



17938 Addendum 1

SERVPRO Of Iowa City/Coralville, Ottumwa/Oskaloosa, Des Moines East & SW ICC,LLC

Supplier Response

Event Information

Number: 17938 Addendum 1
Title: Regent/State Disaster and Emergency Response Recovery Services
Type: Request for Proposal - Sealed
Issue Date: 10/18/2022
Deadline: 11/17/2022 03:00 PM (CT)
Notes: The University of Iowa, Iowa State University, The University of Northern Iowa, the State of Iowa and the Iowa Department of Transportation solicit proposals for disaster and emergency response recovery services that meet or exceed the specifications detailed herein.

All Suppliers are cautioned to allow ample time for the submittal of RFP responses well before the due date time requirement, late bids will not be accepted. Bids must be submitted via the eBid system.

11/4/2022 - Addendum 1: Supplier questions and answers can now be found in the "Attachments" sections of the bid, in the document titled "RFP 17938 Addendum One - Supplier Questions".

SERVPRO Of Iowa City/Coralville, Ottumwa/Oskaloosa, Des Moines East & SW Information

Contact: Brian C Meyer
Address: 615 Hwy 1 West
Iowa City, IA 52246
Phone: (319) 338-8550
Fax: (319) 338-0956
Email: brian@servpro.me
Web Address: <http://www.servproiowacitycoralville.com/>

By submitting your response, you certify that you are authorized to represent and bind your company.

Michele Presley

Signature

Submitted at 11/15/2022 04:37:52 PM (CT)

mpresley@servpro.me

Email

Requested Attachments

Itemized Quotes

SERVPRO Iowa City - Scenario Response.pdf

Please attach itemized quote for each of the emergency scenarios detailed in the line items section

Response Time Chart

Servpro IowaCity Response_Time_chart.pdf

Please complete and attach the Excel Response Time Chart provided in the attachment section of the bid.

Safety Manual

SERVPRO IowaCity Safety Manual.pdf

Please include a copy of Supplier's safety manual

Response Attachments

15 - SERVPRO Iowa City - Financials.pdf

Response to attribute line 15

56 -SERVPRO IowaCity Document Used for FEMA Reporting.pdf

Response to attribute line item 56

92 - SERVPRO IowaCity - Job Tracking Cover Sheets.pdf

Response to attribute line 92

92 - SERVPRO IowaCity - Truck Certification Form Example.pdf

Response to attribute line 92 second document

92 - SERVPRO IowaCity_DOT_Annual_Vehicle_Inspection_Report.pdf

Response to attribute line 92 third document

107 - SERVPRO Iowa City - Photo Badge Example.pdf

Response to attribute line 107 photo badge example

111 - SERVPRO Iowa City Response Plan Document Example.pdf

Response to attribute line item 111

14 - SERVPRO Iowa City Key Staff Biographies.pdf

Response to attribute line 14

60 - SERVPRO Iowa City Insurance Documentation - Example.pdf

Response to attribute line 60 "60 - SERVPRO Iowa City Insurance Documentation - Example of All Documentation Submitted on a Project"

114 - Servpro IowaCity - VehicleTrailerReport.pdf

Response to attribute line 114 Vehicle & Trailer Inventory by location

116 - SERVPRO Iowa City Equipment Inventory.pdf

Response to attribute line 116 Equipment Inventory

116- SERVPRO Iowa City Consumables Inventory.pdf

Response to attribute line 116 second document - Consumables Inventory

SERVPRO Iowa City Small Tools List (Part of 3%) .pdf

Small Tools Listing of what makes up the 3% for SERVPRO Iowa City and our additional locations.

SERVPRO Iowa City - Common Consumables List.pdf

SERVPRO Iowa City Common Consumables List

SERVPRO Iowa City - Additional Consumables List.pdf

SERVPRO Iowa City Additional Consumables List

SERVPRO Iowa City - Common Equipment Labor List.pdf

SERVPRO Iowa City Common Equipment and Labor List

SERVPRO Iowa City - AdditionalEquipmentLabor List.pdf

SERVPRO Iowa City Additional Equipment and Labor List

SERVPRO Iowa City - Scenario Response.pdf

Attachment includes the initial response plan, scope, resources needed, estimate, and expected time lines for all scenarios in order of the RFP.

145 - SERVPRO Iowa City - Value Added Opportunities.pdf

SERVPRO of Iowa City Value Added Opportunities Document.

Bid Attributes

1 SUPPLIER INSTRUCTIONS

Prior to entering line item prices, please review and respond, as required, to the Attributes listed below. Attributes 2 through 40 refer to General Terms and Conditions for any solicitation. Additional terms and conditions are in the attachments section of this solicitation and shall be incorporated as part of any resultant agreement. The remaining Attributes are specific to this Request for Proposal. This RFP contains multiple pages. You can move from page to page by clicking on the right side of the gray bars that appear at the bottom of the Attributes and Line Item sections.

Bids MUST be submitted electronically through the eBid system. Bids submitted by any other means will not be accepted.

SERVPRO of Iowa City and our additional franchises agree to the requirements of this bid and are honored to submit our proposal response for the Regent/State Disaster and Emergency Response Recovery Services Bid. We have been honored to have served the State of Iowa over the last 5 years and look forward to the opportunity to continue to help when we are requested.

2 Introduction

The University of Iowa, Iowa State University, The University of Northern Iowa, and the State of Iowa (hereafter, The University/Universities/Regent Universities/Agency/Agencies/Entity) desire to obtain written proposals from qualified Suppliers to provide disaster and emergency recovery services. The data, specifications and administrative requirements outlined herein are intended to serve only as a general guideline for each proposal. Each Supplier is expected to submit a fully detailed proposal that adequately describes the advantages and benefits which The Universities/Agencies/Entity would realize by acceptance of its proposal.

Suppliers should read all materials carefully and note the due date.

3 Scope of Work Disaster and Emergency Response Recovery Services

Disaster and Emergency Response Recovery Services

The University of Iowa, Iowa State University, The University of Northern Iowa, the State of Iowa and the State of Iowa Department of Transportation hereinafter 'Universities/Agencies' request proposals from qualified and experienced Suppliers to provide Emergency and Disaster Response and Recovery Services. The Universities/Agencies desire a diverse and flexible solution that is capable of addressing all disaster and emergency related situations that may occur at the Universities/Agencies. For the purposes of this Request for Proposal (hereinafter RFP) the Universities/Agencies are categorizing types of disasters into two (2) primary types, Major Disaster and Minor Disaster/Local Emergency/Emergency Work. These categories are further defined below. The Universities/Agencies are interested in awarding to a Supplier that can provide services to both disaster types, however reserve the right to award to multiple Suppliers as needed in order to ensure that response times and issue resolution for both disaster types are effectively provided. It is required that in the event of bid award, Supplier's top priority will be providing support to the Regents and State Agencies for a disaster or emergency response or recovery service event.

Major Disaster

The Universities/Agencies define a Major Disaster as follows:

A Presidential Disaster Declaration: When a disaster has occurred, and the State has declared a state of emergency, the State will evaluate the recovery capabilities of the State and Local governments. If it is determined that the damage is beyond their recovery capability, the Governor will normally send a request letter to the President of The United States, directed through the Regional Director of the appropriate FEMA region. The President then makes the decision whether or not to declare a major disaster or emergency. After a presidential declaration has been made, FEMA will designate the area eligible for assistance and announce the types of assistance available. FEMA provides supplemental assistance for State and Local government recovery expenses, and the Federal share of eligible expenses will always be at least 75 percent of the eligible costs. Some examples include (but are not limited to) the catastrophic flood of 2008 that occurred across the state of Iowa which was recognized under presidential disaster declaration in 85 of 99 counties. In addition, during the Ebola outbreak in late 2014 early 2015 services were required to help the University of Iowa Hospitals and Clinics (UIHC) prepare in the event an outbreak occurred in Iowa or if any infected patients were transferred for treatment at UIHC.

Minor Disaster/Local Emergency/Emergency Work

The Universities/Agencies define a Minor Disaster as follows:

A Minor Disaster is defined as a situation whereby an agency may suffer damages or multiple failures leading to system/service outages. This type of disaster is most commonly associated with one building or facility. The agency would, in these cases, determine and execute a Minor Disaster protocol. These are normally defined when outages would be resolved within a short period of time, typically less than a year.

- Situations may include, but are not limited to, isolated situations involving water line breaks, fires, etc. that impact one location at a participating entity. The following incidents may fall into either Disaster category dependent upon their receipt of Presidential or state Declaration: Dam Failure, Earthquake, Enemy Attack, Energy Disruption, Expansive Soils, Extreme Heat, Cyber-Attack, Graffiti, Vandalism, Flash Flood, Flood Waters, Grass or Timber Fire, Hailstorm, Ice and Snow, Extreme Cold, lightning, Pandemic, Public Disorder, Severe Winter Storm, Structural Failure, Structural Fire, Landslide, Infectious Diseases, Thunderstorm, Tornado, Violence/Riot, Water Damage, Windstorm, Terrorism. Response times to the Universities/Agencies for this type of disaster are desired to be within thirty (30) minutes for metropolitan areas and forty-five (45) minutes for rural locations. Note, The University of Iowa (including Coralville), Iowa State University, The University of Northern Iowa main campuses are all considered to be in metropolitan areas. The response time is defined as being on-site with the required equipment and staff to begin mediation efforts within the 30-45 minute time window. For response to minor disasters it is required that an onsite pre-meeting with Supplier

and onsite disaster response/incident manager with University/Agencies occur before work is started to discuss items including but not limited to scope, security, media protection, do's and do not's for each University/Agency, etc. The Primary Goals of this Request for Proposal are to determine supplier(s) capable of the following:

- Mobilization with a strategic response to include immediate site inspections and estimates, mobile command centers, staging, and temporary work and staging facilities.
- Stabilization of building infrastructure and environment.
- Facilities, personnel and oversight to effectively and efficiently provide professional management and services regarding packing, freezing, and drying in services to campus/agency units affected by a disaster/emergency.
- Air treatment, smoke neutralization, sanitation, deodorization and the treatment and removal of mold, debris, or other contaminants for document collections and facilities. Decontamination and restoration, mitigation, cleanup and containment resulting from environmental flood or water damage, chemical, biological, radiological incidents, and incidents that may include blood borne pathogens.
- Expertise, equipment, and personnel to clean, restore, recover and/or salvage damaged facilities.
- Successfully clean, restore, recover, and/or salvage damaged documents, books, artifacts, electronics, stored data, lab equipment, or other equipment.
- Work closely with campus/agency personnel, insurance carriers, consultants, or Local, State, and Federal agencies responding to a disaster/emergency in a manner that will ensure the successful recovery of damaged resources and the successful completion of any investigations, clean-ups, or other specialized situations.
- Demonstrate qualification and experience to safely and effectively handle confidential, classified or restricted documents, hazardous materials, animal research facilities, research, of data damaged in the course of a disaster.
- Provide a standardized rate schedule for necessary services. In the event the emergency involves an insurance claim, rates may be negotiated. Waste disposal services in compliance with applicable Local, State and Federal laws.
- Successfully clean, restore, recover, and/or salvage all building contents including mechanical spaces, equipment, building materials, furniture and fixtures, including but not limited to, electrical power distribution
- Maintain security, confidential material, and preserve historical collections
- Assist with disaster preparedness before disasters occur. This is required for all types of disasters and may include development of protocols, training programs, and response drills. Not all services will be required in all situations. However, the Supplier must be particularly responsive to the security needs of a site, which may include fencing, staffing, or securing sensitive equipment and materials. If a disaster site has been designated a crime scene due to a criminal activity or terrorism, security is vital and must be given full considerations without negatively impacting the interests of the Regent or State agency. Supplier must also be responsive to the business and research continuity needs of the Regent or State agency. Supplier must also be responsive to a Regent or State agency's request for documentation to document work complete and estimates of work uncompleted based on any funding requirements from insurance, federal/state agencies or other applicable funding sources.

4 Background Information

University of Iowa

The State University of Iowa (SUI), in Iowa City, Iowa, was established in 1847 as the State's first public institution of higher education. The University is internationally known, among other things, for its Writers' Workshop, and its pioneering outer space research, with University-designed research instruments used in major missions since the 1950's.

The University operates one of the nation's largest University-owned teaching hospitals; approximately more than one million visits are made to the State University of Iowa Hospitals and Clinics every year. UI Hospitals and Clinics are consistently ranked by U.S. News and World Report magazine as one of the nation's best hospitals, with many of it's clinical specialties ranked among the top twenty-five in the country. In addition to UIHC main campus hospital, the University also maintains dozens of offsite clinics throughout the entire state.

Fall 2022 headcount enrollment at SUI was 31,317 students.

The University has been accredited by the North Central Association of Colleges and Secondary Schools since the association's organization in 1913. The University is a member of the Association of American Universities.

The University is organized into the following colleges: the College of Liberal Arts and Sciences, the Tippie College of Business, the College of Education, the College of Engineering, the College of Public Health, the Carver College of Medicine, the College of Nursing, the College of Dentistry, the College of Law, and the College of Pharmacy. The Graduate College supervises graduate study offered by the University's various departments, schools and colleges, and confers master's degrees and doctorates. The University of Iowa Athletic Department supports twenty (20) varsity teams, over 600 student athletes and over 200 staff members.

The University of Iowa Risk Management, Insurance and Loss Prevention coordinates all insurance-covered and/or externally-funded claims and required documentation to obtain funding for such claims.

Iowa State University

Iowa State University of Science and Technology (ISU), Ames, Iowa, was chartered by the State General Assembly in 1858. Iowa was the first state to accept the terms of the Morrill Land Grant Act of 1862, and in March, 1864, the General Assembly awarded Iowa's grant to the University, known then as the Iowa Agricultural College. Since 1959, the University has been known as Iowa State University of Science and Technology.

The University pioneered in the establishment of agricultural curricula and was the first state institution to found a veterinary school. Experimentation and research have been integral parts of the University from its beginning, first in agriculture, and later in home economics, engineering, veterinary medicine and the physical and social sciences.

Fall 2022 headcount enrollment at ISU was 29,969 students.

The University is accredited by the North Central Association of Colleges and Secondary Schools as well as by appropriate professional organizations.

The University is organized into the following undergraduate colleges: the College of Agriculture, the College of Business, the College of Design, the College of Engineering, the College of Human Sciences, and the College of Liberal Arts and Sciences. These colleges each grant bachelor's degrees. The Graduate College administers the graduate programs of the colleges and confers the master's degree and doctor of philosophy. The College of Veterinary Medicine awards the doctor of veterinary medicine degree.

University of Northern

Iowa Located in Cedar Falls, Iowa, the regional, comprehensive University was established in 1876 and opened on September 5, 1876, as the Iowa State Normal School. In 1909, it was renamed the Iowa State Teachers College and attained a national reputation as a leading institution in the field of teacher education. In 1961, the institution's name was changed to the State College of Iowa and degree programs were added for those not planning to teach. The change to the University of Northern Iowa was made in 1967. The University now offers courses covering a broad spectrum of curriculum on both the undergraduate and graduate level.

Fall 2022 headcount enrollment at UNI was 8,949 students.

The University of Northern Iowa is a member of the American Association of State Colleges and Universities (AACSU), the American Association of Colleges for Teacher Education (AACTE), and the Council of Graduate Schools in the United States. The University is accredited through the master's degrees, the specialist's degrees and the doctorate (Doctor of Education and Doctor of Industrial Technology) by the North Central Association of Colleges and Secondary Schools (NCA). Individual programs are accredited by several national accrediting agencies.

The University is organized into the following colleges: the College of Education, the College of Business Administration, the College of Humanities, Arts and Sciences, and the College of Social and Behavioral Sciences. The Graduate College provides a broad curriculum of advanced programs leading to master's degrees and doctorates.

State of Iowa Government:

Information on State of Iowa Agencies and locations can be found/accessed on the following website <https://www.iowa.gov/>

Iowa Department of Transportation:

In 1974, the 65th Iowa General Assembly created the Iowa Department of Transportation (Iowa DOT), albeit through a long legislative process. It placed other modal agencies, including an Aeronautics Commission, under the department's responsibility to promote more orderly and effective planning and funding of programs, and to achieve

a more balanced transportation system.

In 1974, the legislature also created the Iowa Transportation Commission, consisting of seven members. Members are appointed by the governor and subject to Senate confirmation. No more than four persons can represent the same political party. Serving four-year terms, members are responsible for periodically reviewing programs of the department and making all major investment policy decisions.

For more than a century, the IHC and Iowa DOT have promoted the growth and betterment of Iowa's transportation system. Still headquartered in Ames, the agency continues to serve the transportation needs of Iowa and its citizens.

The Iowa DOT has 101 Maintenance Facilities, 19 Driver's Issuance Stations, 6 District Offices, 14 weigh stations, a central complex office buildings and additional offices located throughout the state of Iowa.

Additional information about the Iowa Department of Transportation can be found at the following website <https://iowadot.gov/about/>

5 Definitions

THE UNIVERSITY/UNIVERSITIES/REGENT UNIVERSITIES/AGENCY/AGENCIES: Indicates The University of Iowa, Iowa City, Iowa, Iowa State University, Ames, Iowa, and The University of Northern Iowa, Cedar Falls Iowa (all terms Synonymous.)

POINT OF CONTACT: The Supplier's representative available for all questions pertaining to the response for this Request for Proposal.

SUPPLIER/SUCCESSFUL RESPONDENT/CONTRACTOR: Proposer submitting a response to the Request for Proposal.

BIDDER: Provider of the goods and services under the Contract also referred to as Supplier, Contractor, Bidder, Proposer and Vendor.

INDEPENDENT PURCHASING AUTHORITY (IPA): means the State of Iowa entities or agencies, such as but not limited to, the Board of Regents, Regent institutions, Department of Administrative Services, the Department of the Blind, the Iowa Lottery Authority, the Iowa Telecommunications and Technology Commission, and the Department of Transportation, that have separate and distinct purchasing authority, including the authority to contract autonomously under the Iowa Code or another provision of law.

POLITICAL SUBDIVISION: is any county, city, school district, or any combination thereof.

RFP: Request for Proposal.

PROPOSAL: Supplier's bid submitted in response to the RFP.

MAY: Indicates something that is not mandatory but permissible/desirable.

SHALL/MUST: Indicates mandatory requirement. Failure to meet these mandatory requirements may result in rejection of your proposal as non-responsive.

SHOULD: Indicates something that is recommended but not mandatory. If the Supplier fails to provide recommended information, The Universities may, at their sole option, ask the Supplier to provide the information or evaluate the proposal without the information.

CONTRACT/AGREEMENT: Collective documentation memorializing the terms of the agreement between the Universities the State of Iowa and its agencies, the Board of Regents institutions and the State of Iowa.

6 General Terms

7 Availability of Contract to Other Entities
All other agencies of the State of Iowa, Independent Purchasing Authorities and all political subdivisions of the State of Iowa may make purchases pursuant to the Base Contract and/or Ancillary Contracts. A Buyer may include additional contractual requirements and the Supplier agrees to be bound by the additional requirements if it accepts the Purchase Instrument.
 Supplier Accepts and Understands (Supplier Accepts and Understands)

8 Supplier Proposal Obligations
The proposal constitutes an offer by the Supplier which shall remain open and irrevocable for a period of ninety (90) calendar days from the proposal due date.
 Supplier Accepts and Understands (Supplier Accepts and Understands)

9 Exceptions to Contract Documents
The Supplier shall clearly state in the submitted proposal any exceptions to, or deviations from the specific RFP Instructions, Specifications, Form of Proposal, Evaluation Criteria, and/or any exceptions to these Terms and Conditions. Such exceptions or deviations will be considered in evaluating the proposals.
 Supplier Accepts and Understands (Supplier Accepts and Understands)

10 Proposal Compliance
I hereby certify total compliance with all terms, conditions and specifications listed above in this Request for Proposal except as expressly stated here. Please list exceptions by number and provide a reason for the exception. If no exceptions are listed, Supplier certifies total compliance with all terms, conditions and specifications listed herein.
SERVPRO of Iowa City/Coralville, Ottumwa/Oskaloosa, Des Moines East/SW, Grinnell/Pella agrees to adhere to all the terms and conditions outlined in this RFP.

11 Presentations
Suppliers may be asked to provide a presentation(s) to the Universities/Agencies on a University campus or a web-based format. If needed, these events will be scheduled on a mutually agreed upon date and time and will be provided at no cost to the Universities/Agencies.
 Supplier Accepts and Understands (Supplier Accepts and Understands)

12 Supplier Information

13 Supplier Information - Background
Provide a brief description of Supplier including the name(s) of its owner(s) and/or principal officer(s), the date of origin and/or incorporation and the length of time your company has been providing similar products/services.
SERVPRO of Iowa City/Coralville, Ottumwa/Oskaloosa, Des Moines East/SW, and Grinnell/Pella, is a restoration company specializing in fire, water, mold, storm and biohazard cleanup. The company is owned by Brian Meyer from North Liberty, IA. He formed ICC, LLC on August 31, 2009. He purchased the area franchise offices of Iowa City in 2010. The additional franchises were purchased; Ottumwa in 2012, Des Moines in 2016, and Grinnell/Pella in 2019. He also now has a second pod of franchises in Missouri which include Marshall/Sedalia/Columbia purchased in 2020. East Independence/Blue Springs in 2021, and Lake of the Ozarks in 2022. We are proud to have been in service as a franchise group now for 12 years.

14 Key Staff Biographies
Provide resumes or biographical sketches of the principal owners or key staff members of the firm most likely to be assigned to any resultant agreement for The Universities/Entities.
Please see the attachment for "14 - Servpro Iowa City key staff biographies", as the text amount was too much for the space given.

1 5	<p>Financial Statements</p> <p>Supplier shall have adequate financial resources and be financially sound as demonstrated by the furnished audited balance sheet/financial statements, showing that the Supplier has been in business continually for the last three (3) years. Also to be submitted is a profile of your company's gross revenues over the past three years with attention to market growth and customer satisfaction.</p> <p><input checked="" type="checkbox"/> Supplier Accepts and Understands (Supplier Accepts and Understands)</p>
----------------------	--

1 6	<p>Supplier Information - Acquisition</p> <p>Please outline if Supplier currently for sale or involved in any transaction to expand or to become acquired by another organization, please explain. If your firm has been involved in any reorganization, acquisition, or merger within the last three (3) years, please explain.</p> <div style="border: 1px solid black; padding: 5px;"> <p>ICC, LLC dba SERVPRO Iowa City/Coralville has invested in our operation and expanded its franchise groups in the last three years by purchasing the Grinnell/Pella franchise office in December 2019. Marshall/Columbia/Sedalia franchise group in February 2020. East Independence/Blue Springs in August 2021 and Lake of the Ozarks in January 2022. There are no other additional acquisitions planned at this time.</p> </div>
----------------------	---

1 7	<p>Supplier Information</p> <p>Have any complaints been filed with state or federal agencies or have any lawsuits been brought in the courts of the State of Iowa in which your firm was alleged to have violated any laws? If so, describe in detail the circumstances and the outcome, including the names and the docket number of the case.</p> <div style="border: 1px solid black; padding: 5px;"> <p>No complaints or lawsuits have been filed against ICC, LLC dba SERVPRO of Iowa City/Coralville, Ottumwa/Oskaloosa, Des Moines East/SW, Grinnell/Pella in Iowa or Missouri at this time.</p> </div>
----------------------	---

1 8	<p>Supplier Background</p> <p>If applicable, Supplier shall ensure that background checks are obtained and documented with respect to all assigned Supplier and subcontractor personnel with all such background checks being current within the last 12 months as of the time when each individual is first assigned to the performance of the Services and including investigation and identification of all state or federal misdemeanor or felony convictions of such individual. At the request of the University, Supplier shall deliver a written certification to the University that a background check has been performed, and the subject individual has passed such verification procedures as set forth in this Section.</p> <p><input checked="" type="checkbox"/> Supplier Accepts and Understands (Supplier Accepts and Understands)</p>
----------------------	---

1 9	<p>Media Communications</p> <p>It is required that in the event of a disaster that any and all communications regarding the event are communicated from the University/Agency and not the Supplier. This includes but is not limited to any and all written or verbal communication and photos. Photos shall only be permitted for billing and documentation purposes between Supplier and University/Agency. All photos become the intellectual property of the University/Agency and cannot be used for any other purpose except for as described herein by Supplier without the written consent of the University/Agency.</p> <p>Please confirm acceptance and understanding of this requirement as well as detail methods implemented by Supplier for maintaining security for such communications and documentation. Responses should include but not be limited to ensuring pictures are removed from personal and/or Supplier owned devices.</p> <div style="border: 1px solid black; padding: 5px;"> <p>It is understood by SERVPRO of Iowa City/Coralville, Ottumwa/Oskaloosa, Des Moines East/SW, Grinnell/Pella that media communication is to be handled by the University for all losses. Staff are trained upon hire not to participate in media communication. All media communication within the company is to be directed to SERVPRO's Marketing and Business Development Manager. Photos are taken to show the scope of the loss and document the work that has been completed. These photos are only kept in the work file. After the pictures have been uploaded to the work file, they will be deleted from the device that took them. Pictures are taken with supplier (SERVPRO) owned tablets.</p> </div>
----------------------	---

2 0	<p>References</p>
----------------------	--------------------------

2
1 **References**

The successful Supplier must satisfy The Universities/Agencies that it has adequate experience. Please submit three (3) references for which the Supplier has provided these services. Of particular interest to us would be your firm's previous work with comparable institutions using services outlined in this Request for Proposal. Client references should represent major accounts of the Supplier. Include the business or institution's name and address, as well as the contact's name with a telephone number, fax number and e-mail address.

2
2 **Conflict of Interest**

Should Supplier be a State of Iowa official, a paid employee of the Universities/Agencies or any other State of Iowa agency, a member of the General Assembly or a legislative employee, Supplier will be considered a "conflict of interest vendor." In addition, should any individual who is a paid employee of the Universities/Agencies or State of Iowa Agency be a partner in Supplier's firm or receive consulting payments, a conflict of interest exists. Whenever Supplier represents a conflict of interest or whenever there is a disclosure or indication of a conflict of interest, Supplier must have approval by the Universities/Agencies prior to bidding on this RFP/RFQ. Contact the Universities/Agencies representative for this bid for further information. In addition, 2 CFR part 200.318 General Procurement Standards imposes additional requirements on federally funded projects. [General Procurement Standards](#)

Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

2
3 **Contract Term**

Any resultant contract from this Request for Proposal shall have an initial two(2) year term during which pricing shall remain fixed upon execution of the agreement for the duration of the initial term. Thereafter, the agreement shall have three (3) optional one (1) year extensions for a potential five (5) year agreement. The intended effective date of any resultant agreement is January 1, 2023.

Supplier Accepts and Understands (Supplier Accepts and Understands)

2
4 **Reference 1**

Include the business or institution's name and address, as well as the contact's name with a telephone number and e-mail address.

Casey's, based out of Ankeny Iowa, is one of the largest convenience store companies in the country. They have approximately 2,400 stores in 16 states. SERVPRO of Iowa City has managed their account and worked with them for over 3 years. In this time, we have produced over 1,000 emergency mitigation projects. The projects have consisted of whole store fire structure cleaning, contents inventory, ancillary system clean-up, water mitigation, disinfecting services, board-ups, sewage back-up cleaning, biohazard cleaning, and vandalism clean-up. We have produced several fire structure cleaning projects requiring management of temporary labor. We've brought in subcontracted services for dumpsters that require daily emptying for compliance and safety, as well as bringing in portable toilets. We have managed the services of producing jobs with our own crew, as well as partnering with other SERVPRO franchise locations all over the country to help facilitate fast emergency service for the client.

Contact Details:
Casey's
Melanie Harris
1 SE Convenience Blvd
Ankeny, IA 50021
Ph: 641-691-1799
Melanie.harris@caseys.com

2
5

Reference 2

Include the business or institution's name and address, as well as the contact's name with a telephone number and e-mail address.

MidWest One Bank, based out of Iowa City, IA has multiple locations in Iowa as well as Wisconsin, Minnesota, Denver, and Florida. SERVPRO of Iowa City has managed their account for 5 years and has worked with them on over 30 projects. Our group has provided storm response, board-up services, water mitigation, mold remediation, sewer back-up cleaning, biohazard, and vandalism services. We have completed many water mitigation projects for them noting the fast emergency response, extracting, and drying of the structures with consistent billing and processes.

Contact details:

MidWest One
Matt Fettkether
102 S Clinton Street
Iowa City, IA 52240
Ph: 319-330-0640
mfettkether@midwestone.com

2
6

Reference 3

Include the business or institution's name and address, as well as the contact's name with a telephone number and e-mail address.

Watts Group is a long-standing customer of SERVPRO in the Iowa City/Coralville/North Liberty area. SERVPRO has completed several jobs over the last 6 years at different properties. Projects have consisted of fire, water, and mold mitigation.

One of the largest jobs was a fire at 401 4th Ave, Coralville, IA. This fire affected all 8 units of a two-story apartment complex. The property was 10,000 square feet. SERVPRO provided fire demo, fire cleaning, and water mitigation services.

Another large job consisted of a water damage at 520 Madison Ave, North Liberty, IA, where one of the multi-unit condo buildings experienced a water heater malfunction, causing water damage to multiple floors and garage spaces below the units. This building had about 10,000 square feet affected. SERVPRO provided water mitigation and demo services for non-salvageable materials. We are currently working for Watts Group on a fire damage project at their Kirkwood Villages location in Cedar Rapids. A student living in the space had a grease fire in their apartment. The apartment itself was only affected and we are working with several points of contact to organize the mitigation fire cleaning services, and also the tenants content cleaning.

As Watts Group has grown, they have continued to utilize our no cost Emergency Ready Profile Planning Program. We work with their locations to create plans consisting of emergency data for their locations with emergency shut offs and contacts documented in a secure digital application for their properties.

Contact details:

Watts Group
Jarod Lyons, Property Manager
425 E Oakdale Blvd. Ste 100
Coralville, IA 52241
Ph: 319-333-4301
jared@wattsgroup.com

**2
7** **Additional References**

Include the business or institution's name and address, as well as the contact's name with a telephone number and e-mail address.

T&K Roofing & Sheet Metal Co. based in Ely, IA, is a commercial roofing company. We work state-wide with them. They have multiple locations in Iowa and Minneapolis. Our most recent project with them was at Maquoketa High School. During a roof replacement, there was an area that was not sealed correctly when they installed the new roof. We provided water extraction, drying equipment, moisture mapping, and daily monitoring until the project was complete.

We also utilize T&K as a vendor subcontractor partner of ours to perform emergency commercial specialty board-up/structure stabilization services after wind events. They provide this service for us all over the state of Iowa. And depending on the extent of the project, they also travel to neighboring states to assist our team.

Contact details:
T&K Roofing
Denise Carnahan
101 T&K Dr.
Ely, IA 52227-0279
Ph: 319-531-2641
dcarnahan@tkroofing.com

**2
8** **Award and Evaluation**

**2
9** **Responses**

Proposal must contain information relative to each of the items listed below to be considered responsive. Answers should be detailed and complete. It is the responsibility of the Supplier to clearly mark and identify any and all trade secret, proprietary, or confidential information.

**3
0** **Method of Award**

Evaluation of proposals will be based on, but not limited to, the following criteria, which are listed in no particular order of importance. The Universities/Agencies reserve the right to further subdivide these categories. Response plans/times, response to specifications, demonstrated expertise, experience and service record; equipment availability; financial responsibility/stability of the Supplier; references of the supplier; disaster response capabilities, pricing, project management, reporting, commitment and demonstrated understanding of University/Agencies needs.

Supplier Accepts and Understands (Supplier Accepts and Understands)

**3
1** **Evaluation**

A committee designated by The Universities/Agencies will evaluate proposals to discern and recommend award to Supplier(s) proposal deemed most valuable to The Universities/Agencies. Supplier's submission of a proposal constitutes Supplier acceptance of the evaluation technique and Supplier recognition and acceptance that subjective judgments will be used by The Universities/Agencies during the assignment of points.

**3
2** **Payments**

**3
3** **Payment Terms**

Bid response should be submitted with minimum of 2%10 Net 30 days for payment if cash discount is offered. Discount period will begin upon receipt of material or invoice, whichever is later.

State of Iowa Government (DAS) must have payment terms Net 60 per Iowa code § 8A.514.

Please outline if Supplier is able to meet each University/Entity/Agency need.

3% 10, Net 30 days. SERVPRO of Iowa City/Coralville, Ottumwa/Oskaloosa, Des Moines East/SW, Grinnell/Pella is also able to comply with the standard 30 and State of Iowa Government (DAS) net 60. We are increasing as an added value from 2% to 3%.

3 4	<p>Prompt Payment</p> <p>Suppliers shall list any and all prompt payment discounts if available as part of proposal submission.</p> <p>3% discount if paid in full in 10 days of receipt of invoice</p>
3 5	<p>Electronic Payments</p> <p>The Universities/Agencies are interested in doing business with Suppliers electronically. We currently have the ability to deposit payments for invoices directly into a Supplier's bank account. Please indicate your ability to accept the following electronically:</p>
3 6	<p>Electronic Payments Discount</p> <p>Please indicate the percentage discount for The Universities/Agencies for processing your payments electronically.</p> <p>0%</p>
3 7	<p>Payment Method</p> <p>Supplier must accept electronic payments. State method: EDI or XML. Please detail how Supplier will meet this requirement.</p> <p>XML</p>
3 8	<p>Invoices</p> <p>Supplier must be able to generate electronic invoices. Please state method: EDI or XML, etc.</p> <p>XML</p>
3 9	<p>Purchase Orders</p> <p>Please detail if Supplier accepts electronic Purchase Orders. Please state method: EDI or XML</p> <p>XML</p>
4 0	<p>Credit Card Payments</p> <p>Please check if payments by Visa credit card will be accepted.</p> <p><input checked="" type="checkbox"/> Supplier Understands and Agrees (Supplier Understands and Agrees)</p>
4 1	<p>Request for Proposal Specifications</p>
4 2	<p>Recovery Services</p> <p>It is required that Awarded Supplier is capable of providing the recovery services detailed within this Request for Proposal for the duration of any resultant agreement, including optional amendment periods. In the event the Supplier is no longer able to provide any of these services the Universities/Agencies reserve the right to terminate the agreement.</p> <p>Please confirm acceptance and understanding of this requirement.</p> <p><input checked="" type="checkbox"/> Supplier Agrees (Supplier Agrees)</p>

4
3 **Account Management**

Please detail the account management team and structure that will be provided to the Universities/Agencies in event of bid award. Please describe and detail how this management structure and support will meet the needs of the Universities/Agencies. Please confirm that, upon request of the University/Agency, the Supplier's management team will have a "kick-off" meeting with the University/Agency at the beginning of the contract to discuss and define standard communication and operating procedures.

Michele Presley, Business Development Manager, will be the lead contact on the bid award. She has many years of experience with regards to contract and operational management and will work closely between the Universities/Agencies Managers and Purchasing Departments, as well as SERVPRO staff to make sure that all areas of the award are followed. Our below management structure will make sure that the progress of the work is done/supervised quickly and efficiently by trained staff. We have a management structure in place that consists of the Owner, followed by the General Manager who oversees all franchises, the Business Development Manager who manages the business market growth for all franchise offices, and an Operations Manager in each office. These managers oversee the daily operations, customer service, and market management of our staff. Having management in all four offices overseeing the progress of the individual project managers, crew chiefs, and technicians and being readily available to assist where needed, allows the crew to know that management is available to assist where needed. This management structure also allows managers to be able to help each other as well and travel between locations as needed, giving the peace of mind to our clients that there is management always available to oversee projects.

4
4 **Account Service Team-Local Responders**

Please provide the name of the local company branch as well as the full-time and part-time staff counts that will be responsible for providing first responder services in the event of bid award. Please provide this information for each participating entity in the event a different branch will be providing services to each area:

- The University of Iowa (SUI):
- The University of Northern Iowa (UNI):
- Iowa State University (ISU):
- State of Iowa (DAS):
- Iowa Department of Transportation (DOT):

Below are the first responders for each location:

The University of Iowa - Iowa City Branch Office - 615 Hwy 1 W, Iowa City - 39 full time

The University of Northern Iowa - Iowa City Branch Office - 615 Hwy 1 W, Iowa City - 39 full time

Iowa State University - Des Moines Branch Office - 2408 E 22nd Des Moines - 14 & 1 part time

State of Iowa - Des Moines Branch Office - 2408 E 22nd Des Moines - 14 full-time & 1 part time

Iowa Department of Transportation - Des Moines Branch Office - 2408 E 22nd Des Moines - 14 full-time & 1 part-time - For other DOT locations in the state we will dispatch staff from our closest office

We also have 14 full-time and 2 part-time staff available that can be mobilized very quickly from our Ottumwa location. As well as additional staff from our Missouri group offices totaling 62 full-time staff. In the event that additional staff is required for staffing resources, we have valid contracts with staffing services for all four branch locations. In addition, we utilize a national staffing firm for large scale projects/losses when a large quantity of staff is required.

4
5 **Account Team-Local Responders**

It is required that Awarded Supplier(s) provide on a regular basis an updated listing of account management and local responders that are responsible for servicing each entity. This list shall include, but does not need to be limited to the following fields:

- Name
- Title
- Cell phone number
- Email address

Please confirm acceptance and understanding of this requirement.

Supplier Agrees and Accepts (Supplier Agrees and Accepts)

46 Requirements and Deliverables
The following categories are required services and shall be offered by the responding Supplier, including any services to be provided by sub-Contractors of the Supplier. Supplier shall respond as to whether or not it can provide requested services in each of the items detailed herein and provide concise details on each line item with regard to how it can meet the requirement and reference an occasion where it actually provided the service.

47 State of Iowa
It is required that Supplier be in good standing in the State of Iowa and that Supplier's actions are in accordance with the laws of the State of Iowa. Please confirm acceptance and understanding of this requirement.
 Supplier Accepts and Understands (Supplier Accepts and Understands)

48 Proposal Scope
Please clearly detail the scope of services being proposed. Suppliers shall detail if the proposal/scope of services is for Major Disasters only, Minor/Local Disasters only, or for both Major/Minor disasters. Responses should also include information on how Supplier is uniquely qualified to meet these service needs. In the event Supplier is proposing for both Major and Minor/Local Disasters please detail any and all benefits to a single award to Supplier.

SERVPRO of Iowa City/Coralville, Ottumwa/Oskaloosa, Grinnell/Pella, Des Moines East/SW request to submit our proposal for both Major and Minor/Local disasters for all locations that are soliciting proposals within this RFP. As a Large Loss Response Team for SERVPRO franchises in the state of Iowa, and a National Storm Support Response Team, we have the equipment resources and staff at the Iowa locations to respond quickly and mitigate efficiently regarding losses. With our lead, we can make the call and have additional help from other independently owned SERVPRO franchises throughout the state. And SERVPRO corporate's Major Disaster Recovery Team's additional equipment can be mobilized very quickly to provide additional support for major disasters. It is beneficial to award both Major and Minor/Local disasters to the same supplier for several reasons. One supplier eliminates confusion with each facility's main points of contact; they have one phone number to call for any reason. In addition, since SERVPRO is a local company, there are already established relationships with a trusted suppliers and confidence that staff can be on site quickly.

49 Employee Certification/Licenses
Suppliers shall certify that all employees assigned to recovery services have been properly trained in all applicable Federal and State Health & Safety Guidelines. Hazardous materials services should include the ability to identify, isolate, and remediate hazardous materials (i.e. asbestos, lead, etc.) in accordance with related state and federal regulations. Please describe and detail ability to meet this requirement.

Managers and crew chiefs have been trained in how to identify hazardous materials such as lead and asbestos. Managers and full-time technicians that have been with the company for more than 6 months attend IICRC training classes and lead safe renovator certification training. They are trained in the ability to question the presence of asbestos and SERVPRO hires hygienists for the identification and removal. If technicians have not attended the appropriate training, they are supervised by a trained employee.

50 Certifications/Training
Please describe and detail any and all certifications and/or trainings that Supplier requires of employees to maintain in order to provide the type of services requested within this RFP.

SERVPRO requires managers and estimators to attend training for Water Damage Restoration, Fire and Smoke Restoration, Applied Structural Drying, 10hr OSHA, Lead Training, Bloodborne Pathogen, Asbestos Containing Material Awareness, and HIPPA. Each of the estimators have specialized training in areas such as Applied Microbial Remediation Tech, Commercial and Residential Carpet Cleaning, Color Repair Tech, Health and Safety Tech, Odor Control, Upholstery and Fabric Cleaning, Duct and Dryer Vent Cleaning, Trauma Scene Cleanup and/or Commercial Drying. Production technicians and cleaning technicians are required to have Water Damage Restoration, Fire and Smoke Restoration, 10hr OSHA, and Lead Training. They do receive additional training over time such as Applied Microbial Remediation Tech, Commercial and Residential Carpet Cleaning, Color Repair Tech, Health and Safety Tech, Odor Control, Upholstery and Fabric Cleaning, Duct and Dryer Vent Cleaning, Trauma Scene Cleanup, and/or Applied Structural Drying.

**5
1** **Supplier Staff/Worker Counts**

Please describe and detail the staff counts that are considered full-time and part-time to provide the services described within this RFP. In the event that additional resources are needed to complete a service please describe how Supplier efficiently obtains additional support to provide the services effectively.

Staff counts at our four Iowa franchise offices are as follows:
Iowa City/Coralville branch - 39 staff members that are all full-time
Ottumwa/Oskaloosa branch - 16 (14 full-time & 2 part-time)
Des Moines East/SW branch - 15 (14 full-time & 1 part-time)
Grinnell/Pella branch - 3 full-time
Missouri Branch Offices: 62 Full time staff
In the event that additional staff is required, we have valid contracts with staffing services for all three branch locations. In addition, we utilize a national staffing firm for large scale projects/losses when a large quantity of staff is required.

**5
2** **Iowa Division of Labor Wage Standards**

It is required that Supplier's follow the laws of the Iowa Division of Labor Wage standards. The Regent or State agencies reserve the right to Audit Subcontractor Payroll/Time Sheet Records to assure Supplier follows Iowa Division of Labor Wage requirements. For more information on Iowa Division of Labor Wage regulations, please visit the following websites: <http://www.iowaworkforce.org/labor/>
Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

Invoices

Invoices must be presented in a timely fashion with appropriate supporting documentation. Invoices for time and materials and professional services must contain sufficient detail in order for the invoice to be successfully matched to the purchase order or agreement in order for payment to be made.

Supplier(s) are required to send initial itemized invoices with supporting documentation to Facilities Management officials and Risk Management officials for review and approval. Once approval/agreement of invoice is received final invoice shall then be sent to the appropriate Accounts Payable office.

The Universities/Agencies require the following information on ALL invoices presented for payment:

Itemized invoices with the following supporting documentation:

- Name of Individual(s) performing the work
- Building Name or Location
- Job Classification (Apprentice, Journeyman, Master, etc.) if applicable
- Number of Hours Worked
- Hourly Rate
- Dates of Service
- Itemized Material Listing (Log of material/consumables used)
- Brief Description of Work Performed (drying, remediation, mold remediation, etc)

Itemized Material listing

- Material Cost
- Damage Photos
- Equipment Used
- Equipment Rates
- Equipment Hours
- Drying Reports

The Regent or State Agency's Purchase Order Number related to this work

Time and Materials invoices may involve work completed by electricians, carpenters, or laborers. Some of these positions can be further described by a skill level or certification such as apprentice, foreman, or journeyman.

- Professional Services Invoices:
- Name of Individual(s) performing the work
- Building Name or Location
- Job Title/Position/Certification/License
- Number of Hours Worked
- Hourly Rate
- Dates of Service
- Travel Costs (if appropriate)
- Log of material/consumables used
- The Regent or State agency's Purchase Order Number related to this work.

Professional services invoices may involve work completed by a certified or licensed individual, such as a licensed Engineer, Certified Public Accountant or Consultant. Please detail Supplier's ability to meet these requirements.

SERVPRO utilizes a proprietary software, xactimate, and T&M for time and material estimating, tracking, and billing. We can utilize this software to provide all documentation requested regarding the loss including employees' hours on the job, job classification, hourly rate, itemized materials and costs, subcontracted expenses, and travel expenses. The work orders are put into the software daily so there is constant tracking of the job. Invoicing can be done within a few days of the loss being completed as information regarding the loss has already been input daily and needs only to be verified before invoicing.

Right to Refuse or Delay Payment

The Universities/Agencies reserve the right to refuse or delay payment on any invoice that cannot be successfully matched to the Universities/Agencies Purchase Order or Agreement. Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

5
5

Retainer Fee

The Universities/Agencies shall not be responsible for the payment of any retainer fees associated with the services provided as part of bid award. Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

5
6

FEMA /Insurance Reporting

Supplier shall provide detailed documentation outlining the scope of work and damages in order to seek recovery through FEMA or insurance coverage if applicable. All reimbursement is based on the supporting documentation. The documentation must be able to stand the test of audit. Failure to properly document costs may result in part or the entire claim being ineligible for reimbursement.

Following a declared disaster, federal funding may be available to help repair or replace damaged facilities. Federal payments are based on Project Worksheets, final inspections and audits and proper documentation is an absolute requirement.

FEMA Documentation: There are two ways to complete items of work: one is by contract and the other is by force account (time, equipment, and materials). Payroll records would need to show the pay period, employee name, job classification, number of hours worked each day, total hours for the pay period, rate of pay for regular and overtime hours and total earnings. Equipment used on each project (both owned and rented) must be documented. This would include the equipment description, operator, hours used each day, cost per hour, and total cost for each piece of equipment.

If equipment is rented, the rental invoices must show the type of equipment, date and hours used, rate per hour, total cost, vendor name, invoice number, and amount paid. Rates for equipment should correspond to FEMA's schedule of equipment rates.

A record of materials and supplies would also be required. This would include the name of the vendor, description of the material, quantity, unit price, total price, and date of purchase.

For contract work, a copy of the contract and all invoices must be available. Each invoice must include the description of the work done, date of the work, contractor's name, an invoice number and the amount billed.

Please describe and detail Supplier's ability to meet the requirements of FEMA reporting to help ensure available funds can be recouped. Please provide a sample FEMA report that Supplier has used in the past.

We work for the University and the Agency's. We are happy to help with supplying documentation to FEMA and/or insurance agency. But it does not reflect in our payment, as we do not work for FEMA but we are happy to supply any documentation. The documentation that we provide for a loss meets the requirements for FEMA reporting to help ensure availability that funds can be recouped. We have attached an example of a Large Loss Response Report that can be generated, that gives needed information for FEMA funds recovery. The report contains information that consists of data in regards to payroll, equipment, consumables, rented and any miscellaneous information charges. We will work with our corporate SERVPRO System, who has the scalable resources needed to quickly respond to any large-scale restoration project. Rapid response Large Loss Teams are strategically positioned throughout the country and have helped countless organizations and businesses resume operations following some of the nation's largest disasters, including Hurricane Ian, Midwest Freeze Event, Hurricane Katrina, the Pentagon after 9/11 and Hurricane Harvey. SERVPRO Commercial has a working relationship with FEMA and has utilized FEMA's ICS structure management system in large loss situations. They most recently partnered with FEMA and Assurant on their National Flood Insurance Program. The document attached titled 56- SERVPRO IowaCity Document Used for fema is from our time and material software program that will provide all the labor, consumable, equipment, subcontractor, and receipt schedules along with information regarding the loss that will meet FEMA's requirements for documents to support the work that was produced.

5
7

FEMA Reporting-Supplier Sample

It is required as part of proposal submission that Supplier attach a sample FEMA report that Supplier has successfully completed in the past. Please confirm that report has been attached.

Supplier Accepts and Understands (Supplier Accepts and Understands)

5
8

Agency Collaboration

Work closely with insurance representatives, FEMA, and Iowa Homeland Security and Emergency Management and other agencies to insure that debris collection, debris disposition and all supporting data meet each agency's requirements for removal and reimbursement eligibility. Please describe and detail Supplier's ability to meet these requirements.

We work for the University and the Agency's. We are happy to help with supplying documentation to help with supplying documentation to insurance representatives, FEMA, Iowa Homeland Security, Emergency Management and other agencies to ensure debris collection and the supporting documentation is recorded and documented for reimbursement purposes, but it does not reflect in our payment as we do not work for FEMA. But we are happy to supply any documentation. The documentation that we provide for a loss meets the requirements for FEMA reporting to help ensure availability that funds can be recouped. We have attached an example of a Large Loss Response Report that can be generated, that gives needed information for FEMA funds recovery. The report contains information that consists of information regarding payroll, equipment, consumables, rented and any miscellaneous information charges. We will work with our corporate SERVPRO System who has the scalable resources needed, to quickly respond to any large-scale restoration project. Rapid response Large Loss Teams are strategically positioned throughout the country and have helped countless organizations and businesses resume operations following some of the nation's largest disasters, including Hurricane Ian, the Midwest Freeze Event, Superstorm Sandy, Hurricane Katrina, the Pentagon after 9/11 and Hurricane Harvey. SERVPRO Commercial has a working relationship with FEMA and has utilized FEMA's ICS structure management system in large loss situations. They most recently partnered with FEMA and Assurant on their National Flood Insurance Program.

5
9

Travel Policy

Awarded Suppliers are required to adhere to the travel policy as indicated within the below link: <https://opsmanual.uiowa.edu/administrative-financial-and-facilities-policies/travel-regulations>
Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

60 Insurance Documentation

Insurance carriers will require documentation regarding the scope of damage and actual repair costs. A detailed estimate matching the scope must be prepared along with supporting documentation. This could include verification of labor, equipment, and material costs such as those outlined above. Supplier will be required to submit samples of documentation that meet the requirements in the above paragraphs. This will include:

- Detailed payroll records
- Equipment usage detail (both owned and rented)
- Material and supplies purchase details
- Invoices in support of contracts
- Detailed itemized estimates
- Information submitted to comply with all privacy requirements.

Supplier may also be required to collaborate with an oversight vendor assigned by an insurance company. Such collaboration would included daily audits, site meetings and/or documentation review. Please describe and detail Supplier's ability to meet the insurance documentation requirements detailed herein and ability to collaborate with any oversight vendor.

Attached is document titled "60 - SERVPRO Iowa City Insurance Documentation - Example" for reference. This document is from a recent response at the University of Iowa so that you can see the full documentation package supplied on a loss. These documents include the initial loss report, estimate, daily progress reports that are emailed to all points of contact, invoice, invoice breakdown, drying reports, and photos. This information is supplied to points of contact through a secure one drive link for easy reference throughout the project. To meet insurance documentation requirements, SERVPRO utilizes several software systems to record all this information. The main system is Xactimate and Xactimate Mobile which is insurance-based software. These systems prepare the scope of damage reports and estimate proposals. We also utilize T&M, a SERVPRO proprietary software, to prepare time and material proposals. This T&M software shows more detailed information regarding payroll, equipment rentals, and material usage. We utilize drying logs and daily work orders to record equipment and employees on the job site, and this information is submitted daily. These work orders have to be approved by the project manager daily, and information is put into the billing software. There is also SERVPRO proprietary software called DryBook that is utilized to record job monitoring & drying progression data as well.

61 Insurance Requirements

The Supplier, and any subcontractor, shall maintain in full force and effect, with insurance companies licensed by the State of Iowa, with an A.M. Best's rating of A-, VII or better, at the Supplier's expense, insurance covering its work during the entire term of this Contract and any extensions or renewals. The Supplier's insurance shall, among other things, be occurrence based and shall insure against any loss or damage resulting from or related to the Supplier's performance of this Contract regardless of the date the claim is filed or expiration of the policy. These policies shall be primary non-contributory with any other insurance coverages. The University of Iowa, The University of Northern Iowa, Iowa State University, the State of Iowa, the Iowa Department of Transportation and their Agencies shall be named as additional insureds on the Commercial General Liability insurance policy. Supplier shall obtain an endorsement to the same effect, as applicable.

Supplier Accepts and Understands (Supplier Accepts and Understands)

62 Inspections

Inspections required shall be as follows:

- Progress of work
- Final acceptance

Supplier shall receive in writing from the Universities/Agencies' Representative an approval of inspection. Inspections may be performed by a third party and notification to Supplier will be given prior to inspection.

Supplier Accepts and Understands (Supplier Accepts and Understands)

63 Property Damage by Supplier
Supplier shall promptly remedy damage and loss (other than damage or loss insured under property insurance required by the Contract Documents) to property caused in whole or in part by the Supplier, any Subcontractor, a Sub-subcontractor, or anyone directly or indirectly employed by any of them, or anyone for whose acts any of them may be liable regardless of whether or not it is caused in part by a party indemnified hereunder.
 Supplier Confirms, Accepts and Understands (Supplier Confirms, Accepts and Understands)

64 Workmanship
Workmanship shall be inspected by the Universities/Agencies, their component agencies and/or selected third parties to the extent necessary to determine that the work conforms to the specifications of the contract. The presence or absence of an inspector or the performance or nonperformance of an inspector will not relieve the Supplier from any requirement of contract.
Supplier shall employ workers who are careful and competent. The Universities/Agencies may request the reassignment away from the project of any person or persons employed by the Supplier on or about the work site who fails to conduct themselves properly, proves to be incompetent or negligent in the proper performance of his duties, or neglects or refuses to comply with the directions of the Regent or State agencies. Such persons shall not be assigned again without written consent of the Regent or State agencies. Workers may be requested to wear/carry on their person a Universities/Agencies Contractor Badge. At no time should a worker be in Faculty, Staff or Student room or touch Faculty, Staff or Student property without Regent or State agency's personnel present or on job site and advised of such a necessity to accomplish task.
 Supplier Accepts and Understands (Supplier Accepts and Understands)

65 Damage Assessment and Appraisal
Supplier shall provide, within 72 hours, a no-cost written assessment of damage and itemized estimate of recovery costs. This will include estimated timelines for mobilization, including mobile command centers and advanced equipment and resources staging, stabilization of environments, clean, restore, recover and salvage of contents, salvage of building including mechanical, electrical, and utility support systems, and recovery resources. Please describe and detail ability to meet this requirement.
SERVPRO is able to facilitate a no cost assessment and provide an estimate for recovery costs 24 hours a day. We have an on call in house staff member answer calls 24 hours a day as well as on call estimators and technicians at each of our offices 24 hours a day. After scoping the loss and the affected area, we will determine a plan of action with the point on contact. Estimators will instruct on call technicians to start mitigating the loss as soon as we have the go ahead from the point of contact. Purchase order information from the facility point of contact to start work when applicable. We have equipment and employees strategically placed in four locations in Iowa City, Ottumwa, Pella and Des Moines to mitigate a loss. Additional resources from SERVPRO corporate's Disaster Recovery Teams as well as various SERVPRO partner franchises within the state are also at our disposal. After scoping the loss, we will have an accurate understanding of the necessary equipment needed, where the equipment will be coming from, and be able to give an accurate timeline of arrival for the equipment within that initial, no cost assessment. This will all be communicated to the point of contact. We can have in-state equipment on-site anywhere in the state of Iowa within 4 hours and out-of-state equipment on-site within 12 - 24 hours.

66 Loss Stabilization/Mitigation
Supplier shall provide dehumidification, stabilization services, and auxiliary building ventilation including power sources, desiccant or freezer unit for structures and collections or traditional industry accepted methods. An independent power source may be required. Please describe and detail ability to meet this requirement.
Equipment is strategically placed among our four office locations to provide dehumidification, stabilization, and power resources to mitigate losses both for structures as well as for collections. We can transition equipment among locations, bring in additional resources from our own team in Missouri, or other franchises, and bring in corporate resources within a timely manner appropriate to the severity of the loss. We have our own desiccant unit with generator that can be mobilized anywhere within the state in four hours. We have diesel powered generators to supply power to a loss site to run mitigation equipment. We also have smaller portable generators for smaller events at each location. In addition, we have resources to perform document and collection restoration services with SERVPRO corporate's freeze-drying (sublimation) chamber located in Tennessee. We also have access to a mobile freeze-drying chamber for collections that are unable to leave the state. We facilitate the logistics for transporting collections through a chain of custody, ensuring safe restoration and recovery.

6
7 **Restoration Project Planning and Management**

Supplier shall provide administrative management and oversight of bidder or subcontractor workers engaged in the recovery and restoration effort. All workers shall meet federal, state, and local laws related to employment (immigration). Please describe and detail ability to meet this requirement.

If subcontractors and/or additional staff are required for a job, SERVPRO will provide staff to maintain on-site supervision throughout the completion of the job. All subcontractors/staff that SERVPRO utilizes are under a signed contract, which includes wording related to complying with federal, state, and local labor and employment laws, including the immigration reform and control act.

6
8 **Documentation of all Phases of Recovery Operation Suitable for Financial Reimbursement**

Supplier's standard operating procedures shall include documentation of all phases of the recovery operation (planning, on-site salvage, stabilization, recovery, debris removal, and restoration) that will fulfill any requirements necessary for financial reimbursement. Please describe and detail ability to meet this requirement.

From the moment we receive a call for services, we begin to document vital information about that loss. Our office staff immediately gather information about the location/property and document this for the Project Manager. When the Project Manager first arrives on-site, they will immediately start to document the statistics of the loss and begin to prepare the scope. The scope consists of pictures and sketches of affected and non-affected areas to document what occurred. They will begin to determine the equipment that will be needed, as well as the number of staff that will be needed to address the mitigation process. This information, which includes pictures, descriptions, moisture meter readings, and measurements of the structure or affected area, will all be documented and put into proprietary software. This proprietary SERVPRO software is web-enabled and available to the office to review as soon as information is refreshed. Once a proposal for services is given to the point of contact, and mitigation is to begin, the mitigation crew and Project Manager will take additional pictures and record information. They record information consisting both of meter readings, pictures, descriptions of conditions before starting any services, as well as daily records throughout the process. Daily log sheets are completed which records all equipment, employee labor, consumables, debris removed, subcontracted receipts, and meter readings along with any additional information from the job for the day. These daily log sheets are reviewed by the Project Manager and Contract Job File Coordinator daily and input into our proprietary software. This information is maintained throughout the process until the last day of work. On the last day that work is needed, a review will take place between the point contact and Project Manager. The point of contact will complete a sign sign-off form that work was completed satisfactorily.

6
9 **Controlled Demolition of Damaged Structures**

Supplier's services shall include controlled demolition of structures as needed to provide for the stabilization, cleaning, salvage, debris removal, and recovery of facilities and contents including mechanical spaces. This may include the need to identify and remediate asbestos or regulated materials in mechanical spaces. Please describe and detail ability to meet this requirement.

When asbestos or other regulated materials are believed to be in a structure or area affected by a loss, we contact a certified hygienist to confirm the presence. If the facility has a specific vendor they would like to use for testing and/or remediation, we are able to utilize who they choose, if they meet all guidelines. If no preferred vendor is in place, we will subcontract with an approved vendor mitigation service. Once that controlled substance is removed from the work area, we can begin the mitigation process.

7
0

Recovery of contents using methods most appropriate and least damaging to the materials in hand

Supplier's services shall include the expertise to complete treatments most appropriate and least damaging to the materials in hand. This may include the use of different drying methods for books, documents, and artifacts, the use of thermaline of cryogenic drying if available, or other methods deemed appropriate. Please describe and detail ability to meet this requirement.

Our staff are IICRC certified in water and fire restoration services and are trained in using different cleaning and restoration/mitigation methods to save content and structure. We take pride in returning our clients belongings, if salvageable, to them. We have many resources and products that are specially formulated by SERVPRO corporate to clean items safely. When necessary, we also hand clean items. Hydroxyl machines can also be used to remove odor versus ozone machines when needed. Hydroxyl machines are able to operate while people are working in the same space. Hydroxyl takes longer to remove the odor but, does not affect rubber materials like ozone does. At our Iowa City and Des Moines facilities, we have an Ultrasonic tank that allows us to dip many items. The ultrasonic waves provide a deep cleaning into crevices that the human hand even with small tools cannot wipe clean. We have a media blaster that allows us to clean structures that are heavily affected by smoke/soot, mold, or paint damage. We utilize freeze drying equipment to dry documents and other collections. We have access to a mobile unit as well as a large stationary unit in Tennessee. Gamma radiation, ozone and hand cleaning methods are utilized to return heavily damaged documents. We utilize a vendor to clean electronics as they require special cleaning and drying equipment to prevent corrosion. We also are able to utilize cavity drying systems, hard wood floor systems, and/or containment to focus hot dry air to wet structural material to reduce demo where applicable.

7
1

Library Collection Evacuation

Supplier's services shall provide staffing, labeling supplies, storage supplies, alternate storage location of the Library collection(s), and a system for evacuation. Please describe and detail ability to meet this requirement.

Evacuation and storage of library collections will be done similarly to our content pack out process. Content packing, documentation, and tracking is a service we utilize a proprietary software for called Contents Track. Our staff will provide all the boxes, packing materials, labeling materials, staff, and equipment. If the items must be evacuated, we will talk with the point of contact about any special instructions. This process also is the same for contents that should be moved off site during mitigation or reconstruction of a facility. The process begins by taking a picture of every item before it is boxed (or tagged for items too large to be boxed). Each item or box will have its own tracking number. This tracking number will go into our proprietary software system along with the item's description. If at anytime, an item needs to be located, we are able to pull the exact box to retrieve the item. Once items are boxed and loaded onto a transport truck, they are transported to a climate-controlled storage warehouse space at our facility. If the size of the collection is beyond our facility capabilities, we can facilitate locating the warehouse space needed.

**7
2 Pack out, Removal, and Storage Contents in Environmentally Controlled Locations as Required to Assist in Recovery Effort**

Supplier shall provide pack-out, removal, and storage of materials in environments conducive to the stabilization of damaged materials. The Supplier shall sort materials (by category, account, and treatment needed) and pack them for shipment. Types of material within each carton shall be noted and complete inventories of items shall be generated. All pick-ups and deliveries shall be made in the Supplier's vehicles unless other arrangements are made in advance to utilize Regent or State agency designated vehicles or other carriers. Please describe and detail ability to meet this requirement.

After a loss, contents will be sorted and cleaned offsite, or onsite, if necessary. We will document all contents needing to be cleaned. For offsite contents, we provide a service called content pack out. This service consists of sorting through items and determining emergency clean and return or items that we will be cleaning offsite and storing at our climate-controlled facility until reconstruction is completed. Content packing, documentation, tracking, and storage is a service we utilize a proprietary software for called Contents Track. Our staff will provide all the boxes, packing materials, labeling materials, staff, equipment, and transport. If the items must be evacuated, we will talk with the point of contact about any special instructions. This process also is the same for contents that should be moved off site during mitigation or reconstruction of a facility. The process begins by taking a picture of every item before it is boxed (or tagged for items too large to be boxed). Each item or box will have its own tracking number. This tracking number will go into our proprietary software system along with items description. If, at any time, an item needs to be located, we are able to pull the exact box to retrieve the item. We also document salvageable and unsalvageable items and will provide a sorted list with pictures of these items to the point of contact, insurance or other designated party. Items to be cleaned are unboxed, cleaned, boxed in new packing material, documented and put into our clean storage holding area. All contaminated (dirty) items are kept separate from clean items to prevent cross contamination. We have facilities to store all items until the point of contact requests to have them returned.

7
3

Cleaning, Salvage, Debris Removal, Recover, and Restoration of Building Structures, Contents, Ancillary Hardware and Fixtures

Supplier's services shall include the ability to salvage, muck-out, clean, restore, and recover built structures including, but not limited to the following types and their contents:

- Animal Research areas and holding facilities
- Art Galleries
- Athletic Facilities
- Auditoriums
- Cabinets
- Ceilings
- Classrooms
- Clinical Care Areas
- Common Areas
- Contents including Documents (daily work products) and specialized contents as needed
- Custodial Areas
- Dormitories or residential facilities
- Dining Facilities
- Electrical Controls, Circuits, Outlets, and Wiring
- Elevator Shafts, Utility Chases, Stairwells
- Exterior of Buildings
- Floors
- Freezers
- Furniture
- Hospital Space
- Kitchens
- Laboratories and Research Areas
- Laboratory Surfaces
- Lighting
- Mechanical Areas
- Museums
- Office Areas
- Parking Facilities
- Patient Care Areas
- Production Areas
- Refrigerators
- Resident Halls
- Roofing
- Seminar and Lecture Rooms
- Shelving
- Sublevels (Tunnels)Utility Systems, Drains, and Traps
- Vaults
- Walls
- Ducting
- Warehousing and Storage Spaces, including collections storage

Please describe and detail ability to meet this requirement.

SERVPRO of Iowa City/Coralville, Ottumwa/Oskaloosa, Des Moines East/SW, and Grinnell/Pella can provide and manage the cleaning, salvage, debris removal, mitigation services, content cleaning and management during the restoration process of different types of facilities named in the RFP. We have equipment, consumables, vehicle/trailers, and staff on hand to handle the minor and major disasters. We can have additional equipment, staff, cleaning consumables, and materials to any location in the state of Iowa delivered within 24 hours utilizing our contracts, supplies, and resources. For specialty items we can use our list of approved subcontractors to assist as well. We are a certified large loss response team with the software and technology to maintain documentation for reference.

**7
4 HVAC Cleaning and Restoration**

Supplier's services should include the ability to clean, restore, recover, and disinfect mold infested environmental contaminants and/or damaged HVAC ductwork and systems to operational status, either alone or in conjunction with local HVAC Engineers. Please describe and detail ability to meet this requirement.

To provide duct cleaning, sanitization, and odor removal services to our clients, we have trained staff who operate our own duct cleaning equipment or for larger projects can subcontract services to a strategic vendor partner. We have a truck mounted unit as well as Rotobrush units. We as well as our subcontractors utilize our own duct camera for inspection before and after the process. If the HVAC ductwork is larger in physical dimension size than our equipment can handle, we can utilize the point of contact's preferred vendor. If not, we utilize a vetted subcontractor that performs commercial duct cleaning that travels the state of Iowa.

**7
5 Odor Control and Removal for Contents and Facilities**

Supplier's services should include the ability to mitigate odors in facilities and contents through non-damaging and non-masking treatments. Please describe and detail ability to meet this requirement.

To remove and control odors during mitigation, our first process is to remove the source. After removal, we can sanitize, deodorize and seal if necessary. This process is the same for facility structure and contents. Items and structure must have the source or any charred material and/or soot removed through the cleaning process. Following this, deodorization can take place. We utilize many different pieces of equipment for deodorization including ozone generators, hydroxyls, vapor sharks, and thermo foggers.

**7
6 Fungi/Mold/Bacteria Assessment, Stabilization, and Remediation**

Supplier's services shall identify, isolate, and remediate fungal, mold, and bacterial infestations in facilities and contents either on-site or at local facilities at established environmental, industry, or legal standards. Please describe and detail ability to meet this requirement.

For fungi, mold, bacteria assessment, stabilization, and remediation, we follow the S520 IICRC Standard Restoration guidelines. We have the testing tools and equipment to remediate these situations. We can facilitate air samples and tape samples and submit to a labor for a complete report when needed. If it is decided that we need to bring in an IEP or hygienist, we can utilize preferred vendors or bring in our vendor to do testing. We will set up containment and negative pressure systems. We maintain and stock containment supplies, safety equipment, consumables, PPE, HEPA vacs, air scrubbers, and negative air fans in all four of our branch offices.

**7
7 Environmental, Health and Safety Hazard Assessments and Remediation**

Supplier's services shall provide capability to assess environmental and human risks, provide site-specific safety and remediation plans, and remove or remediate health hazards, hazardous or regulated materials such as chemicals, asbestos, biological or radioactive materials, and contaminated materials. Capability should include personnel with necessary training and protective equipment for hazards encountered, and ability to collect and analyze sample of air, water, soils, and debris using real time and laboratory methods. Please describe and detail ability to meet this requirement.

We provide services based on the conditions of the loss and decide if we need to bring in an Indoor Environmental Professional (IEP) hygienist. We will discuss any findings with the point of contact as well as the Risk Management point of contact to determine the course of action. We have trained staff that are licensed to test and submit data for microbial growth including both air sampling and tape samples. Testing for additional hazardous materials will be tested by the IEP. They will develop a protocol for hazardous waste on-site and we will adhere to their site plan. We will bring in subcontracted vendors that have the specialized hazard training to remove hazardous materials consisting of chemicals, asbestos, biological, radioactive or contaminated materials. Any work provided by vendors will be documented and recorded in our daily work logs as well as our proprietary software system. Our staff is trained in asbestos containment material awareness. All commercial locations before demo do have to be tested or show a report that ACM is not present before demo can occur. Our team is also trained in working lead safe. If the building is constructed before 1978 lead samples of painted surfaces may also be taken to verify if lead-based paint is present before demo occurs.

**7
8 Building Restoration Minimums**

Supplier agrees not to salvage, muck-out, clean, restore, or recover items or areas that are beyond restoration without consent from Regents and State agency appointed personnel. Regents and State agencies have first right of refusal before removing/disposing of property. Patient, research and student information must remain

confidential. Detailed herein are examples of some, but not limited to, the requirements that Supplier shall be capable of:

A. REFINISHING FLOORS:

Remove smoke, contaminants, and other debris from floor surface.

Wet mop room with neutral cleaner.

Strip or spray buff with appropriate chemical.

Dust mop floor.

Apply one coat of floor wax using a rayon mop head.

B. CARPET:

All carpet areas that can be restored must be vacuumed clean and free of debris.

Removal of damaged carpet and pad beyond restoration, with prior approval from agency. Treat carpet as clean up warrants. All carpet areas extracted (with hot water and industry standard extraction chemical) Note: Awarded Supplier will contact building representative and obtain approval before utilizing any chemicals on any carpets.

Carpets to be clean, odor and spot free.

C. CLEANING HARD SURFACES, WALLS AND CEILING

Doors, walls, frames, trim, shelves, kick plates, behind kick plates, and all fixtures must be free of smoke, contaminants, marks, dust, grime, oil and mold.

Vents, windowsills, interior/exterior furniture surfaces, blinds and sashes must be cleaned and dust free (if not scheduled for replacement) All glass, reflective surfaces must be cleaned and streak free.

Light covers must be free of smoke, water and debris inside and out.

Burned out, smoke damaged light bulbs/tubes must be replaced.

All porcelain, ceramic surfaces and grout must be disinfected and free of smoke, mildew, dirt, hair, soap scum, mineral deposits, rust, etc.

A hospital grade disinfectant (minimum of a quaternary disinfectant) must be used to free stains and residue.

D. CLEANING BATHROOMS:

Wipe and clean commode, commode lid and pipe fixtures with cleaner/disinfectant.

All glass, reflective surfaces and medicine cabinet interiors must be cleaned and streak free.

Wipe clean all walls, doors, floors, and ceiling and disinfect.

Wipe clean and disinfect shower fixtures and soap dish.

Wipe bathroom walls clean and disinfect.

Sweep and mop shower and bathroom floors with cleaner/disinfectant.

Clean and disinfect all plumbing, drains, traps, and electrical fixtures.

All chrome and plumbing fixtures must be clean and disinfected and free of dust, tarnish and streaks.

E. CLEANING KITCHENS AND KITCHENETTES:

Clean all appliances, free of smoke or other contaminants including interior and exterior surfaces of ovens, broilers stove tops, microwave ovens, refrigerator and stove venting hoods.

All appliances are to be moved to allow access to rear, sides, and floor area beneath.

Refrigerator coils to be dusted or vacuumed free of dust and refrigerator drip pans to be cleaned of moisture, dust, and debris.

Clean sink/food preparation areas including faucets and counter tops.

All upper and lower shelves and cabinets to be wiped free of smoke and other contaminate using an industry standard cleaner/disinfectant.

F. CLASS ROOMS AND OFFICES:(Clean room contents)

Desk, tables, chairs, white boards, and permanent projectors must be free of smoke and other contaminants.

Walls, doors, windows, ceiling, fixtures and floors must be clean and free of smoke and other contaminants.

Clean room and contents.

G. HAZARDOUS MATERIAL HANDLING

Some buildings may contain hazardous materials. Provide a plan as to how you would identify, control, remediate, and dispose of hazardous material containers or furnishings or contents that became contaminated with hazardous materials. Regent or State agencies Risk Management and/or other designated personnel will oversee all work involving hazardous material.

Please describe and detail ability to meet these requirements and follow state and federal regulations.

SERVPRO agrees to not try to restore items that are beyond restoration without consent from Regents and State agency appointed personnel. We agree to perform all of the building restoration minimum tasks listed for all job projects. On a daily basis, we will discuss these restoration items with the point of contact during our daily briefing. If hazardous furnishings, material containers, or contents are found on-site, we will work with the Risk Management personnel and point of contact for the loss to properly dispose of any contaminated materials. Following the guidelines for the disposal of the specific type of materials. Some items may require specialty subcontractor disposal methods per biohazard or requirements safety.

7
9 **Expectations**

The Universities/Agencies require that Supplier will furnish all labor, materials and equipment to accomplish the following type of tasks in the event of a disaster/emergency that results in damage to the Universities/Agencies' property. Please describe in detail for the following requirements Supplier's ability to meet these requirements.

8
0 **Management and Oversight of Contractors**

Please outline ability to manage and oversee current and existing Regent or State agency contracts for debris and solid waste disposal in conjunction with any additional Suppliers necessary during an emergency. Please describe and detail Supplier's ability to meet these requirements.

We are able to coordinate with current strategic vendor partner contacts for the agencies for many services including debris and solid waste disposal. We will facilitate contacting, managing, recording, and documentation of all loss disposal tickets and record daily on daily subcontractor log sheets. This information is then reviewed by Project Manager and input daily into our proprietary software. If debris is needing to be hauled off site for disposal, we can facilitate that as well by hauling debris in our vehicles and bringing it to our shop locations as we have onsite dumpsters at each of our facilities.

8
1 **Disaster/Emergency Debris Removal**

Disaster/Emergency clearance of debris from streets and property for access by emergency personnel. Includes tracking measurement of debris removed (SF, CY or tonnage) and where debris was taken for University/Agency claim recovery. Typically, this task occurs during the first 72 hours after an emergency or disaster or until all emergency routes and streets are re-opened. Please describe and detail Supplier's ability to meet these requirements.

We will ensure debris is cleared by first contacting city/county street departments and/or vendors. We will also bring in staff and equipment to open up roadways and streets as a first priority. We will focus on this process and understand that the goal is to have this cleaned up in the first 72 hours or until all emergency routes are open. If the need occurs to provide fences or barricades to prevent access to certain areas, these services will be organized using approved subcontractors and logged daily on the subcontractors' log sheets. Disposal tickets will be recorded daily on the subcontractor daily log sheets and reviewed by Project Manager and input into propriety software.

**8
2** **Moisture Mitigation**

It is the preference of the Universities/Agencies to respond to any disaster issue as quickly as possible with temporary drying and moisture mitigation (dehumidification) of buildings within the first 24 (maximum) hours following a disaster as directed by the Regent or State agency. Includes water extraction of carpets, furniture, etc. and any signage to notify building occupants of the necessity to keep equipment in operation. Maintain optimum temperature and humidity for mold and environmental control contamination and maintain proper air quality standards.

Please describe and detail Supplier's ability to meet these requirements.

When a water intrusion occurs and causes a loss, it is vital to extract the water as quickly as possible to prevent further damage and moisture wicking. As soon as we receive a call from the point of contact, and have authorization to begin work, we will have a team on its way to extract water. We have a variety of extraction equipment for different types of flooring surfaces at each of our four branch offices. We have a truck mounted extraction unit that water can be pumped into for offsite disposal. We also have several portable extraction units for areas the truck can't easily access, as well as weighted extraction units if mitigating carpet and pad without moisture barrier. After the water is extracted, we will set dehumidification equipment, air scrubbers, and air movers based off the science of drying. We want to control the drying process so that it dries the structure and contents properly. If needed, we can pull base trim once we have the clear on ACM and pop holes behind where the base was to inject air flow with injectadry equipment into the wall cavity to direct airflow. Hardwood floor mats can be set as well on hard wood floors to prevent demo if treated soon enough. Air scrubbers and antimicrobial will be utilized, if necessary, and only utilized if approved by the point of contact. Our own generators, power panels and distribution boxes may be utilized if power is not available or not adequate to run the amount of dehumidification equipment or air movers required. Temporary heat sources can be set also if needed. Any furniture that is sitting on the floor may have to be blocked off the floor to help with the drying process. We provide foam blocking tabs to lift furniture and contents off the affected surface to prevent further moisture wicking to occur. Daily monitoring occurs until the affected structural materials have reached the drying goal.

**8
3** **Temporary Storage Facilities**

Construction, preparation and management of temperature controlled temporary storage sites, building or shelters. Supplier shall assist in identifying and selecting appropriate temporary facilities to be utilized as debris staging and processing locations. Please describe and detail Supplier's ability to meet these requirements.

All four of our locations have climate-controlled warehouse storage space. We also have priority accounts with vendors that specialize in climate-controlled storage containers, tents, and/or office pods that can be mobilized and brought to a sight anywhere in the state. In addition, we have relationships with local relators and leasing agents throughout the state to assist us with the locating and preparing temperature controlled temporary storage facilities, if needed.

**8
4** **Debris Removal**

Debris removal activities from Universities/Agencies' property, streets, roads and easements. These activities typically follow the Emergency Clearance operations. Please describe and detail Supplier's ability to meet these requirements.

We will ensure debris is cleared by working with approved vendors and/or local municipalities. We will also bring in staff, subcontractors and equipment to open up road ways and streets as a first priority. We will focus on the process and understand that the goal is to have this cleaned up in the first 72 hours or until all emergency routes are open. Disposal tickets will be recorded daily on daily log sheets and reviewed by Project Manager and input into propriety software.

**8
5** **Debris Reduction Site Management**

Management and operation of debris reduction sites to accept, process, reduce and/or dispose of disaster-related debris. Please describe and detail Supplier's ability to meet these requirements.

The Project Manager will work with the point of contact to organize the process of debris reduction-sites and set up areas for recyclable goods, non-salvageable items, metals, compostable materials, etc. We will utilize preferred vendors or our own local disposal contacts and vendors to dispose. All disposal tickets and documentation will be recorded on daily subcontractor log sheets and recorded into our propriety software.

**8
6** **Tree Management**

Tree trimming, tree topping, tree-off, tree removal, stump grinding, grubbing, clearing, hauling and disposal. Along with documenting tree count, diameters/sizes, tonnage, tracking how debris was removed and where debris was taken, and other details about the tree work as requested by the University/Agency for a claim recovery. Please describe and detail Supplier's ability to meet these requirements.

For tree management services, we utilize vendors who are trained in the proper removal of trees and stumps. If the need arises, we will coordinate with approved vendors and document and supervise all work that is completed. If no approved vendor is in place, we will contact our vendors, and supervise and document the work that is completed. Our vendors are fully insured and have the equipment to remove the debris as well as the take down equipment. In addition, the vendors have arborists on staff should any specialized information regarding proper trimming to protect tree loss.

**8
7** **Containment**

Providing all permits materials, containers and services necessary for the emergency or disaster containment, clean-up, removal, transport, storage, testing, treatment and/or disposal of hazardous, regulated, and industrial materials and waste resulting from the disaster. Supplier shall also provide the address of the ultimate disposal site for any/all debris upon request of the University/Agency. Please describe and detail Supplier's ability to meet these requirements.

For containment services, we will contact vendors to bring in supplies including all permits, materials, containers, services and transport, for all types of hazardous materials disposal. We will contact the Iowa DNR for monitoring of safe containment and permits, if necessary for hazardous, regulated and industrial waste and materials resulting from a disaster. We will the agency's vendors first and if none available coordinate with our subcontractors. We will work with the IEP/hygienist to follow the site plan for mitigation following proper protocol and IICRC standards. All disposal information and tickets will be recorded and documented in our proprietary software and with daily communication between the project manager and point of contact.

**8
8** **Temporary Bathroom Facilities Units**

Depending on size of disaster, Supplier will need to provide temporary shower units, handwashing/sanitization, portable toilet facilities, both of which must be operated and maintained as required. Provide gray water collection and disposal services. Please describe and detail Supplier's ability to meet these requirements.

If the type of loss requires portable toilets, temporary shower units, and gray water collection services, we will utilize our network of vendor suppliers for this service if no existing contract exists with the agency. We will manage the arrival, maintenance, and pickup. Billing documentation for these will be recorded into the daily subcontractor log sheet sheets and input into our proprietary software. Potable water will also be supplied to the crew if needed.

**8
9** **Emergency Supplies and Facilities**

Provide ice, potable water, satellite telecommunications, emergency generators and other emergency supplies and/or facilities as requested. Service and maintain such stocks of equipment for the period required. Please describe and detail Supplier's ability to meet these requirements.

We are able to bring in the necessary resources utilizing our own equipment or subcontracted strategic vendor partners that we have agreements with. Our suppliers will deliver resources to us within 24 hours of ordering. For ice, water, and basic necessities of life resources, we will monitor the supply count levels daily, and document resources that are used. This count will be recorded and documented on our daily consumable log sheets and reviewed by the Project Manager and entered into our proprietary software. We have and utilize two-way radios to communicate when cellular services are compromised on a loss site. If warranted, we have the resources to bring in and utilize satellite telecommunication phones to provide communication services.

**9
0** **Additional Services**

Perform other emergency or disaster response, and recovery activities, as necessary, and as specifically directed and authorized. Please describe and detail Supplier's ability to meet these requirements.

Our franchise is able to provide additional services beside water, fire and mold mitigation. We provide biohazard/trauma cleanup services, post construction cleaning, vandalism cleanup services, carpet/upholstery cleaning, steam cleaning, and board up services. We also provide cleaning to disinfect to reduce the survival of Covid 19, and other pathogens. We are a full-service mitigation/emergency clean up company with trained staff, resources, and equipment readily available to ensure business is back to normal as quickly as possible. We document and record all jobs into our proprietary software with time of arrival, work in progress, and completion photos and detailed notes. We also document the work completed with meter readings or measurements from any tools or equipment that are utilized on the loss for reference later.

**9
1** **Technical Assistance and Document Control and Preparation for FEMA**

In some instances Supplier's will be asked to provide technical assistance and document control and preparation to meet Federal Management Agency (FEMA) and Iowa Homeland Security and Emergency Management reimbursement requirements. A demonstrated history of senior level assistance with FEMA regulations, compliance, reimbursement and documentation is requested of the successful Supplier. Please describe and detail Supplier's ability to meet these requirements.

We work for the University and the Agency's. We are happy to help with supplying documentation to FEMA, but it does not reflect in our payment term. The documentation that we provide for a loss meets the requirement for FEMA reporting, Iowa Homeland Security, and Emergency Management to help with the availability that funds can be recouped. The report contains information regarding payroll, equipment, consumables, rented and any miscellaneous information charges. We will work with our corporate SERVPRO System, who has the scalable resources needed to quickly respond to any large-scale restoration project. Rapid response Large Loss Teams are strategically positioned throughout the country and have helped countless organizations and businesses resume operations following some of the nation's largest disaster. SERVPRO Commercial has a working relationship with FEMA and has utilized FEMA's ICS structure management system in large loss situations. They most recently partnered with FEMA and Assurant on their Nation Flood Insurance Program.

**9
2** **Documentation**

Provide damage assessment assistance, disposal tickets, field inspection reports, truck measurement certifications, daily reports, quality control reports, daily debris reduction reports, debris locations and other documents and data sufficient to provide substantiation for insurance, FEMA and State reimbursement. Please describe and detail Supplier's ability to meet these requirements. Response shall include examples of these reports.

Attached are documents and reports that we utilize for recording information with regards to services performed while mitigating a loss. Attached is the daily progress report, daily work order, consumable tracking sheet, equipment tracking sheet, sub-contract PO form, invoice cover sheet, and blank per diem form. We have also included our truck/trailer certification form and DOT annual vehicle inspection reports for our fleet that are utilized. Our daily progress report contains information for insurance, FEMA, and state reimbursement purposes regarding quality control reports, daily debris reduction reports and daily reports. Our initial scope of loss and initial response plan will have all information that a field inspection report would contain. All copies of these forms, along with all other copies of forms of documentation from the loss, will be provided to the point of contact in a digital secured one drive file as well as in a large loss binder if requested, following the completion of services. The use of these forms will help to provide the needed documentation to all vested parties.

**9
3** **Documentation Report Samples**

It is required that proposal submission include an attachment of sample reports. Please confirm that sample reports have been attached as part of bid submission.

Supplier Accepts and Understands (Supplier Accepts and Understands)

**9
4** **Initiation of Work**

In most cases, The Universities/Agencies will issue a purchase order in advance of supplier providing services, however in emergency situations this may not be possible. Please explain how the supplier is able to provide services given different situations. The Supplier will not ask for and the Universities/Agencies will not permit the signing of terms and conditions by University/Agency employees on-site as those employees do not have proper signature authority. Responses should describe methods Supplier will use to provide prompt services without documents being signed on-site.

No work shall be initiated unless specifically authorized by an executed Purchase Order duly issued by the Universities/Agencies. Each Purchase Order shall specifically delineate the specific tasks to be accomplished, the estimated period within which the task should be accomplished and shall contain a "Do Not Exceed" price. Changes in Scope of Work that result in a change order shall be mutually agreed to, in writing, prior to work taking place.

Please describe and detail how Supplier will meet this requirement.

If the purchasing department is not able to issue a purchase order for emergency services, we will document the point of contact who authorized the work to get started and begin mitigation services. As soon as it is possible to contact the appropriate personnel for purchase order we will do so and communicate with the point of contact. It is vital to start mitigation as soon as possible to prevent further damage when a loss occurs. We will operate under IICRC standards for mitigation and communicate with the point of contact. If at any point the scope of work changes, the point of contact will also be contacted, and then proper channels will be contacted for approval. All change orders will be in writing. Documentation and pictures will be taken and recorded as well as change orders. Daily progress emails will be submitted to points of contact also the day following work produced.

**9
5** **Documentation-Quotes**

It is required that Awarded Supplier(s) provide a written quote via email within twenty-four (24) hours of initial assessment, to the appropriate Risk Management and Facility/Functional team members, detailing the estimated costs to perform the risk remediation services. The quote shall include details on any equipment that will be used, possible chemicals, personnel, and any additional charges as well as a summary overview of the mediation efforts that will take place. The quote and detailed documentation is required prior to Supplier leaving site.

Please describe and detail how Supplier will meet this requirement.

We will provide and write a scope of work and proposal for the mitigation services using our proprietary software. Our software is digitally available to our Project Managers on-site using laptops and tablets. This proposal/quote can be delivered to the point of contact within 24 hours for mitigation services.

**9
6** **Quotes**

Supplier to communicate with area representative of Universities/Agencies if quote will differ from actual invoicing prior to billing/invoicing. Failure to do so may result in delay in payment.

Supplier Accepts and Understands (Supplier Accepts and Understands)

**9
7** **Mobilization Plan**

Supplier shall provide a detailed mobilization plan that exhibits a detailed knowledge of the work and exactly how and in what time frame Supplier plans to mobilize this contract. Each Supplier must demonstrate that it has the experience and equipment to mobilize and perform the work in a professional, honest and timely manner. Please describe and detail how Supplier can meet this requirement.

The mobilization plan starts from the first notice of loss to the office. Our phones are answered 24 hours a day in all branch offices by our team which includes Admin, Project Managers and Production Staff. As soon as we receive the first notice of loss, a Project Manager will mobilize. The Project Manager will arrive on-site within the time frame of the response chart. Mitigation crews will be dispatched at the time of loss. The Project Manager will access the loss and discuss with the point of contact, the scope of work to be completed. Mitigation crews will be on-site within 45 min to the University of Iowa (usually can be on site in under 30 min as our shop is located near campus), within 60 minutes to Iowa State, within 60 minutes to The University of Northern Iowa, 45 minutes to the State of Iowa buildings and 60 minutes to the Iowa Department of Transportation. Our equipment, supplies, and staff are strategically placed to facilitate emergency response as the large loss response team. Fast response for mitigation is vital. We will utilize other partner SERVPRO franchises through the state as initial eyes, if needed, to facilitate faster emergency response when applicable under our direction.

**9
8** **Completion of Work**

Upon completion of service it is required a closing process is completed. This process shall include at minimum, a walk through of impacted areas and a detailed list of completed tasks/actions prior with the Supplier and appropriate officials from the respective entity. Once both parties have agreed that work has been completed to mutual satisfaction a final invoice can be submitted.

Please describe in detail the process used by Supplier to help ensure this requirement is met.

Daily notification between the point of contact and the Project Manager will take place to discuss the progress of the work that is being completed. Daily emails containing the documented services will be sent to all vested parties by our contract job file coordinator assigned to the contract. When work is finished, a closing process will be completed between SERVPRO and the appropriate officials, which will include a work walk-through. When both parties have agreed that work is satisfactory, a satisfaction statement will be completed for documentation by the point of contact and the Project Manager. This document will be saved in our proprietary software system. The final invoice will be issued after the following stages have been met: the walk through, completion of satisfaction statement has been signed, and all documentation and costs from the job have been reviewed by the Project Manager.

**9
9** **Billing and Invoicing**

Pricing that is offered/invoiced at a lower rate than the base contract rate will be considered to be in alignment with the Contract and at no point will it be considered an undercharge requiring reimbursement to the Supplier. In the event of an audit prices paid over the contracted discount/contracted pricing shall be reimbursed to the appropriate University/Agencies. Under no circumstances shall an invoice or price paid that provides a discount that is greater than contract or category discounts, whether due to error or other cause, will the Universities/Agencies be expected to reimburse the difference to the supplier nor will the amount be netted against any overcharges.

In addition, the Universities/Agencies reserve the right to review details of invoices to question potential incorrect billings associated service hours and/or costs to ensure fairness and validity. In cases where the amount invoiced is not in alignment with the contract cost, quote, industry standard and/or accurate the Universities/Agencies reserve the right to obtain a corrected invoice.

In the event of pricing issues The Universities/Agencies reserve the right to implement an audit penalty equaling 1% of the total corrected invoice(s) value resulting in over one (1) hour of review/resolution per audit as a whole by respective Universities/Agencies. Audit penalties shall be reimbursed to the University for any invoice(s) in question including both under charges and over charges.

Supplier shall provide a compliance report, as may be requested by The Universities/Agencies, which tracks service level commitments to actual performance and contract pricing to settlement. In the event pricing or discount levels reflected on invoices do not match pricing levels as stated in the Contract, The Universities/Agencies and supplier shall work together to calculate and issue the indicated adjustment.

Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

**1
0
0** **Payment**

It is required that the Universities/Agencies pay Supplier directly for costs associated with services provided. Supplier shall pay Sub-Contractors directly according to Iowa Division of Labor Wage Requirements. Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
0
1

Supplier Lead

During all phases of work, the Supplier shall provide a lead person trained as a lead restoration person to be available at the job site during all working times. And unless otherwise noted, within reason, remain for the entire duration of the work. The Universities/Agencies may request proof of training for the lead person. Please describe and detail Supplier's ability to meet this requirement. Responses should include, if available, information regarding the proposed lead(s) that will be provided to the Universities/Agencies as well as their qualifications.

The following employees are possible lead employees to be available as Project Managers and lead restoration staff, available on the jobsite during all working times: -Brian Meyer (Owner) certifications: Water Damage Restoration, Carpet Cleaning, Applied Structural Drying, Odor Control, Fire and Smoke Restoration, Health and Safety Equivalent (all through IICRC), 10hr OSHA, and HIPAA Business Associate certified.
-Billy Lopez (General Manager) certifications: Water Removal Technicians, Upholstery and Fabric Cleaning Technician, Odor Control Technician, Fire and Smoke Restoration Technician, Carpet Cleaning Technician, Master Fire and Smoke Restorer, and Journeyman Textile Cleaner (all through IICRC). He also holds a certification in Trauma Scene Cleanup from Restoration Sciences Academy, is HIPAA Business Associate, 10hr OSHA certified, a certified Mold Remediation Supervisor and manages the Large Loss Response Team.
-Shawn McAfee (Operations Manager) certifications: Carpet Cleaning Technician, Water Damage Restoration, Fire and Smoke Restoration, Odor Control, and Applied Structural Drying (all through IICRC). He has a Trauma Scene Cleanup certification from Restoration Sciences Academy, and 10hr OSHA certification.
-Jordan Rupe (Operations Manager) certifications: Water Damage Restoration, Odor control, Fire and Smoke Restoration, Applied Structural Drying, Applied Microbial Remediation (all through IICRC). He also has a Trauma Scene Cleanup certification from the Restoration Science Academy, 10hr OSHA, Bloodborne Pathogen and Lead Safety.
-Sean-Paul Vangorp (Operations Manager) certification: Water Damage Restoration through IICRC
-Matt Groenendyk - (Operations Manager) certifications: Water Damage Restorations, Applied Microbial Remediation, Applied Structural Drying, Carpet Cleaning, Fire and Smoke Restoration & Odor Control (through IICRC). He also holds the following certificate: HIPAA Privacy & Security Training for Business Associates. And SERVPRO's Crew Training Course, Water Certification, Fire Certification & carpet & Upholstery Certification, along with a Subrogation 1 certificate.
-Thomas Tory (Project Manager) certifications: Water Damage Restorations, Applied Structural Drying, Applied Microbial Remediation, Trauma & Crime Scene, Commercial Drying Specialist, OSHA 10hr and HIPAA Privacy & Security Training.
-Nick Vivone (Project Manager) certifications: Applied Microbial Remediation, Applied Structural Drying, Carpet Cleaning, Fire & Smoke Damage Restoration & Water Damage Restoration. He also holds an OSHA 10hr, Lead & Safety certificate and HIPAA Privacy & Security Training for Business Associates.

1
0
2

Smoke-Free Campuses

The Universities/Agencies are drug-free and smoke-free campuses. Smoking is prohibited in all Universities/Agencies' owned buildings, owned or leased vehicles, and on all Universities/Agencies' grounds. This includes recreational facilities, athletic facilities, parking lots, and enclosed parking facilities. Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
0
3

Universities/Agencies Contact

The Universities/Agencies will assign a contact person for the Supplier based on the type of event. If services are required, Supplier will be contacted by this individual and will work collaboratively to develop an actual Scope of Work required and action plan to respond to the event. Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
0
4

Rental Costs

Rental costs of any equipment shall not exceed the original purchase price of the specific piece of equipment. In the event the cost of rental exceeds the purchase price The Universities/Agencies shall only be liable for paying the purchase price of the equipment, any additional costs shall be borne by the Supplier. Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
0
5

Housing and Expenses

The Universities/Agencies will not be responsible for housing or hotel expenses this should be included in your bid response.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
0
6

Worker Safety

It is required that Supplier provide all workers proper safety protective equipment and gear as required by local, state, or federal laws.

Please describe and detail Supplier's ability to meet this requirement.

All four branch offices stock PPE to be able to provide all workers with the proper equipment. PPE includes but is not limited to: gloves, shoe covers, respirators (full and half face), eye protection, Tyvek suites, hard hats, safety vests, fall protection, and paper masks. We have the availability to obtain additional protective items from our vendors to ensure ample supplies for the entire scope of the project. These can be delivered within 24-hours of ordering to the job site.

1
0
7

Worker Identification

It is required that Supplier provide all workers and sub-contracted workers with photo identification and that identification be always worn while on University/Agency property. Supplier may be required to obtain specific identification provided by the University/Agency for its workers and sub-contractors if accessing sensitive areas such as the hospital or research facilities. Failure to have the proper identification may mean that workers or sub-contractors are denied entry.

Please describe and detail Supplier's ability to meet this requirement at all times. If sample identification is available please include this in bid submission.

All employees and subcontracted employees are able to be photo badged. A sample photo badge is attached.

1
0
8

Supplier Crew Uniforms

It is required that any and all crew/staff members responding to provide emergency mitigation services are easily identifiable. This may include, but is not limited to, standard uniforms, vests, badges, other attire with company logos.

Please describe and detail dress code requirements of Supplier and detail how these items are clearly detailed with company logo for quick identification.

SERVPRO supplies crew employees and subcontracted labor with easily identifiable logoed apparel and safety vests. Staff assigned a SERVPRO photo badge for easy identification as an approved and certified employee. The subcontracted labor will be assigned vests with logo.

1
0
9

Protection to Adjacent Surfaces

It is required that Supplier provide adequate protection to adjacent surfaces to prevent damage to neighboring structures. Failure to adequately protect adjacent items will result in Supplier being responsible for restoring the damaged structure to a like-new condition at no charge to the Universities/Agencies.

Please describe and detail Supplier's ability to protect neighboring structures as well as confirm acceptance and understanding of Supplier's responsibility to repair any damage to adjacent structures at no cost to the Universities/Agencies.

We understand the necessity to protect other structures and contents that are near the work area that is being mitigated. Temporary structures or containment of either walls or plastic will be constructed to protect non-work areas from damage. It is understood that damage caused by our mitigation services is our responsibility to repair, at our expense. Pictures are taken before, during, and after the mitigation process to show not only the work that is completed but also events that occur on the job site.

1
1
0

Safety Manual

Suppliers are required to submit a copy of current safety manual with bid submission. Copy should be uploaded into the attachments section of this Request for Proposal.

Please confirm that safety manual has been uploaded to eBid response.

Supplier Accepts and Understands (Supplier Accepts and Understands)

Response Plan

It is required that Supplier is able to develop a response plan for any event for which services are requested. The following are the minimum requirements of each response plan:

- Regent and State agencies preference for on-site arrival of project representative is based on the type and size of emergency. Please define your response time in the attached Excel Spreadsheet titled: "Response Time Chart." The Regent or State agencies shall identify a project representative to assess the situation, mobilize personnel, determine project needs, and facilitate building rehabilitation
- Supplier's project representative shall meet with Regent or State agency's representatives, inform them of his finding, work with Regent or State agency's representatives to determine response action plan.
- Once cost estimates and work schedules have been provided and accepted, the successful Supplier must begin work within the time frame outlined on the schedule.
- At all times during the restoration the Supplier's representative shall be in close contact with Regent or State agency's personnel.
- The Supplier's representative shall maintain site to assure safety for workers, Regent or State agency's staff and residents.
- Any variation to specified procedures must be submitted in writing to Regent or State agency's representative before the start of work.
- Provide full documentation of restoration, including an inventory of all items, descriptions, photo/videos, means used to restore and chain of custody reports.

Please describe and detail Supplier's ability to develop a response plan that meets or exceeds the requirements detailed herein. Supplier should also provide a sample response plan that would be created for response to an event at the Universities/Agencies.

For any Major or Minor event where services are requested an xactimate line-item breakdown estimate of the services is provided with in 24 hours. Attached is our Response Time Chart as well as an Initial Response Plan example for larger projects. We will work with The Regent or State Agency's project representative point of contact to assess the situation and mobilize our mitigation staff.

We are able to create this response plan based off the needs of the loss. This response plan consists of information detailing the scope of services regarding emergency services that will be provided as well as mitigation services. There will be a detailed action plan regarding start date and expected completion date for the location of work. We will list the project resources that will be utilized consisting of labor resources, consumables, equipment, vendors, and miscellaneous materials. The pricing software platform for the job will also be noted for the job whether Xactimate or T&M for the proprietary software. Once the cost estimates and projected work schedules have been approved, we will begin work. The Job File Coordinator will submit to the Regent or State agency's point of contact daily email updates of work progress. Project Manager will be on-site daily to maintain site to assure safety for laborers, staff, and residents. If, at any time, there is any variation to the projected Response Plan, all change orders will be documented and approved by the Regent or State agency's representative. The Project Manager will record all the details in the proprietary software. At the end of the loss, we will submit a secure one drive file and/or large loss job completion binder of all documentation pertaining to the loss, to the Regent or State agency's representative point of contact. This job file will contain full documentation of the restoration process consisting of all subcontracted invoices, pictures of the job, disposal tickets, labor, equipment and consumable spreadsheets, mitigation meter readings, change orders, chain of custody reports, etc.

1
1
2 **Minor Disaster/Local Emergency/Emergency Work: Response Times**

Please provide the standard response time for each participating entity in the event of a Minor Disaster/Local Emergency/Emergency Work. Response time for the Universities/Agencies is defined as all equipment and personnel being on-site to begin providing mitigation services.

Please provide response time information for The University of Iowa, Iowa State University, The University of Northern Iowa, the State of Iowa, and the Iowa Department of Transportation.

Standard response times for the Universities/Agencies in the event of a Minor Disaster/Local Emergency/Emergency Work are as follows:

- University of Iowa – 45 Minutes (Most of the time we can be on site much quicker as our shop location is near campus)
- Iowa State University – 60 Minutes
- The University of Northern Iowa – 60 Minutes
- State of Iowa – 45 Minutes
- Iowa Department of Transportation Ames Facility – 60 Minutes
- Our first responder services to have a Project Manager on-site, provided on our onsite response time chart. The times listed above reference the start of mitigation services.

1
1
3 **Supplier Parking**

No parking of Supplier vehicles or the private vehicles of Supplier's employees will be permitted in areas other than those approved by The University/Agency's Representative. The Supplier is responsible for obtaining and/all parking permits or privileges at its sole cost and expense. Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
1
4 **Equipment and Vehicle Fleet-Owned**

Please describe and detail the vehicle fleet and equipment currently **owned** by Supplier that would be available to quickly service the Universities/Agencies in the event of a disaster. If additional space is needed an attachment clearly listing this information is accepted and can be attached in the 'Attachment's' section of bid response.

Our equipment and fleet of vehicles is strategically placed between four franchise offices in Iowa City, Des Moines, Pella and Ottumwa. We are able to move and utilize equipment from these offices in the event that it is needed to assist at another branch very quickly. SERVPRO's fleet consists of trucks, trailers, vans, straight trucks, generators, desiccants, air movers, dehumidifiers and all other mitigation equipment at all four locations. An equipment breakdown list is attached to this RFP, which contains some of our more utilized pieces of equipment. Larger pieces of equipment, such as the trailer mounted desiccant, or our large loss consumable and equipment trucks can be mobilized and on-site anywhere in the state of Iowa within four hours. A vehicle list of our fleet and location is also attached.

1
1
5 **Equipment and Vehicle Fleet-Additional Resources**

It is understood that for certain disasters a Supplier may not have or need additional equipment and/or vehicles to properly provide services. Please describe and detail Supplier's access to additional equipment in the event a disaster requires additional equipment/vehicles to provide efficient recovery services.

Additional equipment and vehicles can be obtained from utilizing our other SERVPRO franchise owners in the state, the Storm Disaster Response Team, or our corporate office in Gallatin, TN. This equipment is available within 24 hours to our franchise. We also have rental agreements with specialty vendors for other pieces of equipment in our service areas. In addition, our corporate office ensures that additional purchased equipment is to our location within five days of purchase.

1
1
6

Equipment and Supplies

It is required that the Awarded Supplier(s) supply and provide any equipment and supplies that are required to perform the disaster mitigation services. These items include but are not limited to ladders, scaffolding, plastic, generators, tape, containment barrels, and hoses.
Please describe and detail Supplier's ability to meet this requirement. Responses may include but are not limited to detailing equipment/supply inventory listings and additional resources for quickly obtaining required materials.

Supplies and equipment for the mitigation process are available at all four of our branch offices in Iowa City, Ottumwa, Pella and Des Moines. We have the availability through vendors to have additional supplies delivered within 24 hours when needed. Attached is a supplies inventory breakdown as well as a mitigation equipment list of what is kept on-hand in each facility.

1
1
7

Equipment Relocation

In the event of bid award Supplier(s) shall receive proper approval from the identified University/Agency representative or Facilities Management **prior** to moving/relocating any equipment.
Please detail the processes/procedures that Supplier will implement to ensure this requirement is met.

Our staff is trained to receive preapproval for any demolition, equipment removal, content manipulation etc. The preapproval will be documented with dates before moving/relocating any equipment. The Project Manager will discuss any equipment manipulation to receive proper approval from designated building coordinators and point of contact. This documentation will be saved into our proprietary software system.

1
1
8

Air Quality Assessment

It is required that Awarded Supplier(s) is capable of providing air quality assessment testing. Dependent upon the type of disaster that occurs air quality tests required may vary and will be mutually agreed upon between Supplier and University/Entity rendering the services. To help ensure understanding of the types of air quality testing capabilities of Supplier please provide a listing of air quality assessments available. List should include a brief description of the test.

We provide air quality assessment testing. We provide air quality sampling for microbial growth and air quality as well as tape sampling and lead testing. For more extensive losses, we bring in subcontracted IEP/Hygienists to do further testing for asbestos and other air quality issues.

1
1
9

Response time Chart

In Order to understand Supplier's ability to respond in a timely manner to each of the respective entities it is required that Supplier review, complete, and upload as part of bid submission the Excel document named **'Response_Time_Chart.'**

Please confirm acceptance and understanding as well as confirmation documentation is attached.

Supplier Accepts, Understands and has attached. (Supplier Accepts, Understands and has attached.)

1
2
0

Signage

Please outline what signage/block off access materials Supplier has available for work areas. Universities/Agencies may request signage/block off access materials as needed.

Depending on the type of service needed, we use different methods of designating a work area. Tape, containment with entry zippers or barricades can be utilized. We also have signage for work in progress, do not enter - lead safe renovator signage, as well as asbestos removal, ozone treatment and thermal fogging in progress signage available if services are in progress for those types of service.

1
2
1

Waterway Contamination

In the event that a disaster would deal with chemical waste, please outline how Supplier would remediate this contaminant(s) within buildings as well as chemical disposal and water way interaction/contamination.

If chemical waste is needing to be disposed of, we would communicate with the Point of Contact. We would ask and verify about the SOS & proper waste practices for the item on site. We would then work with appropriate subcontractors for disposal of the waste and containment, following their guidance for transport and disposal. If the waste has potential to reach waterway areas, then appropriate state officials would be contacted for guidance and containment put in place.

1
2
2 **Security access**
Supplier will need to work with Universities/Agencies to obtain security access to locations. Temporary access cards will be available per event at University of Iowa for only staff Supplier has identified will be on site. Suppliers when working on campus will need to identify themselves by wearing company branded materials. Please outline as a Supplier how you will meet this requirement.

Once awarded the contract, we will reach out to give a list of staff. If access cards are needed, we will register these on a per loss project to have activated for those responding with the dates the project will be occurring. We will work with the main point of contact to authorize access for the appropriate responding staff. Access cards are held at our secure locations in a locked box. These are given from the box to staff as needed and a list is maintained to keep current. No staff is allowed to use anyone else's card. All staff are given and required to wear SERVPRO branded apparel and badges.

1
2
3 **Capitol Complex - State of Iowa**
There are specific areas in the Capitol Complex that require badge for access. It is required in the event of bid award Supplier(s) obtain identification badges from the designated building for any supplier staff that will be performing services on-site.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
2
4 **The University of Iowa Hospitals and Clinics (UIHC) Requirements-Safety and Security**
In the event of a disaster that impacts the University of Iowa Hospitals and Clinics (UIHC), it is required that the Awarded Supplier(s) notifies/contacts the Safety and Security Office prior to any services being initiated. This office is open twenty-four (24) hours a day seven (7) days a week and perform certain emergency functions that take care of moving some equipment.

Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Acknowledges (Supplier Accepts and Acknowledges)

1
2
5 **The University of Iowa Hospitals and Clinics (UIHC) Supplier Background Check and Orientation**
In the event the Supplier is awarded, employees will be required to complete a declaration of vaccination, background check and orientation session prior to gaining access to University of Iowa Hospital and Clinics. Full details of this process have been provided in the "Bid Attachments" section of this RFP in the attachment titled "*Background Check and Account Set Up*"

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
2
6 **The University of Iowa Hospitals and Clinics Requirements-Training**
In the event of bid award Supplier(s) it is desired that local responders complete a safety course at Kirkwood Community College. The expense of this course will be at the cost of the Supplier.

Please describe and detail Supplier's ability to meet this desired service component.

In the event of bid award, we understand we will be required to complete a safety course at Kirkwood Community College at our expense. We have several members of our staff that have completed this course already, through our work with UHC before, and are prepared to send additional staff, at our expense to this course in the future.

1
2
7 **The University of Iowa Hospitals and Clinics (UIHC): Identification Badges**
It is required that in the event of bid award Supplier(s) primary points of contact obtain identification badges through the University of Iowa Hospitals and Clinics for any supplier staff that will be performing services on-site.

Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

UIHC Professional Appearance Policy

As part of its continuing effort to provide excellent customer service and patient-centered care, UIHC has a Professional Appearance Policy. The policy asks staff members, faculty, physicians, students, and volunteers to ensure that their appearance contributes to a positive, respectful, and safe health environment for patients, staff, and the public.

To create a professional appearance, employees should remember while on duty:

- The ID badge and volunteer hangtag must be worn at the breast pocket or lapel level with picture and name forward, immediately visible to patients, families, and others. Nothing should be attached to the badge which obscure identification. Badges must be clipped on; lanyards are prohibited.
- Be physically clean and well groomed and take steps to prevent or address problems of offensive body odor.
- Promote a fragrance-free environment by not wearing perfume or other scents. Fragrances may cause allergic or adverse reactions in others and must be avoided.
- Ensure that hairstyle, jewelry, scarves or other accessories do not interfere with assigned duties or pose a threat of infection or physical hazard.
- Tattoos, piercings, and body art with wording, images, or placement (e.g. tongue) that are inappropriate or offensive in a professional work environment must be covered or removed while on duty.
- Wear clothing that is neat, clean and free from offending odors.
- Wear uniforms if required and footwear appropriate to job duties.

Please remember that the following is not appropriate while on duty:

- Shorts, denim clothing of any type, yoga pants or other exercise or workout clothing, t-shirts, sweatshirts, fleece apparel or sweatpants.
- Beach-type footwear such as thongs or flip-flops, or bedroom slippers. No open-toed shoes in patient care areas, including clinics.
- Caps or hats, unless worn for medical or religious reasons or for the nature of specific duties, such as food service work.
- Shirts or other apparel with inappropriate images, wording or logos that may be perceived as offensive to patients, families or others.
- No clothing that is too tight, too short, form fitting, loose fitting, exposes cleavage, undergarments, mid-section, underwear or buttocks.

Some additional items to remember:

- The temporary employee's department may have additional guidelines not covered by this policy due to safety concerns particular to their unit.
- If the employee has questions about their specific situation due to medical, religious or ethnic issues, it should be discussed with their supervisor.
- Their compliance with these guidelines will prevent a request for them to change into appropriate attire before being able to begin work.

Our SERVPRO team and subcontractors utilized will adhere to these requirements. Our team has a uniform policy: Khaki pants, SERVPRO branded shirts, closed toe shoes and photo badge. Once awarded the contract, we will review and post signage in technician area for these requirements.

Business Associate Agreement

The successful Supplier must agree to the University's Business Associate Agreement (BAA) if it, or any of its agents or subcontractors, will be performing any of the following functions:

1. Accessing, using, transferring, disclosing, or maintaining patient information, or Protected Health Information (PHI) as that term is defined under the Health Insurance Portability and Accountability Act, Pub. L. No. 104-191 110 Stat. 1936 (1996) and its implementing regulations; or
2. Providing training or otherwise assisting University health care providers in the calibration, insertion or other technical implementation of medical devices or products at bedside or in the operating room during patient procedures. Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
3
0

Disaster Preparedness Services

The participating Agencies are interested in Supplier services that can assist with disaster preparedness before a disaster occurs. These services should include but are not limited to development of protocols, training programs, and response drills.

Please describe and detail disaster preparedness services that are available as part of the proposal. In the event additional costs would be incurred for these services please detail the proposed cost.

Being prepared before a disaster or emergency situation occurs, helps to reduce property damage. To help minimize property damage, SERVPRO offers a no cost building assessment service. Representatives from our franchise, assist in the development of an Emergency Ready Profile for buildings/facilities. We help the client build a profile which includes emergency shut off locations (with pictures) and emergency contact information in a service app, available on any android or ios device. This information is available to users through a secure login. The user has access to emergency information for their facility electronically at any time. Through this application, they can also contact our staff to facilitate even faster service in the event emergency mitigation services are needed. All training, development, and sign-ins for this application are available at no cost. We are also happy to assist and help organize response drills and training programs for facilities staff, as well as supplier staff. This service will also be available at no cost to the participating agencies.

1
3
1

Mitigation Process

Please describe and detail the standard mediation process utilized when providing mitigation services. Responses should include but are not limited to industry standard requirements including moisture testing, cove base removal, manifold use, zippered walls, etc. The intent is to better understand the overall approach practiced by Supplier.

Our standard mitigation process follows the IICRC S500 standard protocol. Protocol will be followed based on the designated category of water loss. Extraction is the first stage of mitigation, and we have several different pieces of equipment to safely extract depending on the surface. We utilize a subsurface extraction unit to insure as much moisture is drawn out from the flooring as possible. Antimicrobial products may be used with proper approval from point of contact if needed. We provide moisture testing and recording daily into drying logs within our proprietary software. We remove cove base or trim and can utilize direct airflow with injectidry units, if needed. Top-down drying is also utilized where possible. We utilize specialty tools such as bore scopes, thermal imaging cameras, hammer probes, and moisture sensors on affected structural areas to check moisture content. We have floor drying systems, direct wall drying systems, specialty drying systems, and desiccants to dry contents and structure. The Project Manager will oversee our crew in the mitigation process and communicate with the point of contact daily to oversee proper drying is occurring and that systems are functioning properly. We believe in the least amount of demolition when possible, depending on the category and class of water intrusion.

1
3
2

Moisture Testing

It is required that moisture testing is a standard part of service provided by Supplier(s).

Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
3
3

Cove Base Removal

It is required that cove base removal is a standard part of service provided by Supplier(s) when wall/flooring is impacted. Please confirm acceptance and understanding of this requirement.

Supplier Accepts and Understands (Supplier Accepts and Understands)

1
3
4

Structural Changes

In the event of bid award Supplier(s) shall receive proper approval from designated identified University/Agency representative or Facilities Management prior to initiating structural changes. Please detail the processes/procedures that Supplier will implement to ensure this requirement is met.

Before any work is initiated with regards to structural changes, we will contact the designated Agency Representative and point of contact for the loss and get prior approval. The prior approval will be documented and recorded by the Project Manager in our proprietary software. All staff are trained that to discuss with the point of contact before any demolition or structural changes are made, as well as advise what is recommended to mitigate the loss properly, based on the IICRC guidelines. Documentation is recorded for all steps of the mitigation process.

1
3
5

Supplier Approach -The University of Iowa: Major-Disaster/Emergency Scenario

In an effort to better understand Supplier's approach to providing disaster/emergency recovery services please describe and detail how Supplier would address the following scenario:

Outside weather temperatures have been below zero degrees for several days in a row. On the morning of New Year's Day, a pipe bursts on the 5th floor of MRF near the elevator and impacts spaces down to the first floor. On January 2nd, a fire sprinkler line freezes and bursts in the MERF facility, impacting a large office area and animal research space on the floor below. Also on January 2nd, fan coils on the 4th and 3rd floor of the Field House freeze and burst, causing damage to multiple office areas. On the 3rd of January, bathroom piping along an exterior wall in a restroom at BCSB bursts, causing water to flow throughout the corridor and into the main lobby area of the building.

Ventilation, safety analysis (non-structural), dehumidification, mold remediation, document and vital records recovery, content cleaning and restoration, HVAC cleaning, decontamination, Deodorization, Debris removal and clean-up are required in buildings. Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following (If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document:

- Assess the prioritize damage
- Determine project time lines
- Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

1
3
6

Supplier Approach-The University of Iowa: Minor-Disaster/Emergency Scenario

In an effort to better understand Supplier's approach to providing disaster/emergency recovery services please describe and detail how Supplier would address the following scenario:

A chilled water valve fails on the second floor of Macbride Hall, impacting classroom spaces, departmental offices, and building lobby space. Also impacted is a storage room for the museum located in the building. Rare and irreplaceable artifacts are in the space directly beneath the leak, stored in water tight racks. Water has infiltrated the space and come into contact with the racks, puddling is visible on the floor.

Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following. If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document:

- Assess the prioritize damage
- Determine project time lines
- Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

1
3
7

Supplier Approach-The University of Iowa Hospitals and Clinics (UIHC): Major-Disaster/Emergency Scenario

In an effort to better understand Supplier's approach to providing disaster/emergency recovery services please describe and detail how Supplier would address the following scenario:

The Chilled Water plant is unexpectedly shutdown in July. The outside temperature 90 degrees Fahrenheit with humidity at over 80 %. Cooling to all University buildings impacted including UIHC and patients. Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document:

- Assess the prioritize damage
- Determine project time lines
- Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

1
3
8

Supplier Approach-The University of Iowa Hospitals and Clinics: Minor-Disaster/Emergency Scenario

In an effort to better understand Supplier's approach to providing disaster/emergency recovery services please describe and detail how Supplier would address the following scenario:

The University's Steam distribution plant fails in January. As a result there is no steam distribution to UIHC causing heating and sterilization to be negatively impacted. Sterilization would include areas such as central sterile that results in surgical supplies not being available for main operating room, labor and delivery and ambulatory surgical services.

Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following. If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document:

- Assess the prioritize damage
- Determine project time lines
- Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

Supplier Approach-Iowa State University: Major-Disaster/Emergency Scenario

In an effort to better understand Supplier's approach to providing disaster/emergency recovery services please describe and detail how Supplier would address the following scenario:

Tornado/Storm Damage

A severe storm hit the Ames area with 70 mph winds, large hail and a small tornado causing damage to numerous campus buildings. For information about the buildings listed below, visit the Facilities Planning & Management website at: www.fpm.iastate.edu

Jack Trice Stadium – Damage to west concourse, windows blown out of tower, carpets are water soaked in suites.

Bergstrom Indoor Training Facility – roof gone, heavy damage to building, extensive water damage.

Bergstrom Football Complex – windows blown out, roof damage, extensive water damage.

Jacobson Athletic Building – heavy damage to south end of building, water damage to 2nd floor offices on south end of building.

Alumni Center – windows blown out, roof damage, water damage on 3rd floor and 2nd floor Reiman Ballroom.

Scheman Building – roof damage, windows blown out, extensive water damage on 2nd floor.

Stephens Auditorium – roof damage, water damage on east side of 2nd floor balcony area.

Fisher Theater – roof damage, no apparent interior damage.

Hilton Coliseum – roof damage, no apparent interior damage.

Larch Hall – some windows blown out on south and east sides of building.

Willow Hall – some windows blown out on east and south sides of building.

Lied Recreation Center – minor roof damage, several windows/doors broken.

Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following (If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document:

- Assess the prioritize damage
- Determine project time lines Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

1
4
0

Supplier Approach-Iowa State University: Minor Disaster/Emergency- Scenario

In an effort to better understand Supplier's approach to providing disaster/emergency recovery services please describe and detail how Supplier would address the following scenario:

Sweeney Hall Fire

ISU experienced a fire in Sweeney Hall which started in the mechanical penthouse on top of the building. Sweeney Hall, home to Iowa State's Chemical and Biological Engineering Department, received extensive smoke and water damage on all floors of the 1994 addition on the west end of the building (see below for additional building information). A 100-foot by 50-foot section of the roof was damaged. No one was injured.

ISU requested services from a supplier for removing water, cleaning the building, removing items that can't be cleaned (including ceiling tiles and carpet), and deodorizing the building. In addition, special services were acquired to clean specialized research equipment.

Sweeney Hall 1994 Addition:

39,700 gross square feet

4-floors @ 9,150 gross square feet

1-penthouse @ 3,100 gross square feet

Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following. If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document:

- Assess the prioritize damage
- Determine project time lines
- Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

1
4
1

Supplier Approach-The University of Northern Iowa: Major Disaster/Emergency - Scenario

A straight line wind storm causes damage to all buildings west of Hudson Road, as well as other physical assets and grounds. Damage includes roof damage on each building, broken windows, and loss or major damage to numerous trees on campus. There is also interior water damage. The largest damaged building is the UNI Dome, whose 160,000 square foot roof is a complete loss. Debris from the UNI Dome roof can be found up to 300 meters away.

Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following. If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document:

- Assess the prioritize damage
- Determine project time lines
- Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

1
4
2

Supplier Approach-The University of Northern Iowa: Minor Disaster/Emergency - Scenario

A small fire occurs in Maucker Union, causing extensive smoke damage throughout the complex. Maucker Union is a multi-functional facility, that includes dining space, conference space, retail space, office space, a computer center, and a small gym.

Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following. If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document.

- Assess the prioritize damage
- Determine project time lines
- Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

1
4
3

Supplier Approach-State of Iowa: Major Disaster/Emergency - Scenario

Event Description:

Month: July 9.

Day: Sunday.

Time: 3:38 AM.

Outside weather: 78 degrees Fahrenheit, raining with recorded rainfall at one (1) inch.

A large portion of Des Moines east side and the entire Capitol Complex have taken a direct hit from a Category 3 tornado. The tornado is quickly moving in a southeasterly direction and no longer poses a threat to the Complex. The rainfall appears to be subsiding.

The Iowa State Patrol (ISP) has reported most buildings and monuments on the Complex have incurred damage, the extent of which is unknown. Preliminarily, roof damage and window damage throughout the Complex have been observed. Many trees on the Complex have been uprooted or damaged. Debris is scattered throughout the Complex grounds. The Complex power plant appears to have sustained substantial damage and is not operational. ISP, in conjunction with the Des Moines Police Department, is in the process of securing the perimeter of the Complex and no one will be allowed inside the perimeter without ISP permission. The Iowa National Guard has been notified. Mid-American Energy has reported all utility services to the Complex have been terminated until a preliminary safety and damage assessment can be completed.

Director Phipps has been notified of the event, the State Emergency Operations Center (SEOC) at Camp Dodge has been activated, and Director Phipps is in transit to the SEOC.

Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following (If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document:

- Assess the prioritize damage
- Determine project time lines
- Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

1 4 4 Supplier Approach-State of Iowa: Minor Disaster/Emergency - Scenario

Event Description:

Month: December 11.

Day: Monday during a work week.

Time: 7:45 AM.

Outside weather: 11 degrees Fahrenheit, six (6) inches of snow on the ground.

Large and deep vertical cracks have been observed along all five (5) stories of the northeast exterior wall of the Hoover Building. Portions of the exterior building façade are falling away and the structural integrity of the roof above the damaged area appears to be compromised. Employees currently at work and with offices near the damaged area, report coldness, flickering lights, cracked window glass, and unusual grinding and squeaking sounds. Employees on the fifth floor report water dripping from ceiling tiles. The reason for the damage is unknown.

Please describe and detail how disaster/emergency would be addressed. Responses should include, but are not limited to the following (If additional space is needed an attachment as part of the bid response detailing the approach is acceptable, please clearly title attached document:

- Assess the prioritize damage
- Determine project time lines
- Identify workload
- Determine quantity and deployment of labor
- Determine resources needed

The detailed scope services course of action for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. The responses are in order of the line item per the RFP. The document breaks down the resources projected to produce. There was considerable time taken to look at the details given and put together a solid scope when structural variables were unknown.

1 4 5 Value Added Opportunities

Please detail any and all value-added opportunities that are available to the Universities/Agencies in the event of bid award. Responses may include, but are not limited to, rebates, other financial incentives, trainings, technology opportunities, on-site vendor representation if desired, international notifications, etc.

Document Attached - "145 - SERVPRO Iowa City - Value Added Opportunities" We have been honored to serve the State of Iowa Entities and Universities over the last five years. We want to bring some additional value to the partnership. SERVPRO is an independently owned and operated franchise based system and our team looks forward to continuing the relationship by extending the following:

1. We increased our prompt payment discount to 3% when the invoice is paid in 10 days from date of invoice.
2. We are adding an additional value add on for equipment discounts by offering the following:
 - a. 5 for 7 days on equipment
 - b. 3 for 4 weeks on equipment
3. We added additional items to our small tools list so they are a part of the 3% vs. separate per day use charges. We included a list of the items on the small tools list attached.
4. We have grown our location count over the last 5 years by having another location with a shop in Pella, IA as well as adding 5 franchise licenses in Missouri. With this expansion we have grown our internal staff count significantly as well as our equipment, vehicle, and consumable internal inventories which are available within our direct team for immediate dispatch to support.
5. Offer no cost digital app based Emergency Ready Profiles that consist of emergency shut off and contact data for the structures that are compiled by SERVPRO staff at no charge and shared in a secure platform with single sign ons for those that need access to the data at any time of day.
6. Michele Presley, Business Development Manager, is a certified SERVPRO Facilitator Training Program instructor. With this certification there are 2, 3, and 4 hour courses available that can be taught to help understand the mitigation industry. The state of Iowa Insurance Division recognizes these classes as continuing education credit.

Bid Lines

1 Package Header

Consumables-Market Basket

Quantity: 1 UOM: PKG Total:

Item Notes: Please enter a unit price for the consumable items listed below.

Package Attributes

1. Consumable Products

To help ensure the Universities/Agencies understand the common consumables that are required by Supplier please attach an Excel document that clearly details the commonly/frequently used consumables, unit of measure, and cost for each consumable.

Supplier Confirms Consumable Listing is Attached (Supplier Confirms Consumable Listing is Attached)

2. Consumables

In an effort to understand the commonly required consumables used by supplier it is required that a supplemental Excel document is submitted with bid proposal that provides information on any consumables NOT already detailed within this package. Excel document shall detail the following information:

- Product Name
- Product Description
- Product Unit of Measure
- Product Cost

Supplier Confirms Documentation is Attached (Supplier Confirms Documentation is Attached)

Package Items

1.1 Adhesive remover

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

1.2 Alcohol, Isopropyl

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

1.3 Bags, Trash

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

1.4 Bags, Trash Environmental (6ml)

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

1.5 Bleach

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

1.6 Box, Book / Freeze Dry

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

1.7 Box, Book / Freeze Dry

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

1.8 Box, Dish PackQuantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.9 Brush Dispersion, small**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.10 Brush, Dispersion, large**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.11 Brush, Long Handle / Scrub**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.12 Brush, non Conduct**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.13 Cleaner, Carpet (Liquid)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.14 Cleaner, Carpet (Powder)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.15 Cleaner, Glass**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.16 Cleaner, Hard Surface**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.17 Cleaner, HVAC Coi**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.18 Cleaner, Stainless Steel**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.19 Complex Cleaner**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.20 Deodorizer**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes:

1.21 Deodorizing BlockQuantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.22 Deodorizing Gel**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.23 Deodorizing Liquid**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.24 De-Ruster**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.25 Dish Soap**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.26 Disinfectant/Biocide**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.27 Duct Sealant Spray**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.28 Duct Sealant, Antifungicidal**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.29 Ducting, Lay Flat**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.30 Dust Mask, N95**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.31 Filter, Blue paper collection bag**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.32 Filter, Charcoal for Neg Air Machine**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.33 Filter, CVAC for Hepa Vacuum**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes:

1.34 Filter, HEPA for Neg Air MachineQuantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.35 Filter, Pleated for Dehumidifier**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.36 Filter, Pleated for Neg Air Machine**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.37 Filter, Pre Filter for Neg Air Machine**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.38 Filter, Rolled Material**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.39 Furniture Blocks**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.40 Furniture Pads**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.41 Furniture Polish**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.42 General Purpose Degreaser**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.43 Gloves, Cotton**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.44 Gloves, Surgical Latex**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.45 Gloves, Work/Rubber/Chemical**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes:

1.46 Goop OffQuantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.47 Hard Hat**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.48 Hog Rings**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.49 Inventory Tags**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.50 Long Term Preserver, heavy**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.51 Lubricant, Machinery**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.52 Metal Polishing Paste**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.53 Mop Heads**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.54 Non Conduct Scrubbers, green**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.55 Painters Plastic (.35ml)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.56 Paper, Corrugated**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.57 Plastic Sheeting (20ftx 100ft 6ml)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes:

1.58 Preserver, lightQuantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.59 Quick Test Strips**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.60 Respirator Cartridge**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.61 Respirator Safety Glass**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.62 Respirator, Full Face**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.63 Respirator, Half Face**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.64 Rust Inhibitors/Removers**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.65 Safety Harness with Lanyard**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.66 Sealants**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.67 Silver/Copper/Tin Cleaner**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.68 Soot Sealant, Clear**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.69 Soot Sealant, Pigmented**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.70 Sponges, Soot Removal**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes:

1.71 Stainless Steel PolishQuantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.72 Tape, Blue**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.73 Tape, Duct**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.74 Tape, HVAC (Aluminum)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.75 Tape, Poly Box**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.76 Tarps**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.77 Thermo Fog**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.78 Tyvek Suits**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.79 Wipes, Cotton Cloth**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.80 Wipes, Lint Free**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.81 Wrap, Bubble (Anti Static)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.82 Wrap, Shrink**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **1.83** For materials not listed above that are purchased for the project by the Supplier please provide the minimum discount from cost that will be provided.Quantity: 1 UOM: EA Total:

2 Package Header

Equipment Marketbasket

Quantity: 1 UOM: PKG Total:

Item Notes: Please enter per Unit Daily Rate.

Package Attributes

1. Equipment

To help ensure the Universities/Agencies understand the common equipment that are required by Supplier please attach an Excel document that clearly details the commonly/frequently used equipment and cost for each.

Supplier Confirms Consumable Listing is Attached (Supplier Confirms Consumable Listing is Attached)

2. Equipment

In an effort to understand the commonly required equipment used by supplier it is required that a supplemental Excel document is submitted with bid proposal that provides information on any equipment **NOT** already detailed within this package. Excel document shall detail the following information:

- Equipment Name
- Product Description
- Equipment Cost

Supplier Confirms Documentation is Attached (Supplier Confirms Documentation is Attached)

Package Items

2.1 Air Compressor

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.2 Air Mover

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.3 Buffer, Floor

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.4 Cart, Tilt / Demolition

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.5 Company Owned Vehicle

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.6 Dehumidification Unit - 200

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.7 Dehumidification Unit - 300

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.8 Dry Cleaning Unit (Portable)Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.9 Drywall Saw (Kett)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.10 Electrical Dist. Panel (Spider Box)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.11 Extraction Unit (Portable)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.12 Extraction Unit (Trailer)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.13 Extraction Unit (Trailer) Mileage Included**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.14 Fan, Contractor, 36" 0.0000 4**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.15 Floor Cleaning System, Walk Behind**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.16 Fogger, Thermal (Gas Powered)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.17 Fogger, ULV / Thermal (Electric)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.18 Gang Box Tool Set**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.19 Generator (60kw)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.20 Generator (less than 10kw)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes:

2.21 HEPA Filtration Unit / Air ScrubberQuantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.22 HVAC Vacuum System**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.23 Light, Demo / Drop / Stand / String**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.24 Mobile Phone (Job Site Communication)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.25 Onsite Accounting Package (Laptop/Printer)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.26 Ozone Generator**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.27 Pump, Sump**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.28 Trash Pump, Trash 2" - 6"**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.29 Quad Box**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.30 Radio, 2-way (Job site communication)**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.31 Sawzall**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.32 Skid Steer Loader, Bobcat**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes: **2.33 Sprayer, Airless**Quantity: 1 UOM: EA Unit Price: Total: Supplier Notes:

2.34 Standard Trailer

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.35 Standard Trailer - mileage included

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.36 Refrigerated Trailer

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.37 Refrigerated Trailer - mileage included

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.38 Truck - Pulling

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.39 Truck - Pulling - mileage included

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.40 Truck, 24 foot

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.41 Truck, Diesel Duct Cleaning

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.42 Vacuum, HEPA

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.43 Vacuum, Wet Dry, PF39/PF25

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.44 Van, Cargo

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.45 Washer, High Pressure (Cold)

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.46 Washer, High Pressure (Hot)

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

2.47 For equipment not listed above, that are purchased for the project by the Supplier, the rate invoiced to the Regent or State institutions will be the rate charged the Supplier plus ____ %.

Quantity: 1 UOM: EA Unit Price: Total:
Supplier Notes:

2.48 If special equipment not listed above is purchased for the project, the daily rental will be ____% of the purchase price.

Quantity: 1 UOM: EA Unit Price: Total:
Supplier Notes:

2.49 If the rental equipment exceeds the Supplier listed price, Supplier will charge the rental rate plus ____%

Quantity: 1 UOM: EA Unit Price: Total:
Supplier Notes:

2.50 Small tools usage will be calculated at ____% of total labor

Quantity: 1 UOM: EA Unit Price: Total:
Supplier Notes:

3 Package Header

Personnel Labor Rates

Quantity: 1 UOM: PKG Total:

Item Notes: Please enter hourly rate of listed personnel

Package Attributes

1. Supplier Employee Time Records

Please detail when Supplier begins charging hourly rates, is it upon arrival to job site or upon deployment from Supplier's facility?

Package Items

3.1 Drying/Equipment Technician

Quantity: 1 UOM: EA Unit Price: Total:
Supplier Notes:

3.2 General Labor (Hired Locally)

Quantity: 1 UOM: EA Unit Price: Total:
Supplier Notes:

3.3 Hygienist

Quantity: 1 UOM: EA Unit Price: Total:
Supplier Notes:

3.4 Health & Safety Officer

Quantity: 1 UOM: EA Unit Price: Total:
Supplier Notes:

3.5 Management Fee (Management of Customer Labor Force)

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.6 Project Accountant

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.7 Project Administration/Clerical

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.8 Project Consultant

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.9 Project Coordinator

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.10 Project Manager

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.11 Project Manager, Assistant

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.12 Resource Coordinator

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.13 Restoration Supervisor

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.14 Restoration Technician

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.15 Skilled Carpenter

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.16 All scheduled rates are per the first 40 hours worked in a week, based on a seven (7) day work week. The billing week will start on the date of mobilization. All hours worked in excess of 40 hours in a week will be billed at _____ times the normal rate schedule.

Quantity: 1 UOM: EA Total:

Supplier Notes:

3.17 All holidays recognized by Supplier will be billed at ____ times the normal billing rates. Recognized holidays:

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.18 When circumstances beyond our control require Supplier to stand-by at the job site, a minimum charge of ____ hours per employee will be billed.

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.19 Travel time for personnel staff shall be billed to the contract at the scheduled rates with a maximum of ____ hours.

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

3.20 The scheduled rates and provisions take into account Supplier's standard wage rates and overtime compensation practices paid to workers. To the extent the work under a particular contract is subject to Federal and State minimum wage laws, collective bargaining agreements or labor shortage, which could exceed or would modify Supplier's standard rates and practices. Supplier will have the option to make adjustments in the hourly rates and other provisions stated above or invoice all wages at cost plus ____% on any and all of the classifications listed above.

Quantity: 1 UOM: EA Total:

Supplier Notes:

3.21 Under certain circumstances, Supplier may need to engage additional restoration technicians and/or general labor listed above. If the cost for personnel exceeds the listed price, Supplier will charge the cost plus ____%.

Quantity: 1 UOM: EA Unit Price: Total:

Supplier Notes:

4 Document drying costs must follow factors: Nature of Damage Moisture Saturation Height of Buildings, Ceilings, and Affected Space Local Weather Conditions Degree of Char/Soot/Residue Mold/Mildew/Infestation Smoke/Odor Deodorization Requirements Contamination Factors/including Debris/Sewage and/or Hazardous Materials.

Quantity: 1 UOM: EA Unit Price: Total:

Item Notes: Please provide the standard cost for this service.

Supplier Notes:

Alternate 1

Document Deodorization Priced per cuft

Quantity: 1 UOM: EA Unit Price: Total:

Manufacturer:

Manufacturer #:

Alternate 2

Document Heavy Clean Water/Fire Priced per cuft

Quantity: 1 UOM: EA Unit Price: Total:

Manufacturer:

Manufacturer #:

Alternate 3

Document Gamma Radiation Priced per Cuft

Quantity: 1 UOM: EA Unit Price: Total:

Manufacturer:

Manufacturer #:

5 Air Quality Testing: Standard Fee

Quantity: 1 UOM: EA Unit Price: Total:

Item Notes: Please provide the fee for standard air quality testing services.

Supplier Notes:

6 Air Quality Testing: Expedited Fee

Quantity: 1 UOM: EA Unit Price: Total:

Item Notes: Please provide the fee for expedited air quality testing services.

Supplier Notes:

7 Package Header

The University of Iowa: Major-Disaster/Emergency Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach -The University of Iowa: Major-Disaster/Emergency Scenario**) approximately #135.

Supplier Notes:

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

Supplier Accepts, Understands, and has attached. (Supplier Accepts, Understands, and has attached.)

Package Items

7.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

7.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

7.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

8 Package Header

The University of Iowa: Minor-Disaster/Emergency Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach-The University of Iowa: Minor-Disaster/Emergency Scenario**) approximately #136.

Supplier Notes:

The detailed quotes for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. Acceptance and understanding that this information matches the proposal submitted. The responses are in order per the RFP. In the estimates some contain a misc charge line item for disposal of debris. This will be figured into the line item for equipment in this three-line total approach. There was considerable time put into looking at these scenarios as there is so many factors that go into a good scope and many structural variables that are unknown.

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

Supplier Accepts, Understands, and has attached. (Supplier Accepts, Understands, and has attached.)

Package Items

8.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

8.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

8.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

9 Package Header

The University of Iowa Hospitals and Clinics: Major-Disaster/Emergency Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach-The University of Iowa Hospitals and Clinics (UIHC): Major-Disaster/Emergency Scenario**) approximately #137.

Supplier Notes:

The detailed quotes for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. Acceptance and understanding that this information matches the proposal submitted. The responses are in order per the RFP. In the estimates some contain a misc charge line item for disposal of debris. This will be figured into the line item for equipment in this three line total approach. There was considerable time put into looking at these scenarios as there is so many factors that go into a good scope and many structural variables that are unknown.

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

Supplier Accepts, Understands, and has attached. (Supplier Accepts, Understands, and has attached.)

Package Items

9.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

9.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

9.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

10 Package Header

The University of Iowa Hospitals and Clinics: Minor-Disaster/Emergency Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach-The University of Iowa Hospitals and Clinics: Minor-Disaster/Emergency Scenario**) approximately #138.

Supplier Notes: The detailed quotes for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. Acceptance and understanding that this information matches the proposal submitted. The responses are in order per the RFP. In the estimates some contain a misc charge and subcontracted line item. This will be figured into the line item for equipment in this three line total approach. There was considerable time put into looking at these scenarios as there is so many factors that go into a good scope and many structural variables that are unknown.

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

Supplier Accepts, Understands, and has attached. (Supplier Accepts, Understands, and has attached.)

Package Items

10.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

10.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

10.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

1 Package Header

Iowa State University: Major-Disaster/Emergency Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach-Iowa State University: Major-Disaster/Emergency Scenario**) approximately #139.

Supplier Notes: The detailed quotes for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. Acceptance and understanding that this information matches the proposal submitted. The responses are in order per the RFP. In the estimates some contain a misc charge and subcontracted line item. This will be figured into the line item for equipment in this three line total approach. There was considerable time put into looking at these scenarios as there is so many factors that go into a good scope and many structural variables that are unknown.

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

Supplier Accepts, Understands, and has attached. (Supplier Accepts, Understands, and has attached.)

Package Items

11.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

11.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

11.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

1 2 Package Header

Iowa State University: Minor Disaster/Emergency- Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach-Iowa State University: Minor Disaster/Emergency- Scenario**) approximately #140.

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

The detailed quotes for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. Acceptance and understanding that this information matches the proposal submitted. The responses are in order per the RFP. In the estimates some contain a misc charge and subcontracted line item. This will be figured into the line item for equipment in this three line total approach. There was considerable time put into looking at these scenarios as there is so many factors that go into a good scope and many structural variables that are unknown.

Package Items

12.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

12.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

12.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

1 3 Package Header

The University of Northern Iowa: Major Disaster/Emergency- Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach-The University of Northern Iowa: Major Disaster/Emergency - Scenario**) approximately #141.

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

The detailed quotes for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. Acceptance and understanding that this information matches the proposal submitted. The responses are in order per the RFP. In the estimates some contain a misc charge and subcontracted line item. This will be figured into the line item for equipment in this three line total approach. There was considerable time put into looking at these scenarios as there is so many factors that go into a good scope and many structural variables that are unknown.

Package Items

13.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

13.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

13.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

1 4 Package Header

The University of Northern Iowa: Minor Disaster/Emergency- Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach-The University of Northern Iowa: Minor Disaster/Emergency - Scenario**) Approximately #142.

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

The detailed quotes for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. Acceptance and understanding that this information matches the proposal submitted. The responses are in order per the RFP. In the estimates some contain a misc charge and subcontracted line item. This will be figured into the line item for equipment in this three line total approach. There was considerable time put into looking at these scenarios as there is so many factors that go into a good scope and many structural variables that are unknown.

Package Items

14.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

14.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

14.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

1
5

Package Header

State of Iowa: Major Disaster/Emergency- Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach-State of Iowa: Major Disaster/Emergency - Scenario**) approximately #143.

Supplier Notes: The detailed quotes for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. Acceptance and understanding that this information matches the proposal submitted. The responses are in order per the RFP. In the estimates some contain a misc charge and subcontracted line item. This will be figured into the line item for equipment in this three line total approach. There was considerable time put into looking at these scenarios as there is so many factors that go into a good scope and many structural variables that are unknown.

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

Supplier Accepts, Understands, and has attached. (Supplier Accepts, Understands, and has attached.)

Package Items

15.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

15.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

15.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

1 6 Package Header

State of Iowa: Minor Disaster/Emergency- Scenario

Quantity: 1 UOM: PKG Total:

Item Notes: Please provide the detailed pricing for the disaster scenario detailed in bid attribute (**Supplier Approach-State of Iowa: Minor Disaster/Emergency - Scenario**) approximately #144

Supplier Notes:

The detailed quotes for each scenario are in the "SERVPRO Iowa City - Scenario Response Document" attached. Acceptance and understanding that this information matches the proposal submitted. The responses are in order per the RFP. In the estimates some contain a misc charge and subcontracted line item. This will be figured into the line item for equipment in this three line total approach. There was considerable time put into looking at these scenarios as there is so many factors that go into a good scope and many structural variables that are unknown.

Package Attributes

1. Detailed Pricing

It is required that Supplier attached a detailed pricing quote that itemized the consumables, equipment, and personnel labor rates that will be charged for this emergency scenario. The total quote cost shall match the total package cost entered into the eBid system.

Please confirm acceptance and understanding of this requirement as well as confirmation that required documentation has been uploaded.

Supplier Accepts, Understands, and has attached. (Supplier Accepts, Understands, and has attached.)

Package Items

16.1 Consumables: Please enter the total, lump sum, cost for consumables that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

16.2 Equipment: Please enter the total, lump sum, cost for equipment that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

16.3 Personnel Rates: Please enter the total, lump sum, cost for personnel rates that would be utilized in this emergency scenario.

Quantity: 1 UOM: EA Unit Price: Total:

Response Total: \$40,602,136.71