

# Barron Facility Services

4055 International Plaza, Ste. 350  
Fort Worth, Texas 76109  
817-231-8100 / Fax 817-231-8144

A brief introduction to our company: Barron Facility Services is a national facility maintenance provider dedicated to securing contractors for the servicing of retail stores, c-stores, daycares, restaurants, and specialty locations across the United States. We are consistently seeking skilled, reliable, and cost-effective contractors to meet the diverse maintenance needs of our customers. We would be delighted to have you join our network of service providers.

To proceed, please complete the information below, review the attached Policies and Procedures related to servicing and invoicing, and return everything to us at your earliest convenience. Once we receive the completed documents, we will add your company to our database. When a service request arises in your area, we will contact you promptly.

Thank you again for your interest, and we look forward to the opportunity to work together!

Name of Company: \_\_\_\_\_

Contact Name/Phone for Service: \_\_\_\_\_

Contact Name/Phone for Billing: \_\_\_\_\_

Mailing Address: (Street, City, State, Zip) \_\_\_\_\_

\_\_\_\_\_

Email address for Service: \_\_\_\_\_

Email address for Billing: \_\_\_\_\_

Do you provide 24-hour emergency service? Yes ☐ No ☐

If yes, please provide emergency contacts, cell numbers, and email address:

\_\_\_\_\_

\_\_\_\_\_

What radius in miles do you cover for service?

\_\_\_\_\_

What trades do you cover? (ie. Plumbing, Electrical, HVAC, Locks, Handyman?)

\_\_\_\_\_

\_\_\_\_\_

What is your hourly Rate? \_\_\_\_\_ Overtime rate? \_\_\_\_\_ Trip Charge? \_\_\_\_\_

Additional Notes for Rates: \_\_\_\_\_

\_\_\_\_\_

## Work Order Policies and Procedures

### 1. “Emergency” and “Next Day” calls:

**Emergency:** Emergency service work orders must be scheduled for service on the same day they are received. Please verify the emergency situation at the location, perform the required work (within the Not to Exceed amount provided on the work order), and quote any permanent repairs if necessary. Contact Barron Facility Services regarding the emergency repair costs and submit a quote for any additional work required.

**Non-Emergency:** Non-emergency work orders must be completed within the specified timeframe and under the Not to Exceed limit. Upon completion, please contact Barron Facility Services to report on the services performed and any additional work needed.

2. **Work Order Process:** All work orders will be sent via Facilit Software. Once we have received the necessary documentation, we will send you a link to access the system. Please acknowledge receipt of work orders the same day they are received and inform your account representative of the scheduled service date. If rescheduling is necessary, please notify us promptly with the updated details.
3. **Techs on Site:** Vendors may assign only one technician per work order. Any additional technicians must receive prior approval, or their costs will not be reimbursed.
4. **Not To Exceed (NTE):** If the job cost exceeds the NTE amount provided in the work order, you must contact us for approval before proceeding with the work. Barron Facility Services' staff is available 24/7 for questions and approvals. **DO NOT discuss pricing with store personnel.**
5. **Store Signature:** You must obtain a signature from the manager on duty when work has been completed or surveyed. This must be done for each service call or trip to the store. Please adhere to this policy as it is mandatory for payment.
6. **Work verification:** Some locations may require IVR compliance to check in and out on a phone system/app or website. Please make sure this is completed while you are on site.
7. **All Preventative Maintenance:** (PM) Checklists and Pest Control Paperwork must be returned to Barron Facility Services with your work order.
8. **Backflow Testing:** Backflow documentation must be filed with the appropriate utility company. A copy must be submitted to Barron Facility Services along with the work order and your invoice.
9. **Completion of work:** Notify Barron Facility Services once all work has been completed at the store location.
10. **Quotes:** We require that all quotes be submitted to Barron Facility Services within 72 hours of viewing the location and identifying the scope of work required. If you are not able to provide a quote to us within this time frame, you must notify us ASAP. ALL quotes MUST be itemized with a breakdown of Labor and Material Costs, including the Number of Men, Number of Hours, and Materials needed to complete the job. Barron Facility Services will not accept quotes without this information.

## **Invoicing and Payment Terms**

### **Invoicing Requirements:**

1. Signature from Manager on Duty
2. Contractor invoice with a breakdown of materials, labor, and tax, along with the work order number and store location information
3. A complete description of the work performed
4. Time in and time out
5. Only one invoice per work order will be accepted. If you have multiple invoices for a single job, please contact Barron Facility Services.
6. All the above must be sent to the following for processing within seven (7) days of job completion:
  - a. Email invoices to [invoices@barronfacility.com](mailto:invoices@barronfacility.com) OR
  - b. Upload a copy in Facilit Software.
  - c. Invoices MUST be broken down by labor and material costs, including the number of workers, number of hours, trip fees, and materials.
  - d. We cannot guarantee payment if we do not receive all the above items within 30 days of the job completion.
  - e. Pictures of work completed are required to ensure prompt payment.

**Payment Terms:** Barron Facility Services pays all contractor invoices within **30 days** of receipt. Payment will be processed once all invoice requirements have been met, including the breakdown of labor and material costs, the store's signature, time in/out, and a description of work performed.

### **General Policies**

The amount of work assigned to each vendor is based on the quality of service provided. Our contractors are rated in our system based on the following criteria:

1. Timely response to work orders, communication with Barron Facility Services staff and store personnel, accurate pricing, quote breakdown, adherence to check-in/check-out procedures, and NTE compliance.
2. Store's evaluation of contractors timely scheduling, performance, professionalism, and workmanship
3. Barron Facility Services' evaluation of contractor invoicing practices, including proper submission and adherence to invoicing procedures.

To the fullest extent permissible by law, all contractors agree to indemnify, defend, and hold harmless Barron Facility Services, its clients, officers, employees, and agents from all claims, suits, or actions, including worker's compensation claims, attorney's fees, and costs arising from or related to any job performed.

By signing and returning this document, you agree to adhere to the requirements outlined above. We look forward to working together to serve our customers.

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Signature of Vendor

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Date

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Company Name

Should you have any questions, please contact us at **817-231-8100**.

Thank you for partnering with Barron Facility Services!