

Top 10 Frequently Asked Questions

- I. What is the strategic value to working with M|SOURCE?
  - a. M|SOURCE transfers high volume, lower dollar value **facility related tasks**, which are not core to the client's line of business, to M|SOURCE.
- II. Will our company see a savings when contracting with M|SOURCE?
  - a. Yes
- III. Does M|SOURCE allow input on the selection of sub-contractors?
  - a. Yes, M|SOURCE will maintain the business relationships of the client and/or meet WBE/MBE spend requirements.
- IV. How will the invoice process work?
  - a. If your finance department will allow, M|SOURCE will submit an electronic invoice (.csv) providing all the cost center, account, units and cost information needed in a format to match your accounting system for a direct upload. Alternatively, M|SOURCE will accommodate all other normal billing processes.
- V. Will M|SOURCE help us draft a standardized specification to cover all our sites? Can we include some site-specific requirement for unique conditions?
  - a. Yes and yes.
- VI. How many individuals will we be dealing with at M|SOURCE on a day to day basis?
  - a. One, even if you have 100 locations.
- VII. Regarding liability insurance, is there an advantage to having a primary (M|SOURCE) and secondary (subcontractor) structure? If you self-perform, the benefits are even greater.
  - a. Yes, there will be two layers of insurance. The sub-contractors will be required to list M|SOURCE and the Client as additional insured, and M|SOURCE will list the client as additional insured.
- VIII. Does M|SOURCE employ certified staff?
  - a. Yes, the credential is Certified Lawn Maintenance Technician "CLT".
- IX. Does M|SOURCE leverage industry specific technologies to improve service delivery?
  - a. The short answer is yes. M|SOURCE uses several software applications and APPS.
- X. What quantity of sites is M|SOURCE comfortable servicing?
  - a. M|SOURCE has serviced portfolios ranging from 5 locations to 250.

Strategic Site and Vendor Management Task Matrix  
One 12 Month Service

	M SOURCE	One Site	25 Sites	50 Sites
<b>Set Up (verify annually)</b>				
Pricing/Bidding	3	3	75	150
Reference Check	1	1	25	50
Cert. of Insurance(annual)	1	1	25	50
Vet through IRS	1	1	25	50
License Verification		1	25	50
Bank ACH	1	1	25	50
WBE/MBE/Client Verification		1	25	50
Issue PO/Contract	1	1	25	50
<b>Total 1 to 1</b>		<b>10 Tasks</b>	<b>250 Tasks</b>	<b>500 Tasks</b>
<b>5 sites to 1 vendor</b>		<b>10 Tasks</b>	<b>50 Tasks</b>	<b>100 Tasks</b>
<b>10 sites to 1 vendor</b>		<b>10 Tasks</b>	<b>25 Tasks</b>	<b>50 Tasks</b>
<b>Operation</b>				
Develop Specification	1	1	25	50
Deploy Services per Spec		1	25	50
Inspect Quality		4	100	200
Receive Work Orders		12/year	300	600
Close Work Orders/Verify		12/year	300	600
Prjcts/Imprvmt/Other		3	75	150
Annual Budgets/Projects	1	1	25	50
<b>Total</b>		<b>34 Tasks</b>	<b>850 Tasks</b>	<b>1,650 Tasks</b>
<b>Accounting (monthly)</b>		X 12 (months)		
Receive Invoice	1	12	300	600
Verify Service Volume	1	12	300	600
Verify Unit Price	1	12	300	600
Approve	1	12	300	600
Process Payment, (pmt*)	1	12	300	600
<b>Total 1 to 1</b>		<b>60 Tasks</b>	<b>1,500 Tasks</b>	<b>3,000 Tasks</b>
<b>5 sites to 1 vendor (pmt*)</b>		<b>60 Tasks</b>	<b>1,260 Tasks</b>	<b>2,520 Tasks</b>
<b>10 sites to 1 vendor (pmt*)</b>		<b>60 Tasks</b>	<b>1,230 Tasks</b>	<b>2,460 Tasks</b>
<b>Grand Total</b>	15			
<b>1 site to 1 vendor</b>		<b>104 Tasks</b>	<b>2,600 Tasks</b>	<b>5200 Tasks</b>
<b>5 sites to 1 vendor</b>		<b>104 Tasks</b>	<b>2,155 Tasks</b>	<b>4,320 Tasks</b>
<b>10 sites to 1 vendor</b>		<b>104 Tasks</b>	<b>2,105 Tasks</b>	<b>4,210 Tasks</b>

