

INSPECT
POINT

Accelerating Recurring Revenue in
the Ever- Changing World of ITM
Compliance

As presented by Drew Slocum
9/2021



National Fire Protection Association

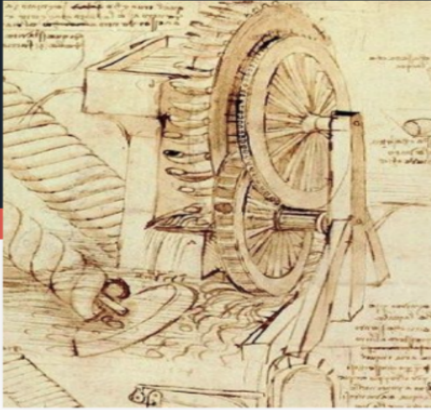
The authority on fire, electrical, and building safety

DISCLAIMER

This seminar and its content is not a formal interpretation issued pursuant to NFPA regulations.

Any opinion expressed is the personal opinion of the author and presenter and does not necessarily present the official position of the NFPA and its Technical Committees.

The Fire Protection Industry has continued to transform and evolve...



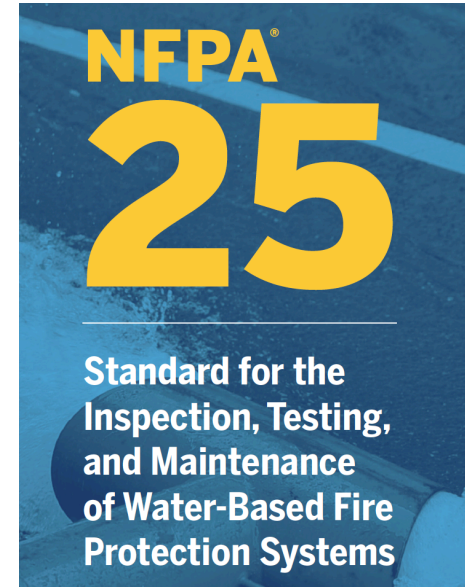
Mergers and Acquisition - Fire Protection

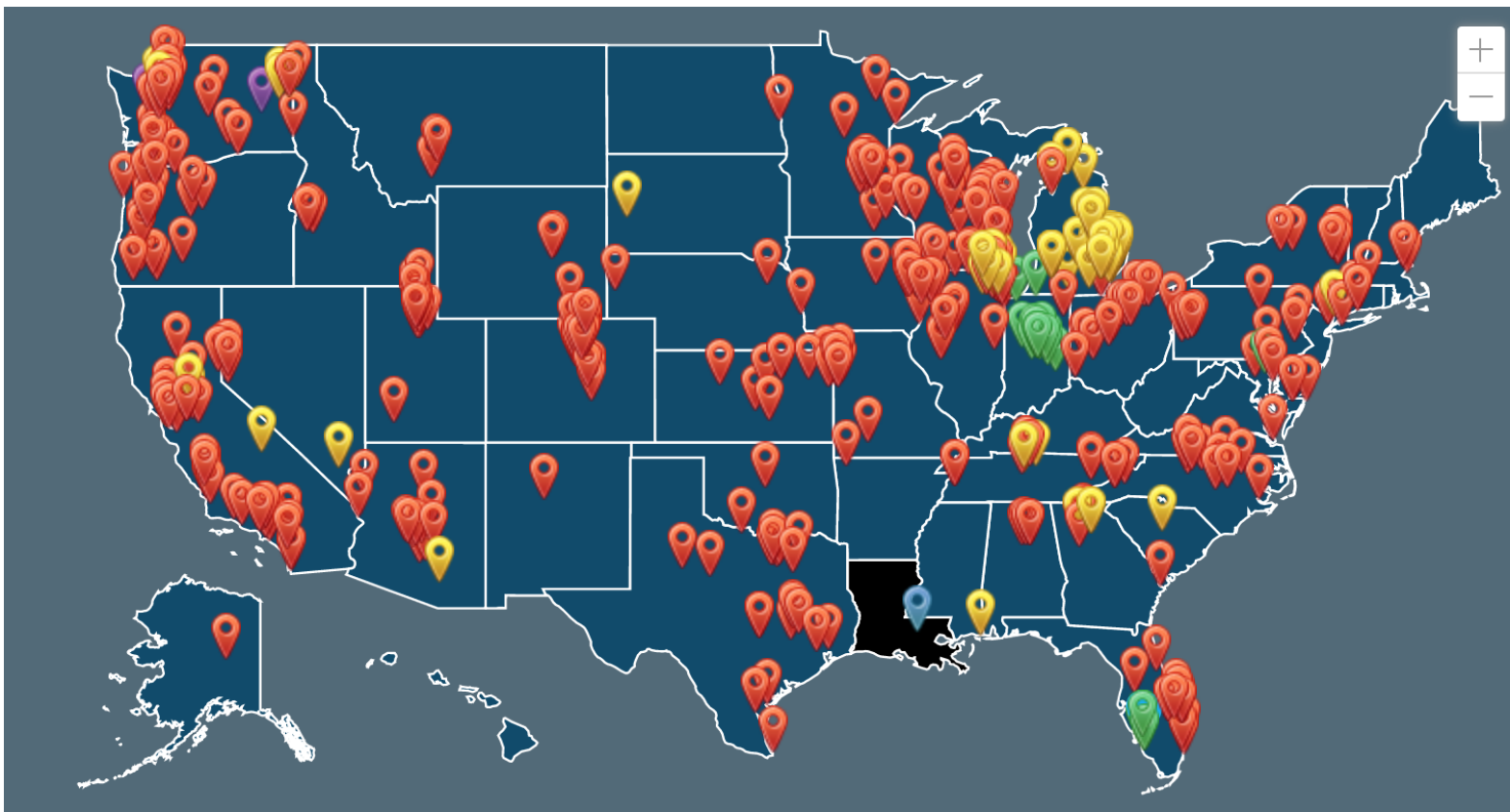
Adopting a Recurring Revenue Model



NFPA Inspection codes

- NFPA 25 – Fire Sprinkler
- NFPA 72 – Fire Alarm
- NFPA 10 – Fire Extinguisher
- NFPA 17/17A - Pre-Engineered Suppression
- NFPA 101 – Life Safety
- NFPA 2001 – Clean Agents
- NFPA 770 – Hybrid Suppression
- NFPA 80 – Fire Doors / Dampers



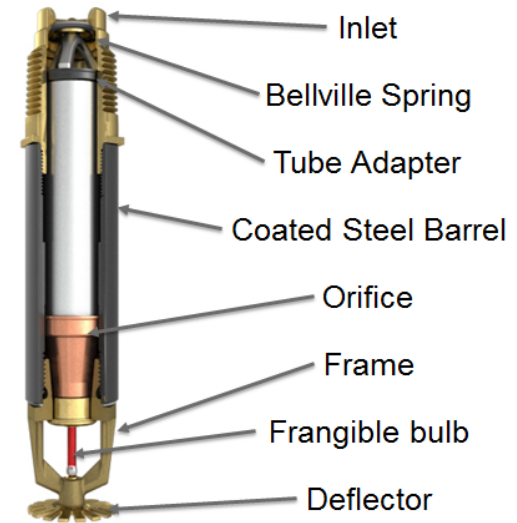


3rd Party Compliance Platforms



NFPA 25 Code Cycles

- 2011 - NYC, Joint Commission
- 2014 - Most common
- 2017 - Most places being upgraded
- 2020 - About to roll out
- 2023 - In Development



Local Jurisdiction Codes

- Joint Commission (references NFPA)
- State of California
- Seattle
- Chicago
- Philadelphia

Wet Pipe Fire Sprinkler System		California Code of Regulations - Title 19 Inspection, Testing, and Maintenance		Quarterly and Annual Report		1 of 3	
Property Information				Contractor or Licensed Owner Information			
Building Name LA Fitness				Name Acme CA FP			
Address 9100 Wilshire Blvd Ste 100E				Address 12345 Rodeo Dr			
City Beverly Hills				City Beverly Hills St. CA Zip 90210			
Contact Person				License # 78901238		Phone 518-911-1234	
				<input checked="" type="checkbox"/> SFM		Job #	
				<input checked="" type="checkbox"/> CSLB		Misc.	
Riser Information				Main Drain Test (Annual)			
Riser No.	Location	Riser Diameter	Main Drain Diameter	Initial Static Pressure	Residual Pressure	Final Static Pressure	P, F, N/A
1	Main entry			100	90	100	P
<input type="checkbox"/> This building has more than 5 risers. See additional AES 2.9 form attached				Number of AES 2.9 forms attached <input type="text"/>			
Quarterly Inspections							
I = Inspection T = Test M = Maintenance		P = Pass F = Fail N/A = Not Applicable					
Item	Description	NFPA 25 CA ed. Reference	Date	Date	Date	Date	Date
1.1	I Control Valves - Identification Sign	13.3.1	P	P	P		
1.2	I Control Valves - Inspection	13.3.2	P	P			
1.3	I Waterflow Alarm Devices	5.2.5	P	P			
1.4	I Supervisory Devices	5.2.5	P	P			
1.5	I Gauges (Wet Pipe Systems)	5.2.4.1	F	F			
1.6	I Enter Water Supply Pressure Below Riser Check	5.2.4.1	90 psi	90 psi	psi	psi	psi
1.7	I Enter Water Supply Pressure Above Riser Check	5.2.4.1	90 psi	88 psi	psi	psi	psi
1.8	I Pressure Readings Acceptable	5.2.4.1	P	P			
1.9	I Hydraulic Design Information Sign (for hydraulically designed systems)	5.2.6	P	P			
1.10	I General Information Sign (not required for system prior to 2007 edition of NFPA 13)	5.2.8	P	P			
1.11	I Heat Tape	5.2.7	P	P			
1.12	I Spare Sprinklers	5.2.1.4	P	P			
1.13	I Fire Department Connections	13.7	P	P			
1.14	I Alarm Valves - Exterior Inspection	13.4.1	P	P			
1.15	I Pressure Reducing Valves	13.5.1.1	P	P			
1.16	I Backflow Preventers	13.6.1	P	N/A			
1.17	I Small Hose Connections - Hose Valve*	5.1.6, 13.5.2, 13.5.5.1	P	P			
1.18	I PRV - Fire Sprinkler Systems	13.5.1.1	P	P			

* Small hose connections are hose valves and optional hose supplied by the fire sprinkler system. They do not include Class I, II, or III standpipe systems.



Inspection



Deficiencies



Proposal



Service

Methods of Inspection





















- Pen / Paper
- PDF
- Excel
- Software platforms
 - Fire Protection focused
 - Generic service platforms



Fire Safety Inspection Report / Order to Remedy					
Name of Occupant		Group (select one)	Division (select one)	Occupancy	
Building Address		Town/Community		Inspection Date	
Name of Owner or Authorized Agent		Contact Person for Inspection		Phone No.	
Address of Owner or Authorized Agent		Inspector(s) & Phone No.		Reporting No.	
ID	MANITOBA FIRE CODE ARTICLE	Inspection Observations		Meets MB Fire Yes No	
A	EXTERIOR				
1	MFC 2.5.1.5.	Fire department access is maintained clear of obstructions.		<input type="checkbox"/>	<input type="checkbox"/>
2	MFC 6.4.1.1.	Private fire hydrants are serviced / maintained clear of obstructions. (NFPA 29)		<input type="checkbox"/>	<input type="checkbox"/>
3	MFC 2.5.1.4.	Fire department connections are accessible and free of obstructions.		<input type="checkbox"/>	<input type="checkbox"/>
4	MFC 2.7.1.6.	Means of egress shall be maintained in good repair and free of obstructions		<input type="checkbox"/>	<input type="checkbox"/>
5	MFC 3.1.1.4.	Exterior natural gas or propane installations are protected. (CAN/CSA-B149.1)		<input type="checkbox"/>	<input type="checkbox"/>
6	MFC 2.6.1.6.	Chimneys are visibly maintained and in good repair.		<input type="checkbox"/>	<input type="checkbox"/>
7	MFC 3.3.5.3.	Flammable gases are stored outdoors in an approved manner.		<input type="checkbox"/>	<input type="checkbox"/>
B	MECHANICAL SERVICE SPACES				
1	MFC 2.6.1.6.	Heating, ventilation and air conditioning systems are operated, tested and maintained in good operating condition.		<input type="checkbox"/>	<input type="checkbox"/>
2	MFC 2.6.1.6.	Fuel-fired heating system must be inspected annually, by a person acceptable to the Authority Having Jurisdiction. (MB Amendment)		<input type="checkbox"/>	<input type="checkbox"/>
3	MFC 2.6.1.5.	Clearances are maintained between heating equipment and combustible materials and/or construction.		<input type="checkbox"/>	<input type="checkbox"/>
4	MFC 2.4.1.1.	Combustibles have not accumulated in the service rooms or spaces.		<input type="checkbox"/>	<input type="checkbox"/>
5	MFC 2.2.2.4.	Doors to service rooms are kept closed.		<input type="checkbox"/>	<input type="checkbox"/>
6	MFC 2.2.2.4.	Closure devices for service room doors are operational.		<input type="checkbox"/>	<input type="checkbox"/>
C	EARLY WARNING EQUIPMENT				
1	MFC 2.1.3.1.	An acceptable fire alarm and detection system is installed.		<input type="checkbox"/>	<input type="checkbox"/>
2	MFC 6.3.1.1.	The fire alarm system is operational.		<input type="checkbox"/>	<input type="checkbox"/>
3	MFC 6.3.1.2.	Fire alarm system is inspected and tested monthly. Ref. (CANULC - 5536 Standard for the inspection & testing of fire alarm systems)		<input type="checkbox"/>	<input type="checkbox"/>
4	MFC 6.3.1.2.	Fire alarm system is inspected and tested annually. Ref. (CANULC-5536 Standard for the inspection & testing of fire alarm systems)		<input type="checkbox"/>	<input type="checkbox"/>
5	MFC 2.1.3.3.	Approved smoke alarms are installed as required.		<input type="checkbox"/>	<input type="checkbox"/>
6	MFC 6.7.1.1.	Smoke alarms are inspected, tested and maintained in operating condition.		<input type="checkbox"/>	<input type="checkbox"/>
7	MFC 2.1.3.9.	Installations of carbon monoxide detection and warning equipment must be acceptable to the Authority Having Jurisdiction. (MB Amendment)		<input type="checkbox"/>	<input type="checkbox"/>
8	MFC 6.7.1.1.	Carbon monoxide detectors are inspected, tested and maintained in operating condition.		<input type="checkbox"/>	<input type="checkbox"/>
D	HOUSE KEEPING				
1	MFC 2.4.1.1.	Combustible materials are not permitted to accumulate in quantities or locations that will constitute an undue fire hazard.		<input type="checkbox"/>	<input type="checkbox"/>
2	MFC 2.3.1.3.	Decorative materials attached to walls or ceilings have not exceeded the room or area's flame-spread rating.		<input type="checkbox"/>	<input type="checkbox"/>
3	MFC 2.4.1.3.	Non-combustible waste receptacles are used for materials that are subject to spontaneous ignition.		<input type="checkbox"/>	<input type="checkbox"/>
4	MFC 2.4.1.4.	Lint traps for laundry equipment are cleaned after each use.		<input type="checkbox"/>	<input type="checkbox"/>
5	MFC 2.10.3.1.	Combustible materials such as artwork and teaching materials that are attached to walls have not exceeded 20% of the wall area. (Day Care/Schools) In schools - 20% of wall area in classrooms and 5% wall area in hallways		<input type="checkbox"/>	<input type="checkbox"/>
6	MFC 2.10.3.2.	Waste receptacles are made of non-combustible materials. (Day Care/Schools)		<input type="checkbox"/>	<input type="checkbox"/>
E	SMOKING				
1	MFC 2.4.2.1.	Smoking is not permitted in areas where conditions are such that a fire or explosion hazard may be created.		<input type="checkbox"/>	<input type="checkbox"/>
2	MFC 2.4.2.1.	Where smoking is permitted, adequate ash trays are provided, and smoking materials are properly disposed of.		<input type="checkbox"/>	<input type="checkbox"/>

Deficiency Management

- Categorization of deficiencies
- Status
- Follow Up
- Proposals / Quotes
- Fixed?c

<input type="checkbox"/> ▲	Inspection	Building	Date Opened	Detail	Deficiency Status	Resolution Status	Resolution Notes	Notes	Internal Notes	Inspection Date	
<input type="checkbox"/>	8096	1DL Health International Corp.	05/29/2021	General Questions - Are visible sprinklers free of corrosion and physical damage?	Impairment	Waiting customer approval		Corrosion on sprinkler head		05/29/2021	   
<input type="checkbox"/>	8098	I storage	05/28/2021	Simplex - Smoke Detector 2-1 ERM		New		Painted over by a contractor		05/28/2021	   
<input type="checkbox"/>	8074	AWS Datacenter	05/26/2021	Novec - IT Room - Are manual controls unobstructed?		New		Control panel instructed		05/26/2021	   
<input type="checkbox"/>	8067	1DPL Healthcare Center Bldg 1	05/24/2021	General Questions - Are the control valves (including backflow preventer isolation valves) supervised with seals in correct (open or closed) position?	Impairment	Waiting customer approval		Control valve seal is wornout and needs to be replaced		05/25/2021	   
<input type="checkbox"/>	8066	All Things Food Distribution	05/24/2021	Hood 1 - Manual & remote set/seals in place?		Out for quote		Break rod missing		05/24/2021	   

NFPA 25 Deficiency Status

- Non-Critical
- Critical
- Impairment

3.3.7* Deficiency. For the purposes of inspection, testing, and maintenance of water-based fire protection systems, a condition that will or has the potential to adversely impact the performance of a system or portion thereof but does not rise to the level of an impairment.

3.3.7.1 Critical Deficiency. A deficiency that, if not corrected, can have a material effect on the ability of the fire protection system or unit to function as intended in a fire event.

3.3.7.2 Noncritical Deficiency. A deficiency that does not have a material effect on the ability of the fire protection system or unit to function in a fire event, but correction is needed to meet the requirements of this standard or for the proper inspection, testing, and maintenance of the system or unit.

3.3.21* Impairment. A condition where a fire protection system or unit or portion thereof is out of order, and the condition can result in the fire protection system or unit not functioning in a fire event.

3.3.21.1* Emergency Impairment. A condition where a water-based fire protection system or portion thereof is out of order due to an unplanned occurrence, or the impairment is found while performing inspection testing or maintenance activities.

3.3.21.2 Preplanned Impairment. A condition where a water-based fire protection system or a portion thereof is out of service due to work planned in advance, such as revisions to the water supply or sprinkler system piping.

NFPA 25 Deficiency Status

- Non-Critical
- Critical
- Impairment

ANNEX A

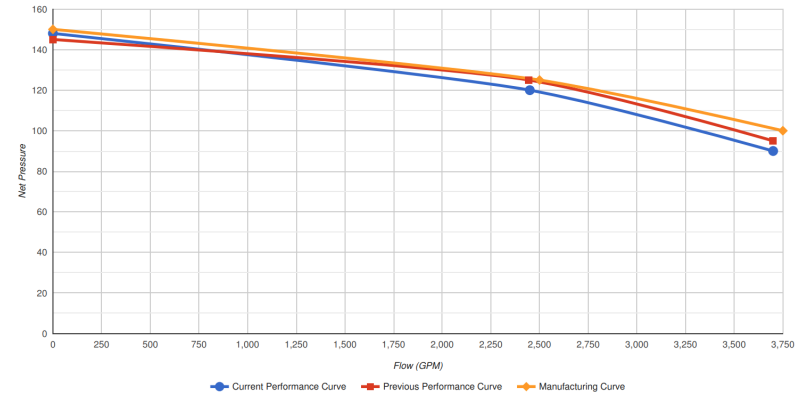
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Table A.3.3.8 Water-Based Fire Protection System Inspection and Testing Findings

Item	Finding	Reference	Impairment	Critical Deficiency	Noncritical Deficiency
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TOP 10 Deficiencies

- Sprinkler Heads
 - Painted / Loaded
 - Testing
 - Spares
- Water Supply / Main Drain test
- Info Sign
- FDCs
- Gauges
- 5-Year testing (internal pipe, PRV)
- Fire Pump flow degradation
- Foam Systems (PFOS)
- DPV trip tests



5-Year Testing

- Internal Pipe
 - Open up sections
 - Nondestructive
- PRV - Full Flow
 - Bench test vs Inline
- Internal Valve
 - External resetting valves



Sprinkler Head Testing

- Dry
- Quick Response
- Harsh Environments
- UL Testing

Nfpa Type	Manufacturer	Sprinkler ID Number	Manufacturing Year	Size Of Orifice	Temperature	Quantity
Dry (10 year test) ▼	Viking ▼	VK180	2010	5.6	200	25
Quick Response (20 year test) ▼	Viking ▼	VK462	2010	5.6	155	20
▼	▼					

Best Practices for ITM / Service Sales



KPIs for Sprinkler ITM

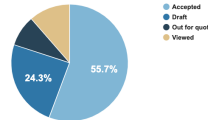
- Inspections per month
- Proposal \$\$ generated
- Deficiencies per tech
- Deficiencies Closed vs Open
- Inspection \$ per month (per tech)
- Sales close rate
- Time to View proposal

\$23,327.42

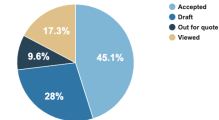
\$ Total Approved

21

! Average Time to be Accepted (hours)



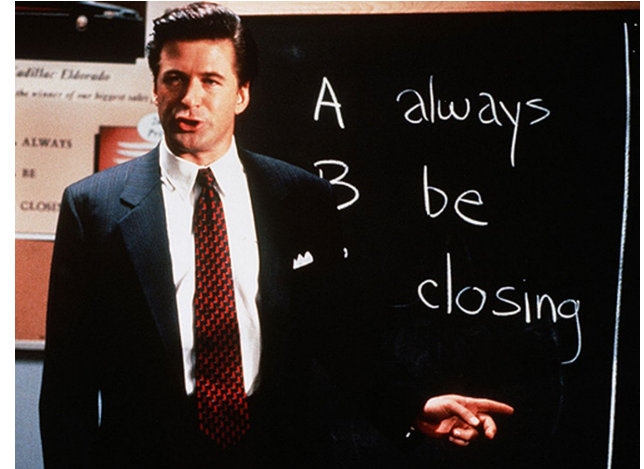
Proposals by Status



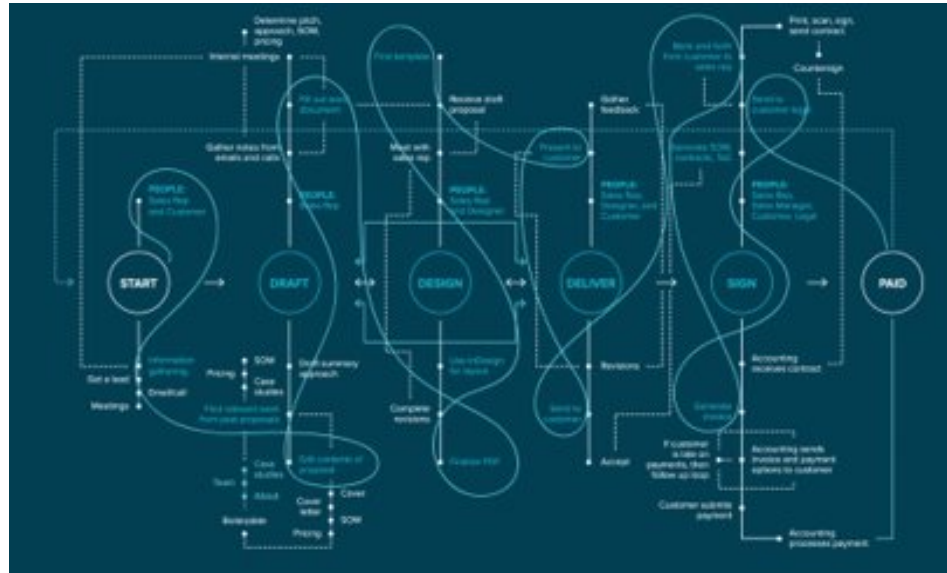
Dollar Amount per Status

Inspector Sales

- Fix deficiencies on site
- Proposed corrections in the field
- Allow price adjustments
- Compensate techs for lite service sales?



Proposal Process



Proposals Innovations

- Proposify
- Quiller
- Salesforce
- Niche industries

Proposal #642664 - Augusta Proposal



Engineer FP
24 4th St Troy NY 12180
Proposal Date:
06/29/2021
PO #: 12

Prepared By

--

Prepared For

Augusta National Golf Club
2604 Washington Rd Augusta GA 30904
Hideki Matsuyama
inthezone@golf.com
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Summary

The quote is to represent the work completed onsite during an inspection. It will also include quoted work that needs to be approved through the customer.

Scope of Work

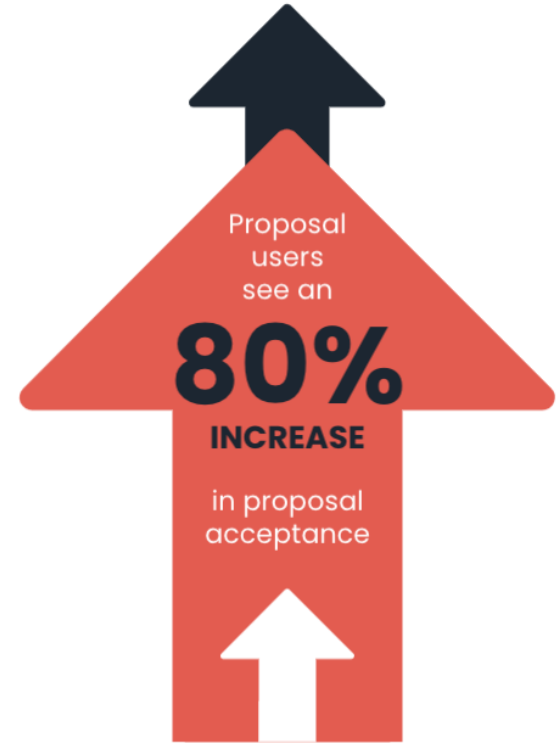
Materials

Name	Manufacturer	Part No	Quantity	Unit price
Viking Com Concealer	Viking		10	\$38.40

Description	Quantity	Unit Price	Total
General Questions - All control valves operated through full range and returned to normal position? 13.3.3.1. REPLACE	1.0	\$500.00	\$500.00
Gauge	2.0	\$30.00	\$60.00
Sub Total			\$944.00
Sales Tax			5.000%
Total Amount			\$991.20

Deficiency Proposals

- Deficiencies with codes
- Material costing and margins
- Terms and Conditions
- Digital acceptance
- Tracking



Material Costing / Optimize Markup



ID ▲	Name	Active	Type	Manufacturer	Model Number	Part Number	List Price	Unit Cost	Markup Fixed	Markup Percent	Unit Price	Taxable
2	Viking Upright 5.6	true	Sprinkler	Viking	VK300		\$0.00	\$4.00	\$30.00	0.00%	\$34.00	false
4	Viking Com Concealer	true	Sprinkler	Viking	VK462		\$0.00	\$12.00	\$20.00	0.00%	\$32.00	false
19	Tyco Preaction Valve Gasket	true	Sprinkler	Tyco	DV5GASKET		\$0.00	\$1000.00	\$0.00	20.00%	\$1200.00	false
20	Viking G3000 Dry Pipe Valve	true	Sprinkler	Viking	VK3000	4536453	\$0.00	\$3000.00	\$1000.00	0.00%	\$4000.00	false
21	Steel Pipe	true	Sprinkler	Wheatland			\$0.00	\$1.00	\$0.00	18.00%	\$1.18	false
22	1" Elbow - Cast Iron	true	Sprinkler	Anvil	1EL		\$0.00	\$0.50	\$0.00	50.00%	\$0.75	false
23	Grooved 4" Elbow	true	Sprinkler	Victaulic			\$0.00	\$20.00	\$0.00	30.00%	\$26.00	false
24	Steel Pipe 4" Sch 10	true	Sprinkler	Wheatland			\$0.00	\$4.00	\$0.00	25.00%	\$5.00	false
25	Reliable G5 Concealer	true	Sprinkler	Reliable	G5		\$0.00	\$11.00	\$0.00	40.00%	\$15.40	false
26	Reliable B1 Accelerator	true	Sprinkler	Reliable	B1		\$0.00	\$400.00	\$0.00	30.00%	\$520.00	false
37	FDC Cap	true	Sprinkler	Argco	FDC5	46932	\$0.00	\$10.00	\$0.00	50.00%	\$15.00	false



Inspection



Deficiencies



Proposal

Invoice

Billed to:
Hideki Matsuyama
2604 Washington Rd
Augusta GA 30904
inthezone@golf.com

Property:
Augusta National Golf Club
2604 Washington Rd
Augusta GA 30904

Invoice Date:	17 Aug 2021
Invoice No:	187765
PO No:	
Due Date:	16 Sep 2021

Invoice Summary

Product	Description	Quantity	Unit Price	Total
General Questions - Are the FDC caps and plugs in place? 13.7.1. REPLACE		1.0	\$50.00	\$50.00
Cleaning - Was the hood cleaned? QUOTE		1.0	\$200.00	\$200.00
Replace wall mount		1.0	\$45.00	\$45.00
Replace seal and tag		1.0	\$5.00	\$5.00
Amerex 10lb ABC		1.0	\$75.00	\$75.00
Sales Tax		1.0	\$18.75	\$18.75
			Total	\$393.75

Cash Flow

- Days Payable Outstanding
- Accounting Integrations
 - Quickbooks Online
 - Sage Online
 - Microsoft 365
 - ComputerEase
 - Spectrum



Fire Protection Podcast

- Terry Victor
- Martin Workman
- John Mackey
- NFPA Research Foundation
- The Compliance Engine
- AFSA's John Denhardt and Kevin Hall



CONCLUSION