrick Thompson <b>Permit Technician</b>	5+ years experience ICC Certified Permit Technician
Dana Duong <b>Permit Technician</b>	3+ years experience
Roy Kim <b>Permit Technician</b>	2+ years experience
Jesica Miner <b>Permit Technician</b>	3+ years experience
Paul Choi <b>Permit Technician</b>	1+ years experience

## **Section IV- Methodology & Work Approach**

Our established internal procedures and policies will ensure that we provide the City of Rialto the highest quality, accurate, timely, and responsive service. Our goal is to provide consistent and uniform service, eliminate errors and confusion and ensure compliance with the City's standards, policies, interpretations, and procedures. To that end, we have the following established procedures for each of the services we offer:

### **Plan Review Procedures**

The following approach and procedures will apply to Plan Review Services. It may be adjusted to better accommodate the specific needs of the City of Rialto:

1. All document/plan reviews shall be based on the City of Rialto Municipal Code, applicable federal and state laws and regulations, Title 24 California Code of Regulations, and the City's Building & Safety Division plan review standards and policies. Plan review shall cover structural, fire and life safety, architectural, accessibility, OSHPD-3, energy conservation, green building, grading, plumbing, mechanical and electrical installations in residential, commercial, and industrial projects for new, existing and historical buildings, structures and facilities.
2. We will pick-up plans at the City of Rialto Permit Center within 24 hours of notification or upload immediately into our cloud-based database for electronic submittals.
3. Review all plan check applications for accuracy and make all necessary revisions to such items as description, square footage, type of construction, occupancy and uses.
4. Format plan review comment lists to compliment the style and requirements of the City of Rialto.
5. Prepare a standard template specific to the City of Rialto to identify specific requirements and items of interest and focus to the City Building & Safety Division.
6. Our plan review philosophy is to perform a thorough review during the first submittal of plans in order to avoid new comments on any subsequent submittals.
7. Open lines of communication with the Building Official and other City managers and staff to ensure accuracy in enforcing City policies, procedures and regulations.
8. Conduct plan reviews within the agreed upon turn-around times established by the City of Rialto.
9. Our team is available to review projects on an expedited basis within the designated turn-around times.
10. Review deferred submittals and revisions within assigned due dates.
11. Email plan check comments to designated Building staff and provide pertinent building/project data and information required on permit application. Building/project

data such as description of work, type of construction, uses, occupancy classification, floor area, number of stories, etc. will be provided on the transmittal letter.

12. Supply hard copy or electronic plan review comment, approval letters, and project invoices as required by the City of Rialto.
13. When final review is approved, we will deliver two final sets of approved plans with approval stamps and signatures to the City within 24 (twenty-four) hours of final review and approval.
14. Be available, during regular business hours, to discuss and clarify plan check issues with applicants, designers, owners and consultants. Resolution of code issues may be performed by telephone, or meetings, prior to resubmitting corrected plans and documents.
15. Any plan check issues not resolved between the reviewer and the architect/engineer of record after the second review cycle will be quickly elevated to our QC Manager who will in turn discuss with the Building Official and come up with resolution to the outstanding issues.
16. Communicate and/or meet with the applicant, architect, engineer, other City departments or agencies, as necessary to assist with plan review responses.
17. Participate in pre-submittal meetings during preliminary design or working drawing stages to provide high level code review and discussion to ensure a smooth and timely plan review process.
18. Our President, Isam Hasenin will be available to provide technical support and advice to the Building Official, and city staff and managers related to code application and review of Requests for Alternate materials and Methods, administrative aspects of the department, permit fee analysis, preparing local amendments and ordinances and similar services.
19. We will utilize the City's Permit Tracking System to enter and monitor plan-checking information into the portal.
20. We have a fully automated web-based project tracking system to enter and track all projects assigned by the City. City staff and managers can access the system anytime to check the backlog, status and due dates of any project. They can also review copies of comment lists prepared by our staff. If the City agrees, we can provide access to applicants so they can check status of their projects online without having to call the City or come to the Building & Safety counter. Here is a screen shot of the plan log screen:

Find Project Reset

Search

Status	Client	Job Number	Days Left	Due Date	Total Review	Jurisdiction Number	Address	Description	Reviewer	Actions
Comments Out	Rialto	21-123-006	-	-	1	BLD21-0006		T1 - Burger Shack	Amar Hasenin Issam Shahrouri	107
Approved	Rialto	21-123-005	-	-	1	BLD21-0005	4412 8th Avenue	6.61 KW PV System	Ahmad Erakat	107
Approved	Rialto	21-123-004	-	-	1	BLD21-0004	567 Hilltop Street	New ADU	Amar Hasenin	107
In Review	Rialto	21-123-003	-13	04/02/2021	3	BLD21-0003	455 Ocean Front Blvd	New 4 story Hotel	Alaa Alsaad Issam Shahrouri Ahmad Erakat	107
In Review	Rialto	21-123-002	-9	04/06/2021	2	BLD21-0002	101 Broadway	New Service at Cell Tower	Issam Shahrouri	107
In Review	Rialto	21-123-001	-9	04/06/2021	1	BLD21-0001	1234 Main Street	New SFD	Amar Hasenin	107

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## Electronic Plan Review

True North Compliance Services is able to receive, process, plan review, markup and approval stamp plans electronically and return the electronic plans back to the City. In fact, over 75% of our reviews currently are performed electronically using the Bluebeam platform. More specifically:

1. We will adhere to the City's Electronic Plan Review guidelines and policies.
2. We are able to receive and route submittal documents utilizing cloud storage (Box, SharePoint, Drop Box, etc.) links or any other preferred method of the City.
3. Our staff will use Blue Beam to perform the review or other City-required platform.
4. We will provide redline mark ups on the plans with Blue Beam. Then transferring a marked-up image of the plans onto the plan review comments. This process will simplify the comments for the applicant resulting in less plan review iterations.
5. When the plan check and recheck processes are complete and the plans and corresponding documentation are deemed in full code compliance, we will sign and stamp the electronic plan set and corresponding documents.
6. Our entire team is equipped with latest technology (highspeed computers, multiple large monitors, latest version of Blue Beam, access to cloud storage, etc.) to easily perform plan reviews electronically.

## Plan Check Turn-Around Times

We commit to meeting the City's turn-around times on all projects reviewed by our team. Our web-based project tracking system allows both our reviewers and permit technicians to stay on top of project due dates. Expedited plan reviews will be completed in half the times listed below.

Below are our standard review times.

PLAN CHECK TYPE	1ST Review (Working Days)	2 <sup>nd</sup> Review (Working Days)	Subsequent Reviews (Working Days)
Single-family Dwellings	10	7	5
Commercial, Industrial and Multi-Family Projects	10	7	5
Tenant Improvements	10	7	5

**\* “Express Rerechecks By Appointment”**

We are pleased and excited to offer the City of Rialto our new and innovative solution to expedite and streamline the rerecheck process. The program, “Express Rerecheck By Appointment” is a revolutionary approach to expedite the rerecheck process, minimize the number of review cycles, reduce frustrations and miscommunications between applicants and plan checkers and reduce the workload of City staff in intaking, routing and tracking of the many cycles of plan check and rerechecks on submitted projects. The program will be offered at no additional cost to the applicant or City. The service applies to the vast majority of projects reviewed by our staff. Once the applicant is ready for the rerecheck, he/she will contact True North Office to schedule the “Express Rerecheck By Appointment”. The appointment will be scheduled within 48 hours of the request. Our plan reviewer will perform the rerecheck over video-conferencing meeting and sign off items completed.

## Building Inspection Services

True North Compliance Services, Inc. is pleased to offer excellent on-call Building Inspection Services to the City of Rialto. Our inspectors have extensive construction and trade experience in addition to their Code knowledge, allowing for a practical approach to applying Code provisions during the inspection process. Similar to our Plan Review process, our inspectors employ the following procedures to maximize project success. These procedures may be adjusted to better accommodate your jurisdiction.

1. Become familiar with the inspection style and requirements of the City of Rialto.
2. Provide inspection services and assure that construction complies with plans and is in compliance with the most recently adopted codes, policies, and procedures.
3. Perform inspections on construction projects to verify compliance with City of Rialto Municipal Code and State codes and regulations: California Building Code, Residential

Code, Plumbing Code, Mechanical Code, Electrical Code, Fire Code, Energy Code, Green Building Standards Code, Disabled Access Regulations, and Title 25; Mobile Home Parks regulations; State Water Resource Control Board regulations related to storm water pollution prevention; Sound Transmission Control regulations; and, locally adopted building ordinances and amendments thereof.

4. Inspect for compliance with applicable conditions of approval set forth by the City's Community Development Department, Planning Commission, and/or City Council.
5. Inspectors will possess and maintain necessary certifications required to perform inspections.
6. Be equipped with all necessary tools needed to perform inspections, including a complete set of current code books.
7. Assist in the coordination of job site conferences with technical consultants, engineers, architects, representatives of the owner, equipment manufacturers, and subcontractors to review project requirements, and clarify or resolving any questions or problems prior to commencing work.
8. Prepare inspection notices of noncompliance on incorrect construction methods or material found during inspection; confer with contractor or representative regarding construction methods and procedures as they relate to compliance with plans and specifications.
9. Maintain a record of non-complying items and follow up to achieve resolution of such items. Record all significant construction-related activities and events such as work completed to provide a chronological and factual history of inspection on assigned construction projects.
10. Engage with Building & Safety Division staff to understand the City's permitting process, forms, policies, and clients.
11. Adapt to the City's needs to allow for easy integration into the day-to-day inspection operations.
12. Communicate daily with the City's Principal Building Inspector for assignments and to identify potential issues.
13. Coordinate with various City and County agencies and departments and other governmental agencies providing services, and/or having jurisdiction over any aspect of a development project.
14. Maintain contact while in the field to answer questions, reschedule inspections, and support City staff.
15. Serve as a resource and provide information on City regulations to property owners, residents, businesses, the general public and other City departments.
16. Build a rapport with frequent contractors and teams on continuing projects.
17. Update the City's permit tracking software as necessary, including transferring all applicable field notes.

18. Perform and/or attend on-site and in-office preconstruction meetings as required.
19. Communicate and/or meet with applicants, contractors, engineers, architects, etc., as necessary to assist with corrections and general project questions.

## **Permit Processing Services**

True North Compliance Services, Inc. believes that the permit technician position is one of the toughest positions in the Building & Safety Division. Being at the counter all day long handling customer contacts, questions and issues is challenging, especially as we experience the high volume of work and high customer traffic at the public counter. That's why we believe it takes a certain type of personality to be successful at the position. It's someone who is pleasant, calm, patient, excellent interpersonal skills and ability to use automation systems. We are pleased to offer staff who meet these criteria and qualifications. More specifically, the permit technician will:

1. Enter permit data into the automated database.
2. Research, compile and prepare various limited reports and presentation graphics.
3. Assist the general public at the front counter or by phone regarding building, planning and engineering permit requirements, plan check fees, plan check filing procedures and processing, and permit status.
4. Research information for public.
5. Accept permit applications and collect permit fees.
6. Review and evaluate plans for completeness and for conformance with ordinances and department standards, policies and guidelines.
7. Review plans for conditions of prior approval.
8. Route plans to other city departments for review.
9. Approve minor permits.
10. Research and respond to public inquiries.
11. Build and maintain positive working relationships with co-workers, City employees and the public using principles of good customer service.
12. Perform related duties as assigned.
13. Utilize City electronic and paper files to research previous and/or related permits.
14. Review permit application for completeness, perform fee calculations, route plans, verify approvals and conditions and issue permits.
15. Provide excellent service to all customers from a homeowner to large developers and designers.
16. Have excellent interpersonal skills, calm demeanor, patient and be a good listener

# Quality Control Program

True North Compliance's core values in delivering municipal services are: Ethics, Transparency, Collaboration, Empathy, Customer-Centric service, Communications, and Fiscal Prudence. High quality service, professionalism and excellence in the delivery of municipal services are at the core of what True North Compliance stands for. We share the City's commitment to delivering responsive and timely service without compromising the quality of the service. To that end, we developed and implemented a rigorous internal quality control and assurance program for all of our services. Here are the major components of our quality control program:

## Plan Review and Counter Services

Our established internal intake, plan review, quality control and customer contact procedures ensure that submittals are properly coordinated, tracked and managed. Our plan tracking procedures are designed to track each submittal throughout the review process and maintain accurate and comprehensive records for each submittal. To accomplish this goal, we follow this procedure:

1. We monitor our staff's performance and interaction with customers at the counter by having customer surveys available for the applicants to complete. We will also randomly call applicants who received our service to check on their satisfaction with the services received from our staff. We will monitor phone calls and produce period reports of customer satisfaction. We will train and provide feedback to our staff related to their customer service skills.
2. Once we receive a project for review from the City, our document control staff screens and logs the project into our internal project tracking system with all appropriate information such as description, scope, review disciplines, Building Department staff, design team contact person and due dates.
3. Our QC Manager will perform an initial cursory review of the project to determine if there are any major code compliance issues that may require immediate discussion with the Building & Safety Division staff and/or design team, then depending on the complexity of the project, assigns to appropriate True North plan review engineers/plans examiners.
4. Plans are assigned to engineers or plans examiners for each of the required disciplines with notes from the QC manager
5. Once the plan review is complete, True North QC Manager will perform quality control of the project by reviewing the project and comments prepared by the assigned plan review engineer/plans examiner.
6. Following the QC phase, final comments will be generated and sent to the Building & Safety Division staff and designated design team member.

## Inspection Services

Similar to our plan check quality control program, we have a rigorous internal quality control and assurance program for our inspection services. Main elements of our program include:

1. Rigorous hiring program to ensure that we only hire highly competent professional and friendly inspectors who believe in True North's core values and guiding principles.
2. Thorough on-boarding and training program for our team.
3. On-going technical training on latest codes, interpretations, technology and construction methods and techniques.
4. Regular staff meetings to communicate policies, procedures and provide directions.
5. Regular feedback loop on staff performance.
6. Announced and un-announced audits of inspectors by our Chief of Inspections.
7. Regular feedback meetings with City's Building Official and staff to obtain feedback and input on our staff's performance.
8. Periodic calls to contractors to seek feedback on performance of our inspection staff.
9. Regular meetings with our inspectors to evaluate performance, offer critique and corrective actions if necessary.

## Communications Approach & Customer Service Commitment

Our singular focus on our motto "*personal attentive service and excellence in the delivery of our services*" allowed us to become the go-to provider for most of our clients. The common denominator for our success serving our clients is the absolute focus on delivering high quality, responsive and timely services. We will partner with city staff, applicants and designer to come up with practical common-sense solutions to difficult code compliance challenges. Our team is available to handle questions and issues raised by City staff and/or the applicants throughout the day. Our managers are available around the clock to handle whatever needs our clients might have. We keep an open line of communications with staff and applicants to streamline and expedite the review and approval of projects being reviewed. Our customer service commitment includes the following elements:

1. Application of the code in a reasonable practical yet safe manner, and understanding and applying the spirit and intent of the code whenever needed.
2. Our plan review philosophy is to perform a thorough and accurate plan review during the first submittal in order to avoid new comments and delays during subsequent review cycles and frustrating the applicants and designers.
3. Open lines of communication with the Building Official and other city managers and staff to ensure efficient and high level of customer service.

4. When an applicant disputes plan check comments, our plan check staff is trained and instructed to quickly elevate the issues to our QC manager to work toward quick and effective resolution of the issues.
5. Implementation of our “Express Recheck By Appointment” system to enhance customer service and expedite approval of projects.
6. Office hours: our staff is available Monday through Friday from 8:00 am- 5:00 pm to respond to phone calls and email inquiries.
7. We respond to phone calls and emails the same day received.
8. Our plan check staff is available, during regular business hours, to discuss and clarify plan check issues with applicants, designers, owners and consultants. Resolution of code issues may be performed by telephone, virtual meetings or in-person meetings, prior to resubmitting corrected plans and documents.

## Transition and Implementation Plan

Our managers and staff are highly experienced in transitioning services from other consultants. We have successfully and effectively transitioned services from other consultants for our current clients such as City of the Del Mar, Carlsbad, Dana Point, Malibu, Redwood City, San Bruno and others. We are prepared to immediately engage with the City of Rialto’s Building Official and other City staff to initiate the transition process. Elements of our implementation plan would include the following steps:

1. Our President and Director of Operations will hold an initial implementation meeting in person or via video-conference with the Chief Building Official and his staff as soon as the contract is signed to gain an insight on current key issues, challenges and needs of the Building & Safety Division.
2. Tour the City’s Building Services operation and meet and greet with manager/staff of City departments that are involved in the development review and permitting process.
3. Meet with Planning Division managers to review current applications for discretionary review to gain insight of upcoming construction projects and key project conditions.
4. We would collect all policies and procedures of the Building & Safety Division’s plan review and inspection process.
5. We would provide internal training to our staff on City of Rialto process, technical policies and other applicable local ordinances and regulations.
6. We would establish internal policy manual for City of Rialto plan review and inspection process to ensure our staff follows established procedures and local ordinances and regulations.

7. Set up the process and procedures for plan pick-up, delivery and return of plans.
8. Train our staff on the City's permitting software system.
9. We would develop standardized plan review checklists specific for the City of Rialto.
10. Process and deliver projects during the last week of transition to test the system and tweak as necessary.
11. Our President, Isam Hasenin will set up regular meetings with the Chief Building Official and other City managers to discuss process, procedures, technical issues and receive feedback on the performance of True North staff.

## Section V- References

While our firm is relatively young, we are pleased to share with you that we already signed contracts with over 30 California municipalities. This is a testament to the impeccable reputation of our president and team members and ability to deliver the level and quality of service expected by our public agency partners. Here is a sampling of our clients and scope of services provided.

Client	Dates	Services Provided
<b>City of Malibu</b> Yolanda Bundy, PE, Chief Building Official 23825 Stuart Ranch Rd, Malibu, CA 90265 (310) 804-6648, ybundy@malibucity.org	2021- Current	Plan review & Inspection services
<b>City of Huntington Beach</b> Jasmine Daley, Chief Building Official 2000 Main St, Huntington Beach, CA 92648 (714) 375-5147, Jasmine.daley@surfcity-hb.org	2021- Current	Plan review & Inspection services
<b>City of Pasadena</b> Ron Takiguchi, Chief Building Official, 175 Garfield Ave, Pasadena, CA 91101 (626) 744-7063, rtakiguchi@cityofpasadena.net	2020- Current	Plan review & Inspection services

<b>City of La Habra</b> Rodney Sipma, Building Official 110 E La Habra Blvd, La Habra, CA 90631 (562) 383-4119, rsipma@lahabraca.gov	2020-Current	Plan review & Inspection services
<b>City of Dana Point</b> Joe Romero, Building Official 33282 Golden Lantern, Dana Point, CA 92629 (949) 248-3545, jromero@danapoint.org	2021-Current	Plan review & Inspection services
<b>City of South Gate</b> William Campana, Building Official 8650 California Ave, South Gate, CA 90280 (323) 563-9515, wcampana@sogate.org	2022-Current	Plan review & Inspection services
<b>County of Riverside</b> Issam Shahroui, Building Official 4080 Lemon St, Riverside, CA 92501 (951) 955-1833, sshahroui@rivco.org	2020-Current	Plan review & Inspection services
<b>County of Los Angeles</b> Fouad Barakat, Principal Engineer 4801 E 3rd St, Los Angeles, CA 90022 626-674-9021, fbarakat@dpw.lacounty.gov	2020-Current	Plan review services
<b>City of Redwood City</b> Christina McTaggart, Building Official 1017 Middlefield Rd, Redwood City, CA 94063 (650) 780-7228, cmctaggart@redwoodcity.org	2020-Current	Plan review & Inspection services
<b>City of San Bruno</b> Darcy Axiaq, Building Official 567 El Camino Real, San Bruno, CA 94066 (650) 616-7020, daxiaq@sanbruno.ca.gov	2021-Current	Plan review & Inspection services
<b>City of Tracy</b> Christopher Morgan, Building Official 333 Civic Center Plaza, Tracy, CA 95376 (209) 831-6415, Christopher.Morgan@CityofTracy.org	2020-Current	Plan review & Inspection services
<b>City of Burlingame</b> Rick Caro, Building Official 501 Primrose Rd, Burlingame, CA 94010 (650) 558-7260, rcaro@burlingame.org	2021-Current	Plan review & Inspection services
<b>City of Milpitas</b> Bill Tott, Building Official 455 E. Calavaras Blvd., Milpitas, CA 95035 (408) 586-3263, btott@ci.milpitas.ca.gov	2022-Current	Plan review & Inspection services

<b>City of Carlsbad</b> Jason Pasiut, Chief Building Official 1635 Faraday Ave, Carlsbad, CA 92008 (442) 339-2788, jason.pasiut@carlsbadca.gov	2022- Current	Plan Review, Inspection and Permit processing services
<b>City of Del Mar</b> Karen Brindley, Director of Planning Dept. 1050 Camino Del Mar, Del Mar, CA 92014 (858) 442-2512, kbrindley@delmar.ca.us	2020- Current	Building Official, Plan Review, Inspection and Permit processing services

## Section VI- Philosophy/Ethical Standards

A primary reason for early success and rapid growth is our strong ethics and professional standards. Our Philosophy & Guiding Principles are: ***To provide highest quality, timely, cost-effective service and build strong successful long-term partnerships with municipal clients.***

Our core values in delivering building services are: **Ethics, Transparency, Collaboration, Communications, Excellent Customer Service, Empathy, Fiscal Prudence.**

We apply our philosophy & Guiding Principles along with our core values to everything we do in the day-to-day operations and in the delivery of all of our services. To that end, we will:

- ✓ Partner and collaborate with City's Building Official, Fire Marshal and their staff to deliver a streamlined and expeditious process for plan reviews.
- ✓ We deliver on every promise we make to our clients.
- ✓ Deliver timely, high-quality service.
- ✓ Thorough and complete plan review with clear concise comments during the first review to minimize delays and frustrations.
- ✓ Reasonable, practical yet safe approach to code compliance.
- ✓ Availability of our staff and managers to City staff and applicants.
- ✓ Free early global code review during discretionary process.
- ✓ ***Our motto is personal attentive service and excellence in the delivery of municipal services.***

We avoid any real or perception of conflict of interest and hold ourselves to the highest ethical standards in the delivery of our services. To that end, we have the following policies and procedures in place:

1. We only work for public agencies in the assessment and verification services. We do not perform any design services to private or public agencies.
2. We do not work for any private developers, designers or engineers.

3. Our staff is not permitted to perform any design or consulting work on their own in any client cities.
4. Our staff and managers are required to disclose any personal financial interest in any city client.
5. Our staff is not permitted to be involved in any way in project reviews, inspections or approval of their personal projects, or their family members or friends.
6. Our staff and managers are not permitted to accept gifts of any monetary value from clients or project applicants and contractors.
7. Our staff and managers are not permitted to develop personal relationships or friendships with project applicants or builders of projects they are working on.

## **Acknowledgements**

True North Compliance Services, Inc proposes no exceptions or deviations from the City's requirements and accepts the City of Rialto Standard Professional Services Agreement without exceptions.

True North Compliance Services, Inc. certifies that it is able to provide the insurance coverage required by the City of Rialto.

## **Conflict of Interest**

We attest that none of True North Compliance Services' managers or staff have any real or perceived conflict of interest with the City of Rialto related to this RFP.

## **Key Resumes**

# Isam Hasenin, P.E., CBO

## President/Building Official

### Education

**B.S. Degree - Civil Engineering**  
San Diego State University

**M.S. Degree – Structural Engineering**  
Pennsylvania State University

### Licenses and Certifications

- Licensed Professional Engineer in the State of California
- ICC Certified Building Official
- ICC Certified Plan Examiner

### Professional Activities

- Vice Chair of the International Accreditation Services (IAS) 2008- 2016.
- California Building Standards Commission-Member and Vice Chair 2002-2010
- Vice-Chair of the Division of the State Architect Access Advisory Board 1995 – 2000
- ICC Education Committee 2000-2007
- CALBO Education Committee 1995-2002
- DSA Accessibility Committee 1992-1998
- Numerous other ad hoc professional committees

### Affiliations

- International Code Council
- Member of the American Society of Civil Engineers.

### Background

An accomplished senior-level technical manager and building official with over 25 years of experience in the code compliance services in both the private sector as well as the public sector. Isam developed an impeccable reputation, over his long career, as a forward-thinking customer services-centric public agency administrator, licensed Civil Engineer and technical manager providing high quality responsive service to public agencies and their citizens.

Experienced building official with hundreds of decisions and ruling on complex code issues, interpretation and application of equivalencies and Alternate Materials and Methods. Highly respected technical expert with many years of service on many technical standard writing committees. Served as a Vice Chair of the California Building Standard Commission for over 4 years responsible for the adoption and application of the building codes in California. Active participant in the code development & administration process both on the state and national levels and serving on many technical committees and boards.

### Select Work Experience

#### True North Compliance Services, Inc. President/ Building Official

Isam serves as Principal/Team Leader and main point contact for True North Compliance. He ensures that services are delivered in accordance with the Scope of Services established with the client; he recruits and hires staff; he provides oversight and management of all True North's staff; he manages the firm's rigorous quality control program; he provides technical and administrative training to staff and clients; assist clients in code adoption, development of policies and procedures and provide recommendations for alternative solutions and methods of compliance for unique complex code compliance challenges that don't fit squarely in the prescriptive provisions of the Code.

#### Bureau Veritas Chief Operating Officer

Manage the code compliance division with hundreds of local building department clients throughout the U.S. Division; provides local jurisdictions and agencies with a comprehensive range of municipal services and building department operations including plan review, inspection and permit processing services and fire and health review services. Clients include over 200 cities and public agencies throughout the country.

#### City and County of San Francisco -Development Services Director/Chief Building Official

Managed the Department of Building Inspection with a staff of over 400 and an operating budget exceeding \$50 million. Responsible for the plan review and inspection process and code enforcement program for the city. As the Chief Building Official, led the adoption and local amendment process of the City's construction codes in compliance with state law, set technical policies and procedures for the application and enforcement of the City's codes, authored code interpretations and reviewed and acted upon numerous submitted requests for modifications or approvals of alternate materials and methods to prescriptive code requirements.

# Amar Hasenin

## Director of Operations/ Senior Plan Review Engineer

### Education

**B.S. Degree - Civil Engineering**  
Long Beach State University

### Certifications

- ICC- certified Building Plans Examiner
- ICC- certified Building Inspector
- ICC-certified Commercial Plumbing Plans Examiner
- ICC-certified Commercial Plumbing Inspector
- ICC-certified Accessibility Plans Examiner and Inspector

### Background

An accomplished technical manager, director of operations and plan review engineer with over 10 years of experience in the code compliance services in both the private sector as well as the public sector. Amar is an effective manager of building operations and managing the needs of our public agency partners and delivering high quality, responsive and timely service.

A graduate engineer and ICC-certified plans examiner with many years of experience as a design engineer and Plan Reviewer of the entire range of construction projects ranging from small residential projects to complex commercial facilities, R&D, hazardous occupancies, biotech industry and mixed-use projects. Amar provided in-house plan review and counter services for various jurisdictions throughout the state. He provides recommendations and solution to complex code-compliance issues to building officials. Amar managed regional operations for third party consultants throughout the state of California.

### Work Experience

#### **True North Compliance Service, Inc. Director of Operations/Senior Plan Review Engineer**

As the Director of Operations for True North, Amar serves as the day-to-day operational and technical manager for True North. He ensures that services are delivered in accordance with contracts and meeting clients' needs and expectations; He recruits and hires staff; he provides oversight and management of all True North's staff; He will assign and monitor the workload of staff, quality of reviews and timeliness of the review process; He manages the firm's rigorous quality control program; He provides technical and administrative training to staff and clients; He assists clients in code adoption, development of policies and procedures and provides recommendations for alternative solutions and methods of compliance for unique complex code compliance challenges. Amar is also a senior-level Plan Reviewer who performs reviews on the entire range of constructions projects, especially complex buildings such as large mixed-use projects, R&D facilities, hazardous materials, labs, educational uses and large assembly occupancies.

#### **West Coast Code Consultants Regional Manager**

Amar served as the Southern California Regional Manager for the firm providing building department services to multiple public agencies throughout the region. He also served a supervising Plan Reviewer for the Peninsula office of the firm. He served as in-house plan reviewer in multiple jurisdictions throughout the state including Redwood City and Dana Point. Amar was also the key plan reviewer of complex and challenging construction projects.

# Alex Wu, Ph.D., S.E., P.E.

## Senior Structural Plan Review Engineer

### Education

**Ph.D. Degree -Structural Engineering**  
Purdue University

**M.S Degree - Structural Engineering**  
National Taiwan University

### Licenses and Certifications

- Licensed Professional Engineer in the State of California
- Licensed Structural Engineer in the State of California

### Awards/Honors

- Member of the Phi Tau Phi Honor Scholastic Honors Society at National Taiwan University

### Background

Alex is a highly respected structural engineer. He has over 20 years in structural plan check and structural design field. With a Ph.D. degree in structural Engineering and many years of experience designing and peer-reviewing the full range of structures including complex building and structures. Alex has peer-reviewed highly complex buildings and structures for agencies like OSHPD, DSA, LA Unified School District, UCSD and many others.

### Select Work Experience

#### True North Compliance Services, Inc. Senior Structural Plan Review Engineer

Provide structural plan review for various projects. Review projects including single family/duplex residential construction, multifamily residential construction, commercial construction, and non-building structures. Review and evaluate architectural and structural construction documents submitted for permit approval from various municipalities utilizing applicable codes/standards/guidelines/laws, code interpretation, appropriate municipal ordinances and construction and engineering standards; interact and communicate with design professionals and city staff on technical requirements and plan review comments; provide technical assistance to city staff; perform structural inspections in the field as needed; provide assistance and information to contractors, architects, engineers and the public in the solution of complex building problems and the interpretation of building codes, structural standards and ordinances.

#### KPFF, Inc. Senior Project Engineer

Provided structural analysis and design for variety of buildings and structures. Examples of projects designed or peer-reviewed include: design and construction administration of hospital equipment seismic/gravity support/bracing/anchorage design and construction for Kaiser Hospital; Design of a new 200-foot long pedestrian bridge based on Caltrans specification for California State University, San Marcos; Peer review of the design of several new multi-story (Up to 13 stories above and 3 levels below grade) RC shear wall buildings with underground garages for University of California San Diego, North Torrey Pines Living & Learning Neighborhood; Peer review of renovation/addition design of multi-story RC shear wall buildings for University of California San Diego and many others.

#### TMAD, Taylor & Gaines Structural Project Engineer

Provided structural analysis and design for variety of buildings and structures. Examples of projects designed include: Seven masonry shear wall buildings with steel gravity frames and pile foundations for Long Beach Unified School District; Design of new two-story steel special concentrically braced frame building for San Diego High School; Seismic retrofit design of existing three-story reinforced concrete shear wall building for Long Beach City Library; Design of new six-story steel frame building and surrounding structures for Scripps Memorial Hospital.

# Soon Cho, P.E., CASp

## Senior Plan Review Engineer

### Education

**B.S. Degree -Physics**

**M.S. Degree - Civil Engineering**

### Licenses and Certifications

- Licensed Engineer in the State of California
- CASp
- CA Plan Examiner
- CA Residential Building Inspector
- CA Commercial Building Inspector
- CA Residential Fire Sprinkler Inspector

### Background

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Over 20 years experience as a plan check engineer. Highly accomplished Professional Engineer and CASp who is effective at reviewing the entire range of residential and commercial plans for compliance with applicable building codes. Detail-oriented and analytical professional with an efficient and thorough approach. Proficient licensed plans check engineer who is knowledgeable about current codes and their effective interpretation.

### Select Work Experience

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#### **True North Compliance Services, Inc.** **Plan Review Engineer**

Perform plan review of the entire range of residential, commercial and industrial projects; examine and check structural engineering designs, calculations and plans for conformance with adopted Building Codes and local ordinance and regulations; perform plan review of electrical, mechanical and plumbing projects for conformance with the Mechanical Code, Plumbing Code and National Electrical Code and local ordinances and regulations; provide interpretations of building codes, State laws and local ordinances to city staff and the public; evaluate alternate methods of construction/materials and provides recommendations; provide technical assistance to city staff; perform CASp plan reviews and inspections and prepare CASp reports as needed; check plans for compliance with California Title 24, Energy and Disabled Access Requirements; maintain liaison with city staff related to project reviews and code compliance.

#### **City of Newport Beach** **Senior Plan Check Engineer**

Plan check architectural & structural plans for large, medium, & small sized residential & commercial projects. Enforce all applicable building codes including fire, life safety, and accessibility requirements. Coordinate a smooth process between clients and the City to ensure great customer service in meeting code requirements per the Building Code. Advised and interpreted codes to homeowners, business owners, laymen, contractors, architects, and the public; and coordinated inspection activities and the construction progress with other City departments and outside agencies as needed. Mentored and supervise colleagues to improve their skills and education by providing technical knowledge.

#### **City of Los Angeles** **Structural Engineer Associate**

Plan check architectural & structural plans for large, medium, & small sized residential & commercial projects. Enforce all applicable building codes including fire, life safety, and accessibility requirements. Coordinate a smooth process between clients and the City to ensure great customer service in meeting code requirements per the Building Code. Checked plans for compliance of Los Angeles zoning codes  
Experience with checking EQ Retrofit compliance Div 91(tilt-up) and Div 88 (URM)

# Hassan Itani, PE

## M/P Plan Review Engineer

### Education

#### B.S. Degree – Mechanical Engineering

California State Polytechnic University, Pomona

### Licenses and Certifications

- Licensed Engineer, Mechanical
- ICC -Certified Mechanical Plans Examiner

### Background

Hassan is a highly qualified plan review engineer and design engineer with over 8 years of experience in the review and design of heating, ventilation, and air conditioning (HVAC), plumbing systems for compliance with local and state codes and energy standards. He has knowledge and experience in large scale alternative energy generation plants. Hassan has a strong background in project management and evaluation of existing HVAC/MEP systems.

### Select Work Experience

#### True North Compliance Services, Inc. Mechanical/Plumbing Plan Review Engineer

Provide plan review and field investigations for compliances with mechanical and plumbing codes and standards and review of energy compliance documents (Title 24) for wide range of construction projects ranging from residential additions to new high-rise buildings, hotels, malls, large public facilities, hazardous occupancies, R&D, and Biotech Facilities.

#### City of Los Angeles Mechanical Engineering Associate II

Review of plumbing, mechanical, heating, ventilation, and air-conditioning (HVAC), as well as electrical building plans of commercial, multi-family and industrial for compliances with mechanical, plumbing, and electrical codes, and standards. Review of energy compliance documents. Provide information on codes and regulations to engineers, architects, and contractors. Resolve issues between the field inspectors and contractors. Perform calculations for ventilation, mechanical equipment, piping, wiring, and load verifications.

#### Boeing Fleet System Engineer

Monitor multiple airplane fleets and provide targeted maintenance recommendations for critical faults, enabling real-time situational awareness of in-flight Boeing airplanes; work directly with airlines to help improve reliability metrics by implementing prognostic alerting systems.

#### Applied Medical Mechanical Engineering Intern

Assisted in developing and testing Kii Dissecting Balloon, promoting its reliability in the field to expedite product release; collaborated with senior engineers in product development to revise manufacturing process and equipment maintenance schedules to increase efficiency; sole generator of maintenance manuals, installation, operational, and performance qualification reports to document product progress; meeting FDA requirements in case of audit.

# **Jerome Schreiber, P.E.**

## **Senior Electrical Plan Review Engineer**

### **Education**

**B.S. Degree – Electrical Engineering**  
CAL Polytechnical University

### **Licenses and Certifications**

- Licensed Electrical Engineer in the State of California
- ICC Certified Building Inspector
- ICC Certified Mechanical Inspector
- ICC Certified Plumbing Inspector
- IAEI Certified Electrical Inspector
- IAEI Certified Electrical Plans Examiner

### **Background**

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Jerome has over 30 years of diverse experience in the electrical engineering design and plan review for a variety of construction projects ranging from TIs to complex occupancies, high rise buildings, high voltage systems and sub-stations. He reviews complex building plans for conformance to applicable electrical regulations and calculates electrical adequacy; prepares reports and written recommendations and coordinates construction activities with other agencies and citizen groups.

### **Select Work Experience**

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#### **True North Compliance Services, Inc.** **Electrical Plan Review Engineer**

Provides plan review and field investigations for compliances with the National Electrical Code (NEC) and standards and review of energy compliance documents (Title 24) for wide range of construction projects ranging from residential additions to new high-rise buildings, hotels, malls, large public facilities, hazardous occupancies, R&D, and Biotech Facilities. Amir is also our internal expert for high voltage systems and sub-stations and small or large-scale solar farms.  
Jerome will provide plan reviews of solar projects submitted to the VPP Program.

#### **City of Glendale** **Building Inspector**

Performed building, electrical, mechanical and plumbing inspections; performed electrical plan reviews.

#### **City of Vernon** **Senior Electrical Inspector**

Responsible for City of Vernon Electrical Plans Examination and Building, Plumbing, Mechanical, & Electrical inspections and all electrical installations in the City and for the City municipal facilities.

#### **Southern California Edison** **Distribution Engineer**

Service Planning and Customer Coordination.

# Gabriel Reza

## Fire, Life-Safety Plan Reviewer

### Education

**B.S. Degree – Urban Planning**

### Certifications

- Certified Fire Inspector, NCSA #CFC040513
- Certified Fire Safety Officer, Office of the State Fire Marshal
- Hazardous Waste Operations and Emergency Response Certified

### Affiliations

- International Code Council Los Angeles Basin Chapter- Fire Life Safety Chairman
- International Code Council – Appreciation Award
- California Building Officials – 2020 Educator of the Year
- California Fire Chiefs Association, Executive Board Member, SoCal FPO, President

### Background

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Extensive experience of over 15 years conducting Title 19/24 fire and life safety inspections. Concise knowledge and experience with California State Fire Codes, local regulations, federal codes, laws and NFPA guidelines. Ability to properly research, interpret and properly apply these related codes.

Comprehensive knowledge of fire detection, sprinkler fire protection and other life safety systems, including NFPA requirements for inspection, installation, testing and evaluation of systems.

### Select Work Experience

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#### **True North Compliance Services, Inc. Fire-Life Safety Plan Reviewer**

Performs complex fire safety plan review services for a variety of occupancies, including but not limited to public college campuses, mid and high rise buildings, storage buildings, hazardous and high pile storage, multi-family residential use and solar/PV in both new and existing buildings. Reviews blueprints for construction projects, including but not limited to grading plans, fire apparatus access roads, fire alarm and detection systems, fire sprinkler and standpipe systems, and general fire safety. Conducts inspection and testing of fire detection systems including fire sprinklers, fire alarm, standpipe, and wet chemical systems.

#### **City of Glendale Senior Fire Safety Specialist**

Conduct advanced and complex project and blueprint plan review for new construction projects, tenant improvements, fire apparatus access, hazardous material storage and fire detection and fire protection systems; Interpret, apply, and enforce all applicable codes and standards including: Title's 8, 19/24, CA. Fire, Building and Mechanical Codes, CA. Health and Safety Code and NFPA codes; Sampled and tested hazardous and industrial waste; Performed new construction inspections abiding by standardized methods; Conducted fire prevention training activities for fire department operations; Prepared and maintained precise reports following record-keeping procedures.

#### **City of Glendale Planning Assistant**

Reviewed commercial and single/multi-family projects for zoning code compliance; Processed planning entitlements and housing projects, CEQA review and analysis; Processed and presented applications to the City's Design Review Board, Planning Commission, and City Council.

# George Lockfort

## Senior Combination Inspector/Manager of Inspections

### Licenses and Certifications

- ICC Certified Building Inspector
- ICC Certified Combination Inspector
- ICC Certified Plumbing Inspector
- ICC Certified Mechanical Inspector
- ICC Certified Plans Examiner
- ICC Certified Special Inspector: Masonry
- ICC Certified Special Inspector: Reinforced Concrete
- ICC Certified Special Inspector: Prestressed Concrete
- ICC Certified Special Inspector: Structural Steel/Welding

### Background

George is accomplished combination building inspector with over 30 years of experience. He has experience inspecting a wide range of different project for several jurisdictions throughout the San Diego area.

George is a dedicated professional with strong organizational skills, who is detail-oriented, conscientious and thorough. Thrives in a fast-paced and dynamic work environment. All while maintaining a positive working relationship with peers, management and customers. Dependable and capable of providing leadership with strong decision-making skills. Proven ability to adhere to the established procedures of the jurisdiction.

### Select Work Experience

#### True North Compliance Services, Inc.

##### Combination Building Inspector

George serves as True North Compliance Services senior building inspector. He conduct Field Inspections of all building aspects on Residential/Commercial Structures (TI, Parking Garages, Tilt Up, ADA and Multi Family) to determine compliance with (2019 CBC, CPC, CMC, 2017 NEC Code) and other adopted jurisdiction ordinances. Interpret/ Enforce Adopted City Codes & Ordinance, Review Plans, Calculations & Specifications, Coordinate & Schedule Daily Inspection Assignments. Provide Technical Support to Staff/Contractors/ Clients, Trouble-shoot & Investigate Complaints of Code Violations. Manage and Maintain records/logs/ reports & other documentation, Issue Violations and Corrections.

As the Manager of Inspections for True North, George recruits, evaluates and hires new inspectors for the firm. He also provides oversight, training and quality control for our inspection team.

#### City of Chula Vistas

##### Senior Inspector

Provide inspection services for the entire range of projects in the City of Chula Vista for compliance with applicable codes, standards and local regulations and ordinances.

#### City of San Diego

##### Senior Combination Inspector

Assign and supervise the work of Combination Inspectors who inspect residential and other structures for compliance with the City's Underground Program (UP), Storm Water regulations, California Health and Safety Codes, and provisions of the California Model Codes and San Diego Municipal Code; investigate and resolve inspection issues; provide technical information to builders, contractors, engineers, designers and the public; prepare reports and memorandums; utilize computer software for training and scheduling purposes; train and evaluate the work performance of subordinates; develop policies and procedures; and perform other duties as assigned.



*Your Trusted Partner for  
Comprehensive  
Municipal Services*

**RFP # 23-031- Proposal for Building  
Safety Services- Cost Proposal**

## **City of Rialto**

**Building & Safety, Community  
Development Department**

PRIMARY CONTACT:

**ISAM HASENIN, MSCE, PE, CBO**

EMAIL: [ISAM@TNC SERVICES.COM](mailto:ISAM@TNC SERVICES.COM)

Phone: 858-260-0495



# Cost Proposal

True North Compliance Services is pleased to propose the following competitive fees for the services listed. Additional services not listed below may be negotiated.

Our pricing reflects our commitment to delivering highest quality responsive and timely service to the City of Rialto. These include:

- ☐ Reduced plan review turnaround times.
- ☐ Ability to expedite plan review at the request of the City Building Official.
- ☐ Implementation of established electronic plan review processes.
- ☐ Highly qualified staff compensated commensurate with their experience and responsibilities.

## PLAN REVIEW SERVICES

True North proposes to charge 50% of the City's collected Plan Review Fees.

- Our Plan Check Fee includes initial review and all subsequent rechecks. Our fee includes shipping and delivery of plans to/from City Hall.
- Expedited Plan Review Services: 75% of the City's Plan Review Fees.
- Revisions/Deferred Submittals/RFIs will be billed using the hourly rate table below.

**Additional Services:** The following hourly rate table applies to on-site staffing services and/or additional services included in our Scope of Services that may be required by the City of Rialto. Our hourly rates are all-inclusive and include salaries, overhead, benefits, PTO, etc.

**Hourly Rates for Additional Services**

<b>Position</b>	<b>Hourly Rate</b>
Interim Certified Building Official	\$155.00
Plan Review Engineer	\$130.00
Senior Plan Review Engineer	\$145.00
Structural Engineer I	\$150.00
Structural Engineer II	\$165.00
Certified Engineering Geologist/Geotechnical Engineer	\$155.00

Licensed Fire Protection Engineer	\$145.00
Certified Plans Examiner I	\$105.00
Certified Plans Examiner II	\$120.00
Building/Housing Inspector I	\$100.00
Building/Housing Inspector II	\$115.00
Senior Building/Housing Inspector	\$125.00
Code Enforcement Officer	\$100.00
CASp Plan Reviewer/Inspector	\$135.00
Fire Plan Reviewer/Inspector I	\$120.00
Fire Plan Reviewer/Inspector II	\$135.00
Grading/Public Improvements Plan Review Engineer I	\$140.00
Grading/Public Improvements Plan Review Engineer II	\$155.00
Planner	\$145.00
Senior Planner	\$160.00
Permit Technician I	\$75.00
Permit Technician II	\$85.00
Administrative Assistant	\$65.00

- Overtime for on-site staffing will be charged at 140% of the rates above.
- Mileage for tasks related to requested scope such as inspections or site visits will be charged at the current IRS mileage rate measured from City Hall.
- Inspections outside of the City's business hours will be charged at 140% of rates above with a 3-hour minimum.
- Incidental expenses will be charged at cost.