

SERVICES OR PRODUCT CHANGES

If Lowndes County officials decided they would like to look at a service or product change outside of the original scope of work then American Tank Maintenance would conduct a meeting between both parties to discuss the pros/cons of the different options available and present the pricing difference of the different options for Lowndes County to make an educated decision on how to move forward.

QUALITY CONTROL

To provide the highest quality possible, American Tank utilizes NACE certified inspectors to inspect the paint crews at various check points during each renovation and at the end of the renovation. We utilize a variety of testing procedures to make sure we have proper mils and coverage on the tank's surface. We also come back to inspect on a yearly basis to verify the quality of the paint job on a long term basis and provide inspection reports after each one of those inspections. For extra protection for Lowndes County, we also offer a warranty of our services throughout the life of the contract.

COMMUNICATION & SCHEDULING OF WORK

American Tank feels communication is a very important piece to a good working relationship. To make sure there is always good communication between American Tank and Lowndes County, we have certain processes in place to make sure communication occurs in a timely manner and a regular basis. We schedule an annual review once a year to discuss the following:

1. Prior year evaluation of how crews performed, work history, inspection reports, any items that were repaired, any areas that can be improved.
2. Current year schedule of work to be completed and what time of the year would fit best for the County for those items to be performed.
3. Updates on contact names and system changes that relate to the contract

Even though the general timeframes of work to be performed are discussed at the annual review, American Tank will still call to schedule each event at least two weeks prior to arrival and verify that the County still wants to perform those services during that timeframe. If the County elects to not perform the work at that time, then the work will be rescheduled to a different time according to the County's request.

SCHEDULE OF WORK AND SPECIFICATIONS

American Tank Maintenance will follow the schedule of work and specifications laid out in the RFP Attachment 1.